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Table 1 1
C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?
Base: All

Table 2 27
C2a. What is the approximate annual turnover of your whole organisation in the UK?
Base: All

Table 3 60
C3. Where in the UK do you work?
Base: All

Table 4 92
C1. To which industry does your organisation belong to?
Base: All

Table 5 141
C4. Is your location the headquarters or a local branch / office?
Base: All

Table 6 157
C5. Do you have an internet connection in the location where your organisation is based?
Base: All

Table 7 173
C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?
Base: All

Table 8 205
C7. Which one of the following statements best describes the role of postal services to your organisation?
Base: All

Table 9 221
C8. Do you have an Account Manager with your postal services provider?
Base: All

Table 11 237
QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.
Base: All

Table 12 300
QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?
Base: All

Table 13 334
QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters
Base: All sending large letters (QV6a=1 or 2)

Table 15 350
QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets
Base: All sending parcels and packets (QV6a=3)

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Table 17 366
QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items
Base: All sending other postal items (QV6a=4-8 or 98)

Table 19 382
QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.
Base: All where letters or large letters are sent (QV6a=1-2)

Table 20 413
QV2a.1 On average, how often does your organisation send letters and large letters?
Base: All where letters or large letters are sent (QV6a=1-2)

Table 21 429
QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.
Base: All where parcels and packets are sent (QV6a=3)

Table 22 457
QV2b.1 On average, how often does your organisation send parcels and packets?
Base: All where parcels and packets are sent (QV6a=3)

Table 23 473
QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?
Base: All where parcels and packets are sent (QV6a=3)

Table 24 489
QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN
Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

Table 26 505
QV3. Thinking about postal services, which providers can you think of?
Base: All

Table 27 537

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]
Base: All

Table 28 575
QV4. No. of mentions (And who does your organisation use for its postal service?)
Base: All

Table 29 591
QV4. Main provider (And who does your organisation use for its postal service?)
by QV4. Main provider (And who does your organisation use for its postal service?)
Base: All

Table 30 624
QV4. Main provider selected (And who does your organisation use for its postal service?)
by QV4. Main provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

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Table 31 656
QV4. Second provider selected (And who does your organisation use for its postal service?)
by QV4. Second provider selected (And who does your organisation use for its postal service?)
Base: All selecting more than one provider

Table 32 688
QV4. Other providers used (And who does your organisation use for its postal service?)
by QV4. Other providers used (And who does your organisation use for its postal service?)
Base: All selecting more than 2 providers

Table 33 720
QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?
Base: All who send letters/large letters at (QV6a=1 or 2)

Table 34 752
QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

Table 35 784
QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

Table 36 816
QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?
Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

Table 37 848
QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?
Base: All who send parcels/packets at (QV6a=3)

Table 38 881
QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters
Base: All where letters are sent (QV6a=1)

Table 39 900
QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters
Base: All where large letters are sent (QV6a=2)

Table 40 919
QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets
Base: All where parcels/ packets are sent (QV6a=3)

Table 41 937
QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?
Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

Table 42 953
QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?
Base: All who use RM to send letters or large letters (QV6a2=1-2)

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Table 43 985
QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

Table 45 1001
QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

Table 47 1017
QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps
Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

Table 49 1033
QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps
Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

Table 51 1049
QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

Table 53 1065
QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

Table 55 1081
QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class
Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

Table 57 1096
QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class
Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

Table 59 1112
QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail
Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

Table 61 1127
QV6d1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: SUMMARY TABLE
Base: All who use RM to send letters or large letters (QV6a2=1-2) using each service

Table 62 1128
QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table 63 1144
QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table 64 1160
QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

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Table 65 1176
QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table 66 1192
QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table 67 1208
QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table 68 1224
QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table 69 1240
QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table 70 1256
QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE
Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

Table 71 1257
QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?
Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

Table 72 1289
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 74 1305
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 76 1321
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 78 1337
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 80 1353
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 82 1369
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

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Table 84 1384
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 86 1399
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 88 1415
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 90 1431
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 92 1444
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 94 1458
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 96 1471
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 98 1485
QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 100 1496
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 101 1512
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 102 1528
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 103 1544
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 104 1560
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

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Table 105 1576
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 106 1592
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 107 1608
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 108 1624
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 109 1640
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 110 1656
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 111 1672
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 112 1688
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 113 1704
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 114 1720
QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 115 1736
QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE
Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

Table 116 1738
QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?
Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

Table 117 1754
QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?
Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

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Table 118 1776
QV7a. In the last 12 months, has your organisation:
Base: All using RM (QV4=1)

Table 119 1792
QV7b.1 And why is this?
Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

Table 120 1808
QV7a.1 In the last 12 months, has your organisation:
Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

Table 121 1824
QV7b. And why have you <answer from QV7a.1>?
Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

Table 122 1841
QV8n. Do you use any of the following products to send your bulk mailings?
Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

Table 123 1857
Royal Mail unsorted bulk mail
Base: All sending unsorted bulk mailing (QV8n=1)

Table 124 1873
QV8. Royal Mail sorted bulk mail
Base: All sending sorted bulk mailing (QV8n=2)

Table 125 1889
Royal Mail Wholesale Access
Base: All sending Wholesale Access (QV8n=3)

Table 126 1903
Bulk mail product from a different provider - ^f('qv8n_4_other')
Base: All sending bulk mail product from a different provider (QV8n=4)

Table 127 1912
QV8o/p. Do you use any of the following products to send your bulk mailings? Royal Mail bulk mail
Base: All sending bulk mailing (QV8n=1,2)

Table 128 1928
QV9a. Which of the following types of mail does your organisation regularly receive at your location?
Base: All

Table 129 1960
QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All who regularly receive letters at their location (QV9a=1)

Table 130 1980
QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters
Base: All who regularly receive large letters at their location (QV9a=2)

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Table 131 2000
QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets
Base: All who regularly receive parcels and packets at their location (QV9a= 3)

Table 132 2019
QRM1. At what time do you usually receive your Royal Mail delivery at your premises?
Base: All using RM (QV4=1)

Table 133 2035
QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?
Base: All using RM (QV4=1)

Table 134 2051
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time
Base: All using RM (QV4=1)

Table 135 2067
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)
Base: All using RM (QV4=1)

Table 136 2083
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending
Base: All using RM (QV4=1)

Table 137 2099
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability
Base: All using RM (QV4=1)

Table 139 2115
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time
Base: All using RM (QV4=1)

Table 145 2131
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent
Base: All using RM (QV4=1)

Table 146 2147
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage
Base: All using RM (QV4=1)

Table 147 2163
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged
Base: All using RM (QV4=1)

Table 148 2179
QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: SUMMARY TABLE
Base: All using RM (QV4=1)

Table 149 2180
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time
Base: All using RM (QV4=1) excluding Don't know

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Table 150 2196
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)
Base: All using RM (QV4=1) excluding Don't know

Table 151 2212
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending
Base: All using RM (QV4=1) excluding Don't know

Table 152 2228
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability
Base: All using RM (QV4=1) excluding Don't know

Table 154 2244
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time
Base: All using RM (QV4=1) excluding Don't know

Table 160 2260
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent
Base: All using RM (QV4=1) excluding Don't know

Table 161 2276
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage
Base: All using RM (QV4=1) excluding Don't know

Table 162 2292
QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged
Base: All using RM (QV4=1) excluding Don't know

Table 163 2308
QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied? (excluding Don't know): SUMMARY TABLE
Base: All using RM (QV4=1) excluding Don't know

Table 164 2309
QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All using RM (QV4=1)

Table 165 2338
QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All those who had experienced problems in the last 6 months

Table 166 2356
QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

Table 167 2375
QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

Table 168 2394
QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: SUMMARY TABLE
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

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Table 169 2395
QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

Table 171 2411
QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

Table 172 2427
QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects (excluding Have not Contacted / Not Applicable): SUMMARY TABLE
Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

Table 173 2428
QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months
Base: All using RM (QV4=1)

Table 174 2444
QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?
Base: All in Northern Ireland

Table 175 2459

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?
Base: All those who use other providers to RM (QV4=2-18,98)

Table 176 2475
QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)
Base: All those who use other providers to RM (QV4=2-18,98)

Table 177 2491

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)
Base: All those who use other providers to RM (QV4=2-18,98)

Table 178 2507
QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending
Base: All those who use other providers to RM (QV4=2-18,98)

Table 179 2523
QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability
Base: All those who use other providers to RM (QV4=2-18,98)

Table 180 2539
QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time
Base: All those who use other providers to RM (QV4=2-18,98)

Table 181 2555
QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent
Base: All those who use other providers to RM (QV4=2-18,98)

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Table 182 2571
QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage
Base: All those who use other providers to RM (QV4=2-18,98)

Table 183 2587
QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged
Base: All those who use other providers to RM (QV4=2-18,98)

Table 184 2603
QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All those who use other providers to RM (QV4=2-18,98)

Table 185 2626
QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint
Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

Table 186 2641
QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous
Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

Table 187 2656
QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint
Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

Table 188 2670
QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous
Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

Table 189 2684
QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint
Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

Table 190 2697
QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous
Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

Table 191 2710
QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: Professionalism and handling of any query / complaint
Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

Table 192 2719
QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous
Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

Table 193 2728
QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint
Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

Table 194 2742
QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous
Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

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Table 195 2756
QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint
Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

Table 196 2769
QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous
Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

Table 197 2782
QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint
Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

Table 198 2796
QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous
Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

Table 199 2810
QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: Professionalism and handling of any query / complaint
Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

Table 200 2816
QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The staff being polite and courteous
Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

Table 201 2822
QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: Professionalism and handling of any query / complaint
Base: All who have had a problem with DX in the last 6 months (QOP3=11)

Table 202 2830
QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: The staff being polite and courteous
Base: All who have had a problem with DX in the last 6 months (QOP3=11)

Table 205 2838
QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: Professionalism and handling of any query / complaint
Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

Table 206 2846
QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: The staff being polite and courteous
Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

Table 207 2854
QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: Professionalism and handling of any query / complaint
Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

Table 208 2863
QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: The staff being polite and courteous
Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

Table 209 2872

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: Professionalism and handling of any query / complaint
Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

Table 210 2879

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: The staff being polite and courteous
Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

Table 213 2886

QOP3A17. Thinking about contacting Amazon Logistics with a service query, request or complaint, and your experiences in the last six months, please rate Amazon Logistics on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint
Base: All who have had a problem with Amazon Logistics in the last 6 months (QOP3=17)

Table 214 2891

QOP3A17. Thinking about contacting Amazon Logistics with a service query, request or complaint, and your experiences in the last six months, please rate Amazon Logistics on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous
Base: All who have had a problem with Amazon Logistics in the last 6 months (QOP3=17)

Table 215 2896

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint
Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

Table 216 2909

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous
Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

Table 217 2922
QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: Professionalism and handling of any query / complaint
Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

Table 218 2932
QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: The staff being polite and curteous
Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

Table 221 2942
QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months
Base: All those who use DHL (QV4=2)

Table 222 2958
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months
Base: All those who use UK Mail (QV4=4)

Table 223 2974
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months
Base: All those who use UPS (QV4=5)

Table 224 2989
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months
Base: All those who use Yodel (QV4=6)

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Table 225 3005
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months
Base: All those who use Parcelforce (QV4=7)

Table 226 3021
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months
Base: All those who use Hermes (QV4=8)

Table 227 3037
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months
Base: All those who use FedEx (QV4=9)

Table 228 3052
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects: The quality of the postal services provided by Secured Mail in the last 12 months
Base: All those who use Secured Mail (QV4=10)

Table 229 3062
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months
Base: All those who use DX (QV4=11)

Table 230 3074

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate MHI (Mail Handling International) on each of the following aspects: The quality of the postal services provided by MHI (Mail Handling International) in the last 12 months
Base: All those who use MHI (Mail Handling International) (QV4=12)

Table 231 3078
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months
Base: All those who use Pitney Bowes (QV4=13)

Table 232 3091
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months
Base: All those who use TNT Express (QV4=14)

Table 233 3105
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months
Base: All those who use Whistl (QV4=15)

Table 234 3117
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Citipost on each of the following aspects: The quality of the postal services provided by Citipost in the last 12 months
Base: All those who use Citipost (QV4=16)

Table 235 3125
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months
Base: All those who use Amazon Logistics (QV4=17)

Table 236 3137
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months
Base: All those who use DPD/DPD Local (QV4=18)

Table 237 3153
QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months
Base: All those who use Other (1st) (QV4=98)

Table 238 3167
The quality of the postal services provided by [Other provider from QV4] in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate ^f('QV4_99_other')^ on each of the following aspects:)
Base: All those who use Other (2nd) (QV4=99)

Table 239 3173
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL
Base: All those who use DHL (QV4=2)

Table 240 3189
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail
Base: All those who use UK Mail (QV4=4)

Table 241 3205
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS
Base: All those who use UPS (QV4=5)

Table 242 3220
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel
Base: All those who use Yodel (QV4=6)

Table 243 3236
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce
Base: All those who use Parcelforce (QV4=7)

Table 244 3252
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes
Base: All those who use Hermes (QV4=8)

Table 245 3268
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx
Base: All those who use FedEx (QV4=9)

Table 246 3283
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Secured Mail
Base: All those who use Secured Mail (QV4=10)

Table 247 3293
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX
Base: All those who use DX (QV4=11)

Table 248 3305
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: MHI (Mail Handling International)
Base: All those who use MHI (Mail Handling International) (QV4=12)

Table 249 3309
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes
Base: All those who use Pitney Bowes (QV4=13)

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Table 250 3322
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express
Base: All those who use TNT Express (QV4=14)

Table 251 3336
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)
Base: All those who use Whistl (QV4=15)

Table 252 3348
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Citipost
Base: All those who use Citipost (QV4=16)

Table 253 3356
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics
Base: All those who use Amazon Logistics (QV4=17)

Table 254 3368
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local
Base: All those who use DPD/DPD Local (QV4=18)

Table 255 3384
QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other
Base: All those who use Other (1st) (QV4=98)

Table 256 3398
^f('QV4_99_other')^ (QOP5b. On a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (2nd) (QV4=99)

Table 257 3404
^f('QV4_100_other')^ (QOP5b. On a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)
Base: All those who use Other (3rd) (QV4=100)

Table 258 3408
QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money
Base: All respondents

Table 259 3424
QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?
Base: All respondents

Table 260 3440
QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

Table 261 3472
QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

Table 262 3504
QS2a. What would you say are the reasons for this increase?
Base: All with increased volume of post sent in the last 12 months (QS1=1)

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Table 263 3522
QS3a. What would you say are the reasons for this decrease?
Base: All with decreased volume of post sent in the last 12 months (QS1=3)

Table 265 3554
QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?
Base: All respondents

Table 266 3570
QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?
Base: All who have not considered trying another postal provider (QS4=3)

Table 267 3606
QF4. Over the last 12 months, has your organisation moved some post to other communication methods?
Base: All respondents

Table 268 3622
QF5. Why have you not moved any post to other communication methods in the last 12 months?
Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

Table 269 3654
QF6. Why have you moved post to other communication methods in the last 12 months?
Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

Table 270 3699
QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.
Base: All respondents

Table 271 3743
QN3B. In the last month which of the following companies have you sent a small parcel with?
Base: All sending parcels and packets (QV6a=3)

Table 272 3778
QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?
Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

Table 274 3794
QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?
Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

Table 275 3826
QN9. When sending letters, which service does your business tend to use?
Base: All

Table 276 3842
QN10. Which if any of these describe your reasons for using First class postage all or most of the time?
Base: All using first class postage all or most of the time (QN9=1-2)

Table 277 3870
QN11. Which if any of the following influence your decision to use first or second-class stamps?
Base: All sending letters (QN9=1-5 OR 7)

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Respondent only / self-employed	1232	425	807	1232	-	-	-	-
	62%	49%	71%	65%	-%	-%	-%	-%
			a	bcde				
Respondent and one (other) employee	326	147	179	326	-	-	-	-
	16%	17%	16%	17%	-%	-%	-%	-%
				bcde				
3 - 4	176	117	59	176	-	-	-	-
	9%	14%	5%	9%	-%	-%	-%	-%
		b		bde				
5 - 9	176	109	66	176	-	-	-	-
	9%	13%	6%	9%	-%	-%	-%	-%
		b		bde				
10 - 19	47	34	14	-	47	-	-	47
	2%	4%	1%	-%	62%	-%	-%	53%
		b			acde			acd
20 - 25	12	10	3	-	12	-	-	12
	1%	1%	*%	-%	16%	-%	-%	14%
					acd			acd
26 - 49	16	10	6	-	16	-	-	16
	1%	1%	1%	-%	22%	-%	-%	18%
					acd			acd
50 - 99	9	6	3	-	-	9	-	9
	*%	1%	*%	-%	-%	100%	-%	10%
						abde		abd
100 - 249	5	3	2	-	-	-	5	5
	*%	*%	*%	-%	-%	-%	100%	6%
							abce	ab
NETS								
Micro (0 - 9)	1910	798	1112	1910	-	-	-	-
	95%	93%	98%	100%	-%	-%	-%	-%
			a	bcde				

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Small (10 - 49)	76	54	22	-	76	-	-	76
	4%	6%	2%	-%	100%	-%	-%	84%
		b			acde			acd
Medium (50 - 249)	14	8	6	-	-	9	5	14
	1%	1%	*%	-%	-%	100%	100%	16%
						abe	abe	ab

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Respondent only / self-employed	1232	1232	-	-	-	-	-	1232	-	-
	62%	100% bcdefghi	-%	-%	-%	-%	-%	65% bcdefhi	-%	-%
Respondent and one (other) employee	326	-	326	-	-	-	-	326	-	-
	16%	-%	65% acdefghi	-%	-%	-%	-%	17% acdefhi	-%	-%
3 - 4	176	-	176	-	-	-	-	176	-	-
	9%	-%	35% acdefghi	-%	-%	-%	-%	9% acdefhi	-%	-%
5 - 9	176	-	-	176	-	-	-	176	-	-
	9%	-%	-%	100% abdefghi	-%	-%	-%	9% abdefhi	-%	-%
10 - 19	47	-	-	-	47	-	-	-	47	-
	2%	-%	-%	-%	100% abcefghi	-%	-%	-%	62% abcefgi	-%
20 - 25	12	-	-	-	-	12	-	-	12	-
	1%	-%	-%	-%	-%	33% abcdfghi	-%	-%	16% abcdfgi	-%
26 - 49	16	-	-	-	-	16	-	-	16	-
	1%	-%	-%	-%	-%	44% abcdfghi	-%	-%	22% abcdfgi	-%
50 - 99	9	-	-	-	-	9	-	-	-	9
	*%	-%	-%	-%	-%	24% abcdfgh	-%	-%	-%	64% abcdefgh
100 - 249	5	-	-	-	-	-	5	-	-	5
	*%	-%	-%	-%	-%	-%	100% abcdeghi	-%	-%	36% abcdegh
NETS										
Micro (0 - 9)	1910	1232	502	176	-	-	-	1910	-	-
	95%	100% defhi	100% defhi	100% defhi	-%	-%	-%	100% defhi	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Small (10 - 49)	76	-	-	-	47	29	-	-	76	-
	4%	-%	-%	-%	100% abcefgi	76% abcfgi	-%	-%	100% abcefgi	-%
Medium (50 - 249)	14	-	-	-	-	9	5	-	-	14
	1%	-%	-%	-%	-%	24% abcdgh	100% abcdegh	-%	-%	100% abcdegh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Respondent only / self-employed	1232	961	86	5	-	14
	62%	80%	36%	12%	-%	24%
		bcde	cd			
Respondent and one (other) employee	326	164	75	6	6	8
	16%	14%	32%	14%	30%	13%
			ae			
3 - 4	176	49	34	8	4	5
	9%	4%	15%	18%	18%	8%
			a	a		
5 - 9	176	18	33	17	6	14
	9%	2%	14%	40%	26%	23%
			a	ab	a	a
10 - 19	47	4	4	4	3	9
	2%	*%	2%	11%	16%	14%
				ab	a	ab
20 - 25	12	1	2	*	-	3
	1%	*%	1%	1%	-%	5%
						a
26 - 49	16	1	*	1	1	4
	1%	*%	*%	1%	6%	7%
					a	a
50 - 99	9	*	1	1	1	2
	*%	*%	*%	2%	3%	3%
				a		a
100 - 249	5	*	*	*	*	2
	*%	*%	*%	*%	1%	4%
						a
NETS						
Micro (0 - 9)	1910	1191	228	36	16	41
	95%	100%	97%	85%	75%	68%
		bcde	cde			

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Small (10 - 49)	76	5	7	5	5	15
	4%	*%	3%	13%	22%	26%
			a	ab	ab	ab
Medium (50 - 249)	14	*	1	1	1	4
	1%	*%	*%	2%	4%	7%
				a	a	a

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Respondent only / self-employed	1232	86	96	199	50	103	175	180	94	94	1077	73	54	28
	62%	51%	59%	62%	56%	64%	58%	70% a	63%	62%	61%	61%	68% a	71% a
Respondent and one (other) employee	326	37	24	52	8	30	44	42	24	25	286	23	13	4
	16%	22% m	15%	16%	9%	18%	15%	16%	16%	17%	16%	19%	16%	11%
3 - 4	176	27	20	17	15	8	33	16	14	14	165	4	6	1
	9%	16% cegjklm	12% km	5%	17% ceklm	5%	11% km	6%	9%	9%	9% km	4%	7%	4%
5 - 9	176	14	17	35	12	14	32	12	9	11	156	12	5	3
	9%	8%	10%	11%	14%	9%	11%	5%	6%	7%	9%	10%	6%	8%
10 - 19	47	4	3	9	3	2	11	3	5	2	42	3	1	1
	2%	2%	2%	3%	3%	1%	4%	1%	3%	2%	2%	2%	2%	2%
20 - 25	12	1	1	2	1	1	2	1	-	2	10	2	*	1
	1%	*%	*%	1%	1%	1%	1%	*%	-%	1%	1%	1%	*%	1%
26 - 49	16	1	1	3	*	1	2	1	1	2	12	3	*	1
	1%	*%	1%	1%	*%	*%	1%	1%	1%	1%	1%	3% jl	*%	2%
50 - 99	9	*	1	3	*	1	1	*	1	1	8	1	*	*
	*%	*%	*%	1%	*%	1%	*%	*%	*%	*%	*%	*%	*%	1%
100 - 249	5	*	*	1	*	*	1	*	1	*	4	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%
NETS														
Micro (0 - 9)	1910	164	157	303	85	154	284	251	141	144	1684	112	78	37
	95%	97%	97%	94%	96%	96%	95%	98%	95%	95%	96%	93%	97%	93%
Small (10 - 49)	76	5	5	15	3	4	15	5	6	6	64	7	2	2
	4%	3%	3%	5%	4%	3%	5%	2%	4%	4%	4%	6%	2%	6%
Medium (50 - 249)	14	1	1	4	*	1	1	1	1	1	12	1	*	1
	1%	*%	1%	1%	1%	1%	*%	*%	1%	1%	1%	1%	1%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Respondent only / self-employed	1232	42	100	11	114	237	27	73	535	1034	198	1232	-
	62%	61%	57%	82%	47%	56%	43%	56%	69% bdefg	62%	60%	65% b	-%
Respondent and one (other) employee	326	6	28	-	47	90	20	32	94	264	62	296	30
	16%	8%	16%	-%	19%	21% h	32% abh	25% h	12%	16%	19%	16%	33% a
3 - 4	176	11	25	-	27	32	4	8	68	145	31	148	28
	9%	16%	14%	-%	11%	8%	6%	7%	9%	9%	9%	8%	31% a
5 - 9	176	7	11	*	35	44	10	11	49	153	23	156	20
	9%	10%	6%	2%	14% h	10%	16% h	9%	6%	9%	7%	8%	22% a
10 - 19	47	1	5	1	9	10	1	2	16	37	10	40	7
	2%	2%	3%	9%	4%	2%	2%	1%	2%	2%	3%	2%	8% a
20 - 25	12	*	2	-	4	1	*	*	4	10	2	10	2
	1%	*%	1%	-%	2%	*%	*%	*%	*%	1%	1%	1%	2%
26 - 49	16	*	2	1	3	3	*	2	4	12	4	14	2
	1%	1%	1%	6%	1%	1%	*%	1%	1%	1%	1%	1%	2%
50 - 99	9	*	2	-	1	2	*	1	3	8	1	8	1
	*%	1%	1%	-%	*%	*%	*%	1%	*%	1%	*%	*%	1%
100 - 249	5	*	1	*	1	1	*	*	2	5	*	4	1
	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%
NETS													
Micro (0 - 9)	1910	66	165	11	223	402	62	125	745	1595	315	1832	78
	95%	96%	93%	84%	92%	96%	97%	96%	96%	96%	95%	96% b	86%
Small (10 - 49)	76	2	9	2	17	15	2	4	24	59	17	65	11
	4%	3%	5%	15%	7%	4%	3%	3%	3%	4%	5%	3%	12% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Medium (50 - 249)	14	1	3	*	2	3	*	1	4	13	1	12	2
	1%	1%	2%	*%	1%	1%	*%	1%	1%	1%	*%	1%	2%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Respondent only / self-employed	1232	1196	36	815	136	281
	62%	61%	66%	64%	49%	63%
				b		b
Respondent and one (other) employee	326	313	13	202	52	71
	16%	16%	23%	16%	19%	16%
3 - 4	176	175	1	100	34	42
	9%	9%	2%	8%	12%	10%
5 - 9	176	171	4	109	33	33
	9%	9%	8%	9%	12%	7%
10 - 19	47	47	*	28	9	10
	2%	2%	*%	2%	3%	2%
20 - 25	12	12	-	7	4	1
	1%	1%	-%	1%	2%	*%
26 - 49	16	16	-	10	4	2
	1%	1%	-%	1%	1%	1%
50 - 99	9	9	*	3	3	3
	*%	*%	*%	*%	1%	1%
100 - 249	5	5	*	2	2	1
	*%	*%	*%	*%	1%	*%
NETS						
Micro (0 - 9)	1910	1856	54	1227	255	427
	95%	95%	100%	96%	92%	96%
				b		
Small (10 - 49)	76	76	*	45	17	14
	4%	4%	*%	4%	6%	3%
Medium (50 - 249)	14	14	*	5	5	4
	1%	1%	*%	*%	2%	1%

Columns Tested:: a,b - a,b,c
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Respondent only / self-employed	1232	1116	101	12	1	*	-	-	2	1217	15	3	697	418	116
	62%	65% bejk	44% ek	39%	5%	4%	-%	-%	34%	63% bejk	24%	9%	70% bc	59% c	40%
Respondent and one (other) employee	326	257	44	7	11	4	-	-	3	302	24	18	145	112	69
	16%	15%	19%	22%	89%	38%	-%	-%	48%	16%	39% abi	56% abi	15%	16%	23% a
3 - 4	176	143	31	1	-	1	1	-	-	174	3	2	64	78	33
	9%	8%	13%	3%	-%	8%	32%	-%	-%	9%	4%	5%	6%	11% a	11%
5 - 9	176	135	28	7	*	4	2	-	*	163	13	6	70	65	41
	9%	8%	12%	23%	1%	36% ai	60%	-%	1%	8%	20% ai	17%	7%	9%	14% a
10 - 19	47	33	11	2	*	1	*	-	1	44	3	1	12	21	14
	2%	2%	5%	5%	*%	8%	*%	-%	10%	2%	5%	5%	1%	3%	5% a
20 - 25	12	8	3	*	*	*	*	*	-	11	1	1	3	5	4
	1%	*%	1%	2%	1%	3%	4%	5%	-%	1%	2%	2%	*%	1%	1%
26 - 49	16	11	5	1	*	*	-	-	-	15	1	*	3	8	6
	1%	1%	2%	2%	3%	1%	-%	-%	-%	1%	2%	1%	*%	1%	2%
50 - 99	9	3	5	*	*	*	*	*	*	8	1	1	*	2	6
	*%	*%	2% ai	1%	*%	*%	*%	84%	6%	*%	2%	2%	*%	*%	2% a
100 - 249	5	2	2	1	*	*	*	*	*	4	1	1	*	2	3
	*%	*%	1%	3%	*%	2%	4%	11%	1%	*%	2%	2%	*%	*%	1%
NETS															
Micro (0 - 9)	1910	1651	204	27	12	9	3	-	5	1855	55	28	977	673	259
	95%	97% bj	89%	87%	95%	85%	92%	-%	84%	96% b	87%	88%	98% bc	95% c	88%
Small (10 - 49)	76	52	19	3	1	1	*	*	1	71	5	2	18	34	24
	4%	3%	8% ai	9%	5%	12%	4%	5%	10%	4%	8%	8%	2%	5% a	8% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Medium (50 - 249)	14	4	7	1	*	*	*	*	*	11	3	1	1	4	10
	1%	*%	3%	4%	1%	3%	4%	95%	7%	1%	4%	4%	*%	1%	3%
			ai	a							a	a			ab

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Respondent only / self-employed	1232	682	423	857	556	94	240	783	47	14	2	2	7	*
	62%	58% e	57% e	60% e	64% e	39%	56% e	63% cdeg	51% dg	30%	9%	26%	61% d	4%
Respondent and one (other) employee	326	181	144	235	139	61	76	187	19	15	11	2	-	2
	16%	16%	19%	16%	16%	25% acd	18%	15%	20%	30%	46% a	19%	-%	31%
3 - 4	176	116	67	135	71	38	44	114	7	8	1	3	1	1
	9%	10%	9%	9%	8%	16% bcd	10%	9%	7%	15%	5%	30%	12%	21%
5 - 9	176	120	65	134	62	25	40	106	11	7	6	*	2	1
	9%	10%	9%	9%	7%	11%	9%	9%	12%	15%	23%	3%	13%	24%
10 - 19	47	33	21	36	19	10	14	26	4	2	1	1	1	*
	2%	3%	3%	2%	2%	4%	3%	2%	4%	4%	4%	9%	8%	5%
20 - 25	12	10	6	11	4	2	5	7	1	1	1	*	*	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	5%	3%	3%	2%
26 - 49	16	13	7	14	7	5	6	10	1	1	1	*	-	*
	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	4%	5%	-%	3%
50 - 99	9	8	6	8	5	3	2	5	1	*	1	*	*	*
	*%	1%	1%	1%	1%	1%	1%	*%	1%	1%	2%	3%	2%	6%
100 - 249	5	4	3	4	3	2	2	2	1	1	1	*	*	*
	*%	*%	*%	*%	*%	1%	*%	*%	1%	1%	3%	2%	2%	3%
NETS														
Micro (0 - 9)	1910	1099	700	1361	827	219	400	1190	85	44	20	7	11	5
	95%	94%	94%	95%	96% e	91%	93%	96% e	91%	90%	82%	78%	86%	80%
Small (10 - 49)	76	56	33	60	30	17	25	43	6	4	3	2	1	1
	4%	5%	4%	4%	3%	7%	6%	3%	7%	7%	13%	17%	10%	11%
Medium (50 - 249)	14	12	9	12	7	5	4	7	2	1	1	*	*	1
	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	5%	5%	3%	9% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Respondent only / self-employed	1232	525	21	9	*	*	-	*	*	443	176	189	39	10
	62%	68% dfh	48% dh	45% h	3%	3%	-%	4%	3%	70% bcd	59% d	53% d	30%	51%
Respondent and one (other) employee	326	116	12	4	4	-	2	-	2	88	51	62	29	6
	16%	15%	27%	20%	34%	-%	49%	-%	12%	14%	17%	18%	22%	29%
3 - 4	176	55	5	1	2	4	-	3	7	45	22	46	20	2
	9%	7%	12%	5%	15%	81%	-%	45%	47% abc	7%	7%	13% a	15% a	10%
5 - 9	176	48	4	4	3	-	1	2	3	45	30	34	25	*
	9%	6%	10%	17%	22%	-%	19%	40%	21% a	7%	10%	10%	19% a	1%
10 - 19	47	15	*	1	1	*	1	*	1	7	9	11	8	*
	2%	2%	1%	7%	5%	6%	15%	4%	7%	1%	3%	3%	6% a	1%
20 - 25	12	3	*	-	1	-	-	*	*	1	3	4	2	1
	1%	*%	*%	-%	11% a	-%	-%	*%	*%	*%	1%	1%	2%	3%
26 - 49	16	4	*	*	1	*	*	*	1	2	3	5	4	*
	1%	1%	1%	1%	8% a	5%	11%	*%	4%	*%	1%	1%	3%	1%
50 - 99	9	3	*	1	*	*	*	*	1	2	1	2	3	*
	*%	*%	1%	4%	*%	4%	1%	5%	4%	*%	*%	1%	2%	2%
100 - 249	5	2	*	*	*	*	*	*	*	1	1	1	2	*
	*%	*%	*%	2%	2%	1%	6%	1%	2%	*%	*%	*%	2%	2%
NETS														
Micro (0 - 9)	1910	744	43	18	9	5	2	6	13	621	280	330	112	18
	95%	97% dfh	97%	86%	74%	84%	67%	88%	82%	98% cd	94% d	94%	85%	91%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Small (10 - 49)	76	22	1	2	3	1	1	*	2	10	15	20	14	1
	4%	3%	2%	8%	24%	11%	26%	5%	12%	2%	5%	6%	11%	5%
					a		a				a	a	a	
Medium (50 - 249)	14	4	*	1	*	*	*	*	1	3	1	3	5	1
	1%	1%	1%	6%	2%	5%	7%	6%	6%	*%	*%	1%	4%	4%
									a				a	

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Respondent only / self-employed	1232	250	123	152	27	5	408	31	115	1120	112	811	47
	62%	70% d	63% d	66% d	37%	34%	69% c	53%	55%	62%	55%	60%	62%
Respondent and one (other) employee	326	52	39	32	11	5	85	15	39	280	46	220	15
	16%	15%	20%	14%	15%	33%	14%	26%	19%	16%	23%	16%	21%
3 - 4	176	22	17	18	11	2	45	5	21	163	13	128	7
	9%	6%	9%	8%	16%	16%	8%	8%	10%	9%	7%	9%	9%
5 - 9	176	23	8	16	14	-	38	5	19	155	20	132	2
	9%	7%	4%	7%	19% ab	-%	6%	9%	9%	9%	10%	10%	3%
10 - 19	47	5	3	5	5	1	9	1	9	43	5	34	2
	2%	1%	2%	2%	7%	4%	1%	2%	4%	2%	2%	2%	3%
20 - 25	12	1	*	2	1	-	2	*	2	10	2	10	1
	1%	*%	*%	1%	2%	-%	*%	1%	1%	1%	1%	1%	1%
26 - 49	16	2	2	1	1	1	3	1	3	14	2	13	1
	1%	*%	1%	1%	1%	7%	*%	1%	2%	1%	1%	1%	1%
50 - 99	9	*	1	2	1	1	2	*	2	8	1	8	*
	*%	*%	*%	1%	1%	5%	*%	*%	1%	*%	1%	1%	*%
100 - 249	5	*	*	1	1	*	2	*	1	4	1	4	*
	*%	*%	*%	*%	2%	1%	*%	*%	*%	*%	*%	*%	*%
NETS													
Micro (0 - 9)	1910	346	187	218	64	12	576	56	193	1719	191	1290	71
	95%	98% d	97%	95%	87%	83%	97%	96%	92%	96%	95%	95%	94%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Small (10 - 49)	76	7	5	8	8	2	14	2	14	67	9	57	4
	4%	2%	3%	4%	10% a	12%	2%	3%	6%	4%	4%	4%	5%
Medium (50 - 249)	14	*	1	3	2	1	4	*	3	12	2	12	1
	1%	*%	1%	1%	3%	6%	1%	1%	1%	1%	1%	1%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Respondent only / self-employed	1232	133	90	165	26	441	115	252	632	72	243	355	93	*
	62%	68%	65%	62%	42%	65%	62%	56%	60%	57%	59%	57%	65%	54%
Respondent and one (other) employee	326	28	26	46	23	109	29	85	148	29	88	118	33	*
	16%	14%	19%	17%	38%	16%	16%	19%	14%	23%	21%	19%	23%	46%
3 - 4	176	13	3	17	4	64	7	35	104	7	26	58	3	-
	9%	6%	2%	7%	7%	9%	4%	8%	10%	6%	6%	9%	2%	-%
5 - 9	176	17	10	22	4	42	19	49	101	9	28	53	6	-
	9%	8%	7%	8%	6%	6%	11%	11%	10%	7%	7%	9%	4%	-%
10 - 19	47	3	3	7	1	13	6	14	29	5	11	18	3	-
	2%	2%	2%	3%	2%	2%	3%	3%	3%	4%	3%	3%	2%	-%
20 - 25	12	1	1	1	1	2	2	3	9	2	3	4	2	-
	1%	*%	1%	1%	2%	*%	1%	1%	1%	1%	1%	1%	1%	-%
26 - 49	16	1	3	3	*	4	3	4	12	1	4	5	*	-
	1%	1%	2%	1%	1%	1%	2%	1%	1%	*%	1%	1%	*%	-%
50 - 99	9	1	2	2	1	3	1	6	7	2	4	5	2	-
	*%	*%	1%	1%	1%	*%	1%	1%	1%	1%	1%	1%	1%	-%
100 - 249	5	1	1	1	*	2	1	2	4	1	2	2	1	-
	*%	*%	1%	*%	1%	*%	1%	1%	*%	1%	1%	*%	*%	-%
NETS														
Micro (0 - 9)	1910	190	129	250	57	657	171	420	985	118	385	585	134	1
	95%	96%	93%	94%	94%	97%	93%	94%	94%	92%	94%	95%	95%	100%
Small (10 - 49)	76	6	7	12	3	19	11	21	50	7	18	27	5	-
	4%	3%	5%	4%	5%	3%	6%	5%	5%	6%	4%	4%	4%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Medium (50 - 249)	14	1	3	3	1	5	2	8	10	2	6	7	2	-
	1%	1%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	2%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Respondent only / self-employed	1232	386	383	100	*	679	403	469	611	506	6
	62%	64%	69%	63%	32%	59%	57%	67% ab	58%	64%	69%
Respondent and one (other) employee	326	97	77	33	-	178	135	102	182	108	-
	16%	16%	14%	21%	-%	15%	19%	15%	17%	14%	-%
3 - 4	176	49	39	7	1	116	64	59	105	70	-
	9%	8%	7%	4%	68%	10%	9%	8%	10%	9%	-%
5 - 9	176	40	32	12	-	119	62	44	102	71	*
	9%	7%	6%	8%	-%	10%	9%	6%	10%	9%	3%
10 - 19	47	16	13	3	-	32	19	14	25	21	*
	2%	3%	2%	2%	-%	3%	3%	2%	2%	3%	6%
20 - 25	12	3	3	1	-	9	5	2	8	5	*
	1%	1%	1%	1%	-%	1%	1%	*%	1%	1%	5%
26 - 49	16	6	3	2	-	12	7	5	10	8	*
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	4%
50 - 99	9	4	3	1	-	8	6	3	7	4	1
	*%	1%	*%	1%	-%	1%	1%	*%	1%	*%	10%
100 - 249	5	2	2	1	-	4	3	2	4	3	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	3%
NETS											
Micro (0 - 9)	1910	572	530	152	1	1091	664	676	1000	755	6
	95%	95%	96%	95%	100%	94%	94%	96%	95%	95%	72%
Small (10 - 49)	76	25	19	6	-	54	31	21	43	33	1
	4%	4%	3%	3%	-%	5%	4%	3%	4%	4%	15%
Medium (50 - 249)	14	6	4	2	-	11	9	5	11	7	1
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	13%

Columns Tested:: a,b,c,d - a,b,c - a,b,c
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Respondent only / self-employed	1232	244	268	209	67	48	531	461	68	22	28	10
	62%	70%	76% c	62%	74%	90% c	60%	62%	67%	55%	60%	72%
Respondent and one (other) employee	326	40	36	60	16	2	134	110	15	7	10	3
	16%	12%	10%	18%	18%	4%	15%	15%	15%	18%	22%	23%
3 - 4	176	25	22	31	2	-	93	63	5	5	3	-
	9%	7%	6%	9%	2%	-%	11%	9%	5%	14%	7%	-%
5 - 9	176	24	17	20	3	1	83	70	7	3	3	-
	9%	7%	5%	6%	3%	3%	9%	9%	7%	8%	7%	-%
10 - 19	47	8	4	8	1	1	21	18	3	1	1	-
	2%	2%	1%	2%	1%	1%	2%	2%	3%	3%	2%	-%
20 - 25	12	2	1	*	*	1	7	5	1	1	-	*
	1%	*%	*%	*%	*%	1%	1%	1%	1%	1%	-%	1%
26 - 49	16	1	1	3	1	*	9	7	*	*	1	*
	1%	*%	*%	1%	1%	*%	1%	1%	*%	*%	2%	3%
50 - 99	9	2	2	3	1	*	6	3	1	*	*	-
	*%	1%	1%	1%	1%	1%	1%	*%	1%	*%	1%	-%
100 - 249	5	1	1	1	*	*	3	3	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%	1%
NETS												
Micro (0 - 9)	1910	333	343	321	88	51	841	705	95	38	45	13
	95%	96%	97%	95%	97%	96%	95%	95%	94%	95%	95%	95%
Small (10 - 49)	76	11	6	12	2	1	37	30	4	2	2	1
	4%	3%	2%	4%	2%	3%	4%	4%	4%	4%	4%	4%
Medium (50 - 249)	14	3	3	4	1	1	9	6	2	*	*	*
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Respondent only / self-employed	1232	1024	558	1076	679	640	467	1102	143	1	998	52	314	877
	62%	60%	55%	60%	60%	57%	55%	62% a	67% a	29%	63%	54%	64%	61%
Respondent and one (other) employee	326	275	180	285	180	189	147	271	42	2	239	30	85	220
	16%	16%	18%	16%	16%	17%	17%	15%	20%	49%	15%	31% a	18%	15%
3 - 4	176	160	116	169	121	119	101	157	6	1	143	7	39	131
	9%	9%	12%	9%	11%	11%	12% c	9%	3%	15%	9%	7%	8%	9%
5 - 9	176	164	95	165	99	107	83	160	12	*	136	4	33	130
	9%	10%	9%	9%	9%	10%	10%	9%	6%	6%	9%	4%	7%	9%
10 - 19	47	42	30	43	29	36	26	42	4	-	39	2	8	36
	2%	2%	3%	2%	3%	3%	3%	2%	2%	-%	2%	2%	2%	3%
20 - 25	12	12	7	12	7	7	6	11	1	-	10	1	2	9
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	*%	1%
26 - 49	16	15	12	16	10	13	8	16	3	-	14	*	2	14
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	*%	*%	1%
50 - 99	9	9	7	9	6	6	6	8	1	-	8	*	3	6
	*%	1%	1%	*%	1%	1%	1%	*%	1%	-%	1%	*%	1%	*%
100 - 249	5	4	3	5	3	3	3	4	1	-	4	*	1	3
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
NETS														
Micro (0 - 9)	1910	1624	949	1696	1079	1054	798	1690	204	4	1516	93	472	1358
	95%	95%	94%	95%	95%	94%	94%	95%	95%	100%	95%	96%	97%	95%
Small (10 - 49)	76	69	49	72	46	56	41	69	8	-	63	3	12	58
	4%	4%	5%	4%	4%	5%	5%	4%	4%	-%	4%	3%	2%	4%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Medium (50 - 249)	14	13	10	13	9	10	9	12	2	-	12	*	4	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	*%	1%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Respondent only / self-employed	1232	256	14	74	227	126	778	321	150	123	925	439	793
	62%	61%	62%	51%	65%	56%	64%	59%	69%	55%	63%	57%	65% a
Respondent and one (other) employee	326	84	3	38	60	44	202	77	28	56	232	108	218
	16%	20%	13%	26%	17%	19%	17%	14%	13%	25% ac	16%	14%	18%
3 - 4	176	24	*	10	19	23	88	59	16	18	129	92	84
	9%	6%	1%	7%	5%	10%	7%	11%	7%	8%	9%	12% b	7%
5 - 9	176	32	4	16	25	24	98	54	15	17	126	82	94
	9%	8%	20%	11%	7%	11%	8%	10%	7%	7%	9%	11%	8%
10 - 19	47	10	*	3	9	4	22	21	3	5	38	25	22
	2%	2%	1%	2%	3%	2%	2%	4%	1%	2%	3%	3%	2%
20 - 25	12	2	*	2	2	1	7	4	1	1	9	8	5
	1%	1%	1%	1%	*%	*%	1%	1%	*%	*%	1%	1%	*%
26 - 49	16	5	*	1	5	3	6	7	1	2	12	8	8
	1%	1%	*%	1%	1%	1%	*%	1%	*%	1%	1%	1%	1%
50 - 99	9	2	*	2	1	1	4	4	2	1	5	7	2
	*%	1%	1%	1%	*%	*%	*%	1%	1%	*%	*%	1%	*%
100 - 249	5	2	*	1	1	1	3	2	1	1	3	3	2
	*%	*%	1%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%
NETS													
Micro (0 - 9)	1910	396	21	139	330	217	1165	512	209	213	1412	721	1189
	95%	95%	96%	94%	95%	96%	96% c	93%	97%	96%	95%	94%	97% a
Small (10 - 49)	76	16	1	6	16	7	36	32	4	8	58	41	35
	4%	4%	3%	4%	4%	3%	3%	6%	2%	3%	4%	5%	3%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Medium (50 - 249)	14	4	*	2	2	2	7	5	3	1	8	9	5
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	*%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 1 (continuation)

C2. Including yourself, approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Respondent only / self-employed	1232	290	316	316	309	607	625
	62%	58%	63%	63%	62%	61%	63%
Respondent and one (other) employee	326	99	73	73	80	172	154
	16%	20%	15%	15%	16%	17%	15%
3 - 4	176	37	41	52	46	78	98
	9%	7%	8%	10%	9%	8%	10%
5 - 9	176	51	47	36	42	98	78
	9%	10%	9%	7%	8%	10%	8%
10 - 19	47	10	12	11	14	22	25
	2%	2%	2%	2%	3%	2%	2%
20 - 25	12	3	3	4	3	6	6
	1%	1%	1%	1%	1%	1%	1%
26 - 49	16	6	4	5	2	9	7
	1%	1%	1%	1%	*%	1%	1%
50 - 99	9	2	2	2	2	4	5
	*%	*%	*%	*%	*%	*%	*%
100 - 249	5	1	1	1	1	2	3
	*%	*%	*%	*%	*%	*%	*%
NETS							
Micro (0 - 9)	1910	477	478	478	478	955	955
	95%	96%	95%	95%	95%	96%	95%
Small (10 - 49)	76	19	19	19	19	38	38
	4%	4%	4%	4%	4%	4%	4%
Medium (50 - 249)	14	3	3	4	4	7	7
	1%	1%	1%	1%	1%	1%	1%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Up to£49,999	881	186	695	878	3	-	*	3
	44%	22%	61%	46%	4%	-%	1%	3%
			a	bcde				
£50,000 -£99,999	315	119	197	313	2	*	*	2
	16%	14%	17%	16%	3%	3%	3%	3%
				bcde				
£100,000 -£199,999	134	61	73	132	2	*	*	2
	7%	7%	6%	7%	2%	3%	1%	2%
				bde				
£200,000 -£299,999	53	20	33	51	2	*	*	2
	3%	2%	3%	3%	2%	2%	1%	2%
£300,000 -£399,999	21	7	14	20	*	*	*	1
	1%	1%	1%	1%	1%	*%	2%	1%
£400,000 -£499,999	29	13	16	25	3	*	*	3
	1%	2%	1%	1%	4%	2%	*%	4%
					ad			ad
£500,000 -£749,999	23	6	17	20	3	*	*	3
	1%	1%	2%	1%	3%	2%	1%	3%
					a			a
£750,000 -£999,999	19	6	13	15	3	1	*	3
	1%	1%	1%	1%	4%	7%	2%	4%
					a	a		a
£1,000,000 -£1,499,999	21	10	11	16	5	1	*	5
	1%	1%	1%	1%	6%	7%	4%	6%
					a	a	a	a
£1,500,000 -£1,999,999	11	2	9	8	3	*	*	3
	1%	*%	1%	*%	4%	3%	4%	4%
					a	a	a	a
£2,000,000 -£4,999,999	27	19	8	22	5	*	*	6
	1%	2%	1%	1%	7%	2%	8%	6%
					a		a	a
£5,000,000 +	22	15	7	12	8	1	2	11
	1%	2%	1%	1%	10%	16%	31%	12%
					a	a	abe	a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Don't know / not sure	343	319	24	303	34	4	2	41
	17%	37%	2%	16%	45%	47%	40%	45%
		b			a	a	a	a
Refused	100	78	23	95	4	1	*	5
	5%	9%	2%	5%	6%	6%	4%	6%
		b						
Net:<£100,000	1197	305	892	1191	5	*	*	5
	60%	35%	78%	62%	6%	3%	4%	6%
			a	bcde				
Net:<£200,000	1331	366	965	1323	7	1	*	7
	67%	43%	85%	69%	9%	6%	5%	8%
			a	bcde				
Net:£200,000 -£500,000	102	40	62	96	5	*	*	6
	5%	5%	5%	5%	7%	5%	3%	6%
Net:£500,000 -£1,000,000	42	12	30	36	5	1	*	6
	2%	1%	3%	2%	7%	8%	2%	7%
					a	a		a
Net:£1,000,000 -£2,000,000	32	12	20	23	7	1	*	9
	2%	1%	2%	1%	10%	10%	8%	10%
					a	a	a	a
Net: >£2,000,000	50	34	15	33	13	2	2	16
	2%	4%	1%	2%	17%	17%	39%	18%
		b			a	a	abce	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Up to£49,999	881	775	97	6	2	1	*	878	3	*
	44%	63%	19%	3%	4%	3%	1%	46%	4%	1%
		bcdefghi	cdefhi					bcdefhi		
£50,000 -£99,999	315	185	116	12	2	1	*	313	2	*
	16%	15%	23%	7%	3%	2%	3%	16%	3%	3%
		cdefhi	acdefghi	eh				cdefhi		
£100,000 -£199,999	134	56	68	8	1	1	*	132	2	*
	7%	5%	14%	4%	2%	3%	1%	7%	2%	3%
			acdefghi					dfh		
£200,000 -£299,999	53	16	28	7	1	1	*	51	2	*
	3%	1%	6%	4%	3%	1%	1%	3%	2%	2%
			afg							
£300,000 -£399,999	21	7	5	8	*	*	*	20	*	*
	1%	1%	1%	5%	*%	1%	2%	1%	1%	1%
				abdgh						
£400,000 -£499,999	29	7	7	11	2	1	*	25	3	*
	1%	1%	1%	6%	4%	3%	*%	1%	4%	1%
				abfg	afg	a			afg	
£500,000 -£749,999	23	3	9	9	2	*	*	20	3	*
	1%	*%	2%	5%	5%	1%	1%	1%	3%	1%
			a	ag	afg				ag	
£750,000 -£999,999	19	2	5	8	2	1	*	15	3	1
	1%	*%	1%	5%	4%	4%	2%	1%	4%	5%
				abg	abg	ag	a		ag	ag
£1,000,000 -£1,499,999	21	-	10	6	3	2	*	16	5	1
	1%	-%	2%	3%	7%	5%	4%	1%	6%	6%
			a	ag	abg	ag	ag	a	abg	ag
£1,500,000 -£1,999,999	11	1	1	5	2	2	*	8	3	*
	1%	*%	*%	3%	3%	4%	4%	*%	4%	4%
				abg	abg	abg	abg		abg	abg
£2,000,000 -£4,999,999	27	10	5	6	3	2	*	22	5	1
	1%	1%	1%	4%	6%	6%	8%	1%	7%	4%
				ag	abg	abg	abg		abg	a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
£5,000,000 +	22	3	6	2	4	5	2	12	8	3
	1%	*%	1%	1%	9%	13%	31%	1%	10%	21%
					abcg	abcg	abcdegh		abcg	abcdgh
Don't know / not sure	343	112	117	74	21	18	2	303	34	6
	17%	9%	23%	42%	44%	48%	40%	16%	45%	45%
			ag	abg	abg	abg	abg	a	abg	abg
Refused	100	54	27	14	2	3	*	95	4	1
	5%	4%	5%	8%	5%	7%	4%	5%	6%	5%
Net:<£100,000	1197	961	213	18	4	2	*	1191	5	*
	60%	78%	42%	10%	7%	4%	4%	62%	6%	3%
		bcdefghi	cdefhi	i				bcdefhi		
Net:<£200,000	1331	1016	281	26	5	3	*	1323	7	1
	67%	83%	56%	15%	10%	7%	5%	69%	9%	6%
		bcdefghi	cdefhi	efi				bcdefhi		
Net:£200,000 -£500,000	102	30	41	26	3	2	*	96	5	1
	5%	2%	8%	15%	7%	6%	3%	5%	7%	4%
			af	aefghi	a			a	a	
Net:£500,000 -£1,000,000	42	5	14	17	4	2	*	36	5	1
	2%	*%	3%	10%	9%	5%	2%	2%	7%	6%
			a	abfg	abfg	ag	a	a	abg	ag
Net:£1,000,000 -£2,000,000	32	1	11	11	5	3	*	23	7	1
	2%	*%	2%	6%	10%	9%	8%	1%	10%	9%
			a	ag	abg	abg	abg	a	abg	abg
Net: >£2,000,000	50	13	12	9	7	7	2	33	13	3
	2%	1%	2%	5%	15%	19%	39%	2%	17%	25%
				ag	abcg	abcg	abcdeghi		abcg	abcg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Up to£49,999	881	881	-	-	-	-
	44%	74% bcde	-%	-%	-%	-%
£50,000 -£99,999	315	315	-	-	-	-
	16%	26% bce	-%	-%	-%	-%
£100,000 -£199,999	134	-	134	-	-	-
	7%	-%	57% acde	-%	-%	-%
£200,000 -£299,999	53	-	53	-	-	-
	3%	-%	22% ace	-%	-%	-%
£300,000 -£399,999	21	-	21	-	-	-
	1%	-%	9% ae	-%	-%	-%
£400,000 -£499,999	29	-	29	-	-	-
	1%	-%	12% ace	-%	-%	-%
£500,000 -£749,999	23	-	-	23	-	-
	1%	-%	-%	55% abde	-%	-%
£750,000 -£999,999	19	-	-	19	-	-
	1%	-%	-%	45% abde	-%	-%
£1,000,000 -£1,499,999	21	-	-	-	21	-
	1%	-%	-%	-%	100% abce	-%
£1,500,000 -£1,999,999	11	-	-	-	-	11
	1%	-%	-%	-%	-%	18% abc
£2,000,000 -£4,999,999	27	-	-	-	-	27
	1%	-%	-%	-%	-%	45% abcd

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
£5,000,000 +	22	-	-	-	-	22
	1%	-%	-%	-%	-%	37% abcd
Don't know / not sure	343	-	-	-	-	-
	17%	-%	-%	-%	-%	-%
Refused	100	-	-	-	-	-
	5%	-%	-%	-%	-%	-%
Net:<£100,000	1197	1197	-	-	-	-
	60%	100% bcde	-%	-%	-%	-%
Net:<£200,000	1331	1197	134	-	-	-
	67%	100% bcde	57% cde	-%	-%	-%
Net:£200,000 -£500,000	102	-	102	-	-	-
	5%	-%	43% acde	-%	-%	-%
Net:£500,000 -£1,000,000	42	-	-	42	-	-
	2%	-%	-%	100% abde	-%	-%
Net:£1,000,000 -£2,000,000	32	-	-	-	21	11
	2%	-%	-%	-%	100% abce	18% abc
Net: >£2,000,000	50	-	-	-	-	50
	2%	-%	-%	-%	-%	82% abcd

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Up to£49,999	881	78	71	136	36	66	140	137	71	61	797	39	31	13
	44%	46% km	44%	42%	41%	41%	47% km	53% klm	48% km	41%	45% km	33%	39%	32%
£50,000 -£99,999	315	33	22	39	9	35	46	37	24	37	282	17	12	4
	16%	20% m	13%	12%	11%	22% m	15%	14%	16%	24% ckm	16%	14%	15%	10%
£100,000 -£199,999	134	6	16	41	1	12	16	8	13	6	119	9	5	2
	7%	4%	10% d	13% adgjlm	1%	7%	5%	3%	9%	4%	7%	7%	6%	4%
£200,000 -£299,999	53	3	6	8	2	4	7	10	7	4	50	1	1	*
	3%	2%	4%	2%	2%	2%	2%	4%	4%	3%	3%	1%	1%	1%
£300,000 -£399,999	21	1	*	4	2	4	5	-	2	*	18	2	*	*
	1%	1%	*%	1%	2%	3%	2%	-%	1%	*%	1%	1%	1%	*%
£400,000 -£499,999	29	4	-	5	2	5	8	-	*	1	25	2	1	1
	1%	3%	-%	1%	2%	3%	3%	-%	*%	*%	1%	2%	1%	3%
£500,000 -£749,999	23	3	3	6	2	2	3	*	*	1	21	1	*	*
	1%	2%	2%	2%	2%	1%	1%	*%	*%	1%	1%	1%	*%	*%
£750,000 -£999,999	19	*	2	2	*	2	7	*	2	1	16	2	1	*
	1%	*%	1%	1%	*%	1%	2%	*%	1%	*%	1%	1%	1%	1%
£1,000,000 -£1,499,999	21	*	5	1	*	*	1	7	2	3	19	1	1	*
	1%	*%	3%	*%	*%	*%	*%	3%	1%	2%	1%	1%	1%	*%
£1,500,000 -£1,999,999	11	1	*	3	1	2	1	*	-	-	9	1	1	*
	1%	1%	*%	1%	1%	1%	*%	*%	-%	-%	1%	1%	1%	1%
£2,000,000 -£4,999,999	27	4	2	12	-	1	2	*	1	4	25	2	1	*
	1%	3%	1%	4% m	-%	1%	1%	*%	*%	2%	1%	1%	1%	*%
£5,000,000 +	22	4	1	3	*	1	4	1	6	*	20	*	1	1
	1%	2%	*%	1%	*%	1%	1%	*%	4% k	*%	1%	*%	1%	3%
Don't know / not sure	343	26	30	56	21	20	54	32	15	24	279	31	19	14
	17%	15%	19%	17%	24% h	12%	18%	12%	10%	16%	16%	26% eghj	24% eghj	36% abcefghijl

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Refused	100	5	4	6	11	6	8	24	6	10	79	12	6	3
	5%	3%	3%	2%	13% abcfj	4%	3%	9% cf	4%	6%	5%	10% abcfj	8% c	8%
Net:<£100,000	1197	111	93	176	46	101	186	174	95	98	1080	56	44	17
	60%	66% km	57% m	55%	52%	63% km	62% km	68% klm	64% km	65% km	61% km	47%	54% m	42%
Net:<£200,000	1331	117	108	217	47	113	202	183	107	105	1199	65	48	18
	67%	69% km	67% m	67% km	52%	71% dkm	67% km	71% dkm	72% dkm	69% km	68% dklm	54%	60% m	46%
Net:£200,000 -£500,000	102	8	6	16	6	13	20	10	9	5	93	5	2	2
	5%	5%	4%	5%	7%	8% l	7%	4%	6%	3%	5%	4%	3%	4%
Net:£500,000 -£1,000,000	42	4	5	8	2	4	10	*	2	2	37	3	2	*
	2%	2%	3%	2%	3%	2%	3%	*%	1%	1%	2%	2%	2%	1%
Net:£1,000,000 -£2,000,000	32	1	6	4	1	2	2	7	2	3	28	2	2	*
	2%	1%	4%	1%	1%	1%	1%	3%	1%	2%	2%	2%	2%	1%
Net: >£2,000,000	50	8	2	15	*	2	6	1	6	4	45	2	1	1
	2%	5%	1%	5%	*%	1%	2%	*%	4%	3%	3%	2%	2%	4%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Up to£49,999	881	26	69	8	88	187	18	51	361	725	156	856	26
	44%	38%	39%	64%	36%	45% f	28%	39%	47% f	43%	47%	45% b	28%
£50,000 -£99,999	315	13	38	-	36	72	10	25	109	269	46	308	7
	16%	18%	22%	-%	15%	17%	16%	19%	14%	16%	14%	16%	8%
£100,000 -£199,999	134	1	9	*	24	25	6	15	48	113	21	126	7
	7%	2%	5%	1%	10%	6%	9%	12%	6%	7%	6%	7%	8%
£200,000 -£299,999	53	3	2	*	7	10	4	4	23	41	12	47	6
	3%	4%	1%	2%	3%	2%	7%	3%	3%	2%	4%	2%	7%
£300,000 -£399,999	21	*	2	-	5	3	2	-	6	16	4	20	*
	1%	*%	1%	-%	2%	1%	3%	-%	1%	1%	1%	1%	*%
£400,000 -£499,999	29	-	1	-	5	8	1	1	11	27	2	24	4
	1%	-%	1%	-%	2%	2%	2%	1%	1%	2%	1%	1%	5% a
£500,000 -£749,999	23	1	1	*	3	5	*	3	7	20	3	22	1
	1%	1%	1%	*%	1%	1%	*%	2%	1%	1%	1%	1%	1%
£750,000 -£999,999	19	*	5	*	3	6	2	1	3	14	5	17	2
	1%	*%	3% h	1%	1%	1%	3%	*%	*%	1%	2%	1%	3%
£1,000,000 -£1,499,999	21	2	1	-	3	11	1	1	2	17	4	18	3
	1%	4% h	1%	-%	1%	3% h	1%	1%	*%	1%	1%	1%	3%
£1,500,000 -£1,999,999	11	*	2	-	2	3	1	1	3	10	1	11	*
	1%	*%	1%	-%	1%	1%	1%	1%	*%	1%	*%	1%	*%
£2,000,000 -£4,999,999	27	*	2	*	2	4	*	1	16	24	3	23	5
	1%	*%	1%	*%	1%	1%	*%	1%	2%	1%	1%	1%	5% a
£5,000,000 +	22	*	6	*	4	2	*	*	10	19	3	20	2
	1%	1%	3%	1%	2%	*%	*%	*%	1%	1%	1%	1%	2%
Don't know / not sure	343	14	31	4	45	70	14	23	136	297	47	321	22
	17%	21%	18%	30%	19%	17%	22%	18%	18%	18%	14%	17%	25%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Refused	100	7	7	-	16	13	6	5	36	76	25	95	5
	5%	11%	4%	-%	7%	3%	9%	4%	5%	5%	7%	5%	6%
Net:<£100,000	1197	39	108	8	124	259	28	75	470	994	203	1164	33
	60%	57%	61%	64%	51%	62% f	44%	58%	61% f	60%	61%	61% b	36%
Net:<£200,000	1331	40	117	8	148	285	34	91	518	1107	223	1290	40
	67%	58%	66%	64%	61%	68%	53%	70%	67% f	66%	67%	68% b	44%
Net:£200,000 -£500,000	102	3	6	*	17	21	8	5	40	84	18	91	11
	5%	4%	3%	2%	7%	5%	12%	4%	5%	5%	5%	5%	12% a
Net:£500,000 -£1,000,000	42	1	6	*	5	11	2	4	11	34	8	39	3
	2%	2%	3%	2%	2%	3%	3%	3%	1%	2%	3%	2%	3%
Net:£1,000,000 -£2,000,000	32	3	3	-	4	14	1	2	5	27	5	29	3
	2%	4%	2%	-%	2%	3% h	2%	1%	1%	2%	2%	2%	3%
Net: >£2,000,000	50	*	7	*	6	6	*	1	26	43	6	43	6
	2%	1%	4%	1%	3%	1%	*%	1%	3%	3%	2%	2%	7% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Up to£49,999	881	861	20	551	98	232
	44%	44%	37%	43%	35%	52%
						ab
£50,000 -£99,999	315	300	16	186	46	84
	16%	15%	29%	15%	16%	19%
£100,000 -£199,999	134	133	*	95	25	13
	7%	7%	1%	7%	9%	3%
				c	c	
£200,000 -£299,999	53	53	*	29	18	6
	3%	3%	*%	2%	6%	1%
					ac	
£300,000 -£399,999	21	19	2	18	2	-
	1%	1%	4%	1%	1%	-%
£400,000 -£499,999	29	29	-	22	2	5
	1%	1%	-%	2%	1%	1%
£500,000 -£749,999	23	23	-	11	6	6
	1%	1%	-%	1%	2%	1%
£750,000 -£999,999	19	19	-	11	2	6
	1%	1%	-%	1%	1%	1%
£1,000,000 -£1,499,999	21	21	*	12	5	5
	1%	1%	1%	1%	2%	1%
£1,500,000 -£1,999,999	11	11	-	7	2	2
	1%	1%	-%	1%	1%	*%
£2,000,000 -£4,999,999	27	27	-	17	6	3
	1%	1%	-%	1%	2%	1%
£5,000,000 +	22	22	*	16	2	4
	1%	1%	*%	1%	1%	1%
Don't know / not sure	343	334	9	232	46	66
	17%	17%	17%	18%	17%	15%
Refused	100	94	6	70	17	14
	5%	5%	12%	5%	6%	3%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Net:<£100,000	1197	1161	36	737	144	316
	60%	60%	66%	58%	52%	71%
						ab
Net:<£200,000	1331	1294	36	832	169	330
	67%	67%	66%	65%	61%	74%
						ab
Net:£200,000 -£500,000	102	100	2	68	23	11
	5%	5%	4%	5%	8%	2%
					c	
Net:£500,000 -£1,000,000	42	42	-	23	8	12
	2%	2%	-%	2%	3%	3%
Net:£1,000,000 -£2,000,000	32	32	*	19	7	6
	2%	2%	1%	1%	2%	1%
Net: >£2,000,000	50	50	*	33	9	7
	2%	3%	*%	3%	3%	1%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Up to£49,999	881	768	98	11	3	3	*	-	-	865	16	5	474	294	114
	44%	45%	42%	34%	22%	25%	*%	-%	-%	45%	25%	17%	48%	41%	39%
		k								k					
£50,000 -£99,999	315	275	34	6	*	1	-	-	-	309	7	1	160	114	41
	16%	16%	15%	18%	*%	13%	-%	-%	-%	16%	11%	4%	16%	16%	14%
£100,000 -£199,999	134	124	8	1	*	*	1	-	*	132	2	1	68	55	10
	7%	7%	3%	3%	1%	*%	38%	-%	*%	7%	3%	4%	7%	8%	3%
£200,000 -£299,999	53	45	6	*	-	2	*	-	*	50	2	2	18	26	8
	3%	3%	2%	*%	-%	20%	8%	-%	1%	3%	4%	7%	2%	4%	3%
						abi									
£300,000 -£399,999	21	18	*	*	-	2	*	*	-	18	2	2	8	10	3
	1%	1%	*%	1%	-%	18%	9%	*%	-%	1%	4%	6%	1%	1%	1%
						abi									
£400,000 -£499,999	29	21	4	*	*	-	-	-	3	26	3	3	6	16	7
	1%	1%	2%	1%	1%	-%	-%	-%	48%	1%	5%	9%	1%	2%	2%
												ai			
£500,000 -£749,999	23	13	6	2	2	*	*	-	-	19	4	2	3	10	10
	1%	1%	2%	7%	16%	*%	*%	-%	-%	1%	7%	7%	*%	1%	3%
											ai	a			a
£750,000 -£999,999	19	7	9	3	-	-	-	*	-	15	4	*	3	4	12
	1%	*%	4%	11%	-%	-%	-%	27%	-%	1%	6%	*%	*%	1%	4%
			ai	ai							ai				ab
£1,000,000 -£1,499,999	21	9	4	*	7	1	*	-	*	13	8	8	3	6	12
	1%	1%	2%	1%	54%	7%	*%	-%	1%	1%	12%	24%	*%	1%	4%
						ai					abi	abi			ab
£1,500,000 -£1,999,999	11	6	2	1	*	*	1	*	-	8	3	2	3	3	5
	1%	*%	1%	3%	3%	1%	42%	5%	-%	*%	4%	6%	*%	*%	2%
											ai	ai			
£2,000,000 -£4,999,999	27	21	6	*	*	*	*	*	-	27	*	*	8	13	6
	1%	1%	2%	1%	*%	*%	1%	11%	-%	1%	1%	*%	1%	2%	2%
£5,000,000 +	22	14	4	*	*	1	*	*	2	18	4	4	2	12	8
	1%	1%	2%	2%	2%	12%	1%	56%	40%	1%	7%	13%	*%	2%	3%
						ai					ai	ai		a	a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Don't know / not sure	343	297	41	5	*	*	-	-	1	338	6	1	181	116	46
	17%	17%	18%	15%	1%	3%	-%	-%	10%	17%	9%	3%	18%	16%	16%
Refused	100	89	10	1	-	-	-	-	-	99	1	-	59	31	11
	5%	5%	4%	4%	-%	-%	-%	-%	-%	5%	2%	-%	6%	4%	4%
Net:<£100,000	1197	1043	131	16	3	4	*	-	-	1174	23	7	634	409	154
	60%	61%	57%	52%	22%	37%	*%	-%	-%	61%	36%	21%	64%	57%	53%
		jk	k							jk			c		
Net:<£200,000	1331	1166	139	17	3	4	1	-	*	1306	25	8	702	464	164
	67%	68%	61%	55%	23%	38%	38%	-%	*%	67%	40%	25%	71%	65%	56%
		jk	k							jk			c		
Net:£200,000 -£500,000	102	84	10	1	*	4	1	*	3	94	8	7	32	52	18
	5%	5%	4%	2%	1%	38%	17%	*%	49%	5%	13%	23%	3%	7%	6%
						abci						abi		a	
Net:£500,000 -£1,000,000	42	20	14	5	2	*	*	*	-	34	8	2	6	14	22
	2%	1%	6%	18%	16%	*%	*%	27%	-%	2%	12%	7%	1%	2%	8%
			ai	ai							ai				ab
Net:£1,000,000 -£2,000,000	32	15	6	1	7	1	1	*	*	22	11	9	6	9	17
	2%	1%	3%	4%	57%	9%	42%	5%	1%	1%	17%	30%	1%	1%	6%
						a					abi	abi			ab
Net: >£2,000,000	50	35	9	1	*	1	*	*	2	45	5	4	10	26	14
	2%	2%	4%	2%	2%	12%	3%	68%	40%	2%	8%	13%	1%	4%	5%
												ai		a	a

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Up to£49,999	881	486	345	638	444	78	192	581	28	22	1	2	5	-
	44%	42% e	47% e	45% e	51% ace	32%	45% e	47% dg	31%	44% d	4%	21%	38%	-%
£50,000 -£99,999	315	168	128	208	141	43	76	174	22	7	1	1	4	*
	16%	14%	17%	15%	16%	18%	18%	14%	23%	13%	6%	5%	35%	*%
£100,000 -£199,999	134	90	54	108	55	11	28	91	9	5	1	1	*	*
	7%	8%	7%	8%	6%	4%	6%	7%	10%	11%	5%	11%	*%	3%
£200,000 -£299,999	53	35	26	40	24	10	13	32	3	*	1	*	*	4
	3%	3%	3%	3%	3%	4%	3%	3%	3%	*%	4%	*%	*%	75% abcdef
£300,000 -£399,999	21	15	6	17	5	3	6	13	2	2	*	*	*	*
	1%	1%	1%	1%	1%	1%	1%	1%	2%	4%	*%	*%	3%	1%
£400,000 -£499,999	29	21	17	23	12	8	11	18	4	*	*	-	*	-
	1%	2%	2%	2%	1%	3%	3%	1%	5%	1%	1%	-%	*%	-%
£500,000 -£749,999	23	13	10	17	16	4	7	13	*	*	2	2	*	-
	1%	1%	1%	1%	2%	2%	2%	1%	*%	*%	10% a	19% ab	*%	-%
£750,000 -£999,999	19	14	8	15	13	5	6	6	4	1	2	2	*	*
	1%	1%	1%	1%	2%	2%	1%	*%	5% a	2%	7% a	21% a	1%	*%
£1,000,000 -£1,499,999	21	16	3	17	7	4	12	8	1	*	7	*	*	*
	1%	1%	*%	1%	1%	2%	3% b	1%	1%	*%	28% abc	3%	*%	1%
£1,500,000 -£1,999,999	11	8	6	9	5	4	3	7	*	1	*	*	1	*
	1%	1%	1%	1%	1%	2%	1%	1%	*%	1%	*%	3%	9%	2%
£2,000,000 -£4,999,999	27	19	10	19	9	3	8	15	1	4	*	*	*	*
	1%	2%	1%	1%	1%	1%	2%	1%	1%	8% a	1%	*%	1%	3%
£5,000,000 +	22	18	10	19	6	9	8	12	2	*	3	*	*	1
	1%	2%	1%	1%	1%	4% cd	2%	1%	2%	*%	14% a	3%	3%	11% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Don't know / not sure	343	207	88	231	87	52	49	206	14	5	4	1	1	*
	17%	18% bdf	12%	16% d	10%	22% bdf	12%	17%	15%	11%	14%	14%	10%	4%
Refused	100	58	29	72	40	7	9	66	2	2	1	-	-	-
	5%	5%	4%	5%	5%	3%	2%	5%	2%	4%	6%	-%	-%	-%
Net:<£100,000	1197	654	473	847	585	121	269	755	50	28	2	2	9	*
	60%	56%	64% ae	59%	68% ace	50%	63% e	61% dg	54% dg	57% dg	10%	26%	73% dg	*%
Net:<£200,000	1331	744	528	954	639	132	297	846	59	33	4	4	9	*
	67%	64%	71% ae	67% e	74% ace	55%	69% e	68% dg	64% dg	68% dg	15%	37%	73% dg	3%
Net:£200,000 -£500,000	102	70	49	80	41	21	30	63	9	2	1	*	*	4
	5%	6%	7%	6%	5%	9%	7%	5%	10%	5%	6%	*%	3%	76% abcdef
Net:£500,000 -£1,000,000	42	27	19	33	29	9	13	19	5	1	4	4	*	*
	2%	2%	3%	2%	3%	4%	3%	2%	5%	2%	17% a	40% abc	1%	*%
Net:£1,000,000 -£2,000,000	32	24	9	26	12	8	15	15	1	1	7	1	1	*
	2%	2%	1%	2%	1%	3%	4%	1%	1%	2%	28% ab	6%	9%	3%
Net: >£2,000,000	50	37	20	38	15	12	16	26	3	4	4	*	*	1
	2%	3%	3%	3%	2%	5% d	4%	2%	3%	8%	14% a	3%	4%	14%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Up to£49,999	881	410	20	12	1	1	-	*	1	332	120	131	43	13
	44%	53% dh	45% dh	57% dh	5%	18%	-%	1%	7%	52% bcd	40%	37%	33%	62%
£50,000 -£99,999	315	123	14	4	-	*	-	*	*	78	51	63	16	*
	16%	16%	31% h	17%	-%	3%	-%	4%	3%	12%	17%	18%	12%	*%
£100,000 -£199,999	134	49	3	1	*	1	*	1	2	47	25	28	8	*
	7%	6%	6%	3%	1%	18%	2%	16%	13%	7%	9%	8%	6%	*%
£200,000 -£299,999	53	21	*	*	*	*	*	2	3	14	10	16	*	*
	3%	3%	*%	*%	2%	*%	*%	40%	16% a	2%	3%	4%	*%	2%
£300,000 -£399,999	21	5	*	*	*	-	*	*	*	11	2	3	*	*
	1%	1%	*%	*%	3%	-%	*%	*%	*%	2%	1%	1%	*%	*%
£400,000 -£499,999	29	9	2	-	*	1	*	-	1	5	9	3	7	*
	1%	1%	3%	-%	3%	23%	*%	-%	8% a	1%	3%	1%	5% a	*%
£500,000 -£749,999	23	11	*	1	2	*	2	*	2	2	8	2	*	4
	1%	1%	*%	5%	16% a	2%	49% ab	*%	13% a	*%	3% a	1%	*%	21% abcd
£750,000 -£999,999	19	8	2	*	2	*	*	-	*	6	1	6	2	*
	1%	1%	5%	2%	16% a	2%	1%	-%	1%	1%	*%	2%	2%	1%
£1,000,000 -£1,499,999	21	5	*	1	*	*	*	1	1	3	1	9	3	*
	1%	1%	1%	3%	*%	*%	*%	12%	5%	*%	*%	3%	2%	2%
£1,500,000 -£1,999,999	11	4	*	*	1	*	-	*	*	3	1	4	1	*
	1%	1%	*%	*%	5%	1%	-%	*%	1%	*%	*%	1%	*%	1%
£2,000,000 -£4,999,999	27	6	*	*	2	-	*	*	*	3	9	4	3	*
	1%	1%	*%	*%	17% a	-%	6%	*%	2%	1%	3%	1%	2%	1%
£5,000,000 +	22	4	*	*	*	*	*	2	2	4	5	8	2	*
	1%	*%	1%	*%	1%	7%	3%	27%	14% a	1%	2%	2%	1%	2%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Don't know / not sure	343	78	3	1	3	1	1	-	3	84	43	62	42	*
	17%	10%	6%	5%	20%	25%	38%	-%	18%	13%	14%	18%	32% abc	2%
Refused	100	37	*	1	1	-	-	-	-	41	11	13	6	1
	5%	5%	1%	7%	10%	-%	-%	-%	-%	7%	4%	4%	4%	5%
Net:<£100,000	1197	533	34	16	1	1	-	*	1	410	171	194	59	13
	60%	69% dfh	76% dfh	74% dfh	5%	21%	-%	5%	9%	65% d	58%	55%	45%	62%
Net:<£200,000	1331	583	36	16	1	2	*	1	3	457	196	222	66	13
	67%	76% dfh	82% dfh	77% dfh	6%	39%	2%	20%	23%	72% d	66% d	63%	50%	62%
Net:£200,000 -£500,000	102	35	2	*	1	1	*	3	4	30	21	22	7	*
	5%	5%	4%	*%	9%	23%	1%	40%	25% a	5%	7%	6%	6%	2%
Net:£500,000 -£1,000,000	42	19	2	2	4	*	2	*	2	8	10	8	3	4
	2%	2%	5%	7%	32% a	5%	50% a	*%	14% a	1%	3%	2%	2%	22% abcd
Net:£1,000,000 -£2,000,000	32	10	*	1	1	*	*	1	1	6	2	14	4	1
	2%	1%	1%	3%	5%	2%	*%	13%	6%	1%	1%	4%	3%	3%
Net: >£2,000,000	50	10	*	*	2	*	*	2	2	7	13	12	5	1
	2%	1%	1%	1%	18% a	7%	10%	27%	16% a	1%	4% a	3%	3%	4%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Up to£49,999	881	178	106	128	28	4	347	26	70	795	86	601	37
	44%	50%	55%	56%	38%	28%	58% c	44%	33%	44%	43%	44%	50%
£50,000 -£99,999	315	60	20	49	7	5	89	13	38	292	23	203	6
	16%	17%	10%	21%	9%	33%	15%	23%	18%	16%	11%	15%	8%
£100,000 -£199,999	134	35	15	5	*	*	25	5	25	116	18	98	9
	7%	10% cd	8%	2%	*%	*%	4%	9%	12% a	6%	9%	7%	13%
£200,000 -£299,999	53	5	6	8	4	*	16	3	5	51	2	40	*
	3%	2%	3%	4%	6%	2%	3%	5%	2%	3%	1%	3%	*%
£300,000 -£399,999	21	5	*	*	-	*	2	*	3	20	*	17	*
	1%	1%	*%	*%	-%	*%	*%	*%	1%	1%	*%	1%	*%
£400,000 -£499,999	29	6	3	1	3	*	9	1	3	22	6	18	5
	1%	2%	2%	*%	4%	*%	2%	1%	1%	1%	3%	1%	6%
£500,000 -£749,999	23	2	6	1	5	2	11	4	1	20	3	17	*
	1%	1%	3%	*%	7% ac	14% ac	2%	7% c	*%	1%	2%	1%	*%
£750,000 -£999,999	19	2	2	7	2	*	12	1	*	12	7	13	3
	1%	*%	1%	3%	3%	1%	2%	2%	*%	1%	4% a	1%	4%
£1,000,000 -£1,499,999	21	2	1	3	1	1	5	1	1	12	9	17	*
	1%	*%	*%	1%	2%	5%	1%	1%	*%	1%	5% a	1%	*%
£1,500,000 -£1,999,999	11	3	*	1	1	*	4	*	1	9	2	9	*
	1%	1%	*%	*%	1%	*%	1%	1%	*%	1%	1%	1%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
£2,000,000 -£4,999,999	27	*	4	3	1	*	4	*	5	21	7	15	4
	1%	*%	2%	1%	2%	*%	1%	*%	2%	1%	3%	1%	6% a
£5,000,000 +	22	2	*	3	*	1	3	*	3	20	3	18	*
	1%	1%	*%	1%	1%	5%	*%	1%	1%	1%	1%	1%	*%
Don't know / not sure	343	36	17	19	14	*	39	2	45	318	26	224	7
	17%	10%	9%	8%	20%	2%	7%	4%	22% ab	18%	13%	16%	9%
Refused	100	19	14	1	6	1	29	1	10	91	10	69	3
	5%	5% c	7% c	*%	8% c	10%	5%	3%	5%	5%	5%	5%	4%
Net:<£100,000	1197	238	126	177	35	9	436	39	107	1088	109	804	43
	60%	67% d	65%	77% d	47%	61%	73% c	66%	51%	60%	54%	59%	57%
Net:<£200,000	1331	273	141	182	35	9	461	44	132	1203	127	902	52
	67%	77% d	73% d	80% d	47%	61%	78% c	75%	63%	67%	63%	66%	70%
Net:£200,000 -£500,000	102	16	9	9	7	*	28	3	10	94	8	75	5
	5%	4%	5%	4%	9%	2%	5%	6%	5%	5%	4%	6%	7%
Net:£500,000 -£1,000,000	42	4	8	8	8	2	22	5	1	31	11	30	3
	2%	1%	4%	3%	10% a	14% a	4%	9% c	*%	2%	5% a	2%	4%
Net:£1,000,000 -£2,000,000	32	4	1	4	2	1	9	1	2	21	11	26	*
	2%	1%	1%	2%	3%	5%	2%	2%	1%	1%	6% a	2%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Net: >£2,000,000	50	2	4	6	2	1	6	*	8	40	9	33	5
	2%	1%	2%	3%	3%	5%	1%	1%	4%	2%	5%	2%	6%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Up to£49,999	881	119	70	139	21	357	87	219	447	49	195	291	86	*
	44%	60%	50%	53%	34%	52%	47%	49%	43%	38%	48%	47%	60%	54%
£50,000 -£99,999	315	42	19	50	5	113	28	63	154	16	84	96	23	-
	16%	21%	13%	19%	8%	17%	15%	14%	15%	13%	21%	16%	16%	-%
£100,000 -£199,999	134	10	13	18	7	45	10	43	72	17	35	49	14	*
	7%	5%	9%	7%	12%	7%	5%	10%	7%	14%	9%	8%	10%	46%
£200,000 -£299,999	53	6	1	11	*	21	3	13	31	5	14	20	5	-
	3%	3%	1%	4%	1%	3%	1%	3%	3%	4%	3%	3%	3%	-%
£300,000 -£399,999	21	*	1	2	1	5	1	8	13	*	5	4	*	-
	1%	*%	*%	1%	1%	1%	*%	2%	1%	*%	1%	1%	*%	-%
£400,000 -£499,999	29	1	5	6	5	8	4	12	16	6	11	15	2	-
	1%	*%	3%	2%	8%	1%	2%	3%	2%	4%	3%	2%	2%	-%
£500,000 -£749,999	23	*	3	4	*	11	5	6	13	2	6	8	*	-
	1%	*%	2%	1%	*%	2%	3%	1%	1%	1%	1%	1%	*%	-%
£750,000 -£999,999	19	3	3	5	3	6	7	7	10	2	7	5	2	-
	1%	2%	2%	2%	5%	1%	4%	1%	1%	1%	2%	1%	2%	-%
£1,000,000 -£1,499,999	21	2	2	2	7	3	4	11	9	7	1	3	*	-
	1%	1%	1%	1%	11% a	*%	2%	2%	1%	6% b	*%	*%	*%	-%
£1,500,000 -£1,999,999	11	1	1	1	*	4	1	5	5	1	3	3	1	-
	1%	1%	1%	1%	*%	1%	1%	1%	1%	*%	1%	1%	1%	-%
£2,000,000 -£4,999,999	27	*	2	*	5	6	2	3	14	6	2	9	*	-
	1%	*%	1%	*%	8% a	1%	1%	1%	1%	4%	*%	2%	*%	-%
£5,000,000 +	22	2	2	2	2	5	2	7	15	2	6	8	1	-
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Don't know / not sure	343	6	12	17	3	65	22	47	189	15	33	80	5	-
	17%	3%	8%	7%	5%	10%	12%	11%	18% a	11%	8%	13%	4%	-%
Refused	100	5	7	6	2	31	9	7	56	1	8	29	2	-
	5%	3%	5%	2%	4%	5%	5%	2%	5% a	1%	2%	5%	1%	-%
Net:<£100,000	1197	160	88	190	25	470	115	282	601	65	279	387	109	*
	60%	82% b	63%	72% b	42%	69%	62%	63%	57%	51%	68%	62%	77%	54%
Net:<£200,000	1331	170	101	208	33	515	125	325	673	83	314	435	123	1
	67%	87% b	73%	78% b	54%	76%	68%	72%	64%	65%	77%	70%	86% b	100%
Net:£200,000 -£500,000	102	7	7	19	6	35	7	33	60	10	30	38	7	-
	5%	4%	5%	7%	9%	5%	4%	7%	6%	8%	7%	6%	5%	-%
Net:£500,000 -£1,000,000	42	4	7	8	3	17	12	13	23	4	12	13	2	-
	2%	2%	5%	3%	6%	2%	7%	3%	2%	3%	3%	2%	2%	-%
Net:£1,000,000 -£2,000,000	32	3	3	4	7	7	5	15	14	8	4	6	1	-
	2%	1%	2%	1%	12% a	1%	3%	3%	1%	6% b	1%	1%	1%	-%
Net: >£2,000,000	50	2	4	3	6	11	4	9	30	7	7	17	2	-
	2%	1%	3%	1%	10% a	2%	2%	2%	3%	6%	2%	3%	1%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Up to£49,999	881	306	312	92	*	484	331	372	447	396	6
	44%	51%	56%	58%	32%	42%	47%	53% a	42%	50% a	70%
£50,000 -£99,999	315	106	78	26	-	167	122	121	168	119	*
	16%	17%	14%	16%	-%	14%	17%	17%	16%	15%	*%
£100,000 -£199,999	134	40	32	15	-	89	52	40	80	45	*
	7%	7%	6%	10%	-%	8%	7%	6%	8%	6%	3%
£200,000 -£299,999	53	18	15	1	-	35	26	18	28	25	*
	3%	3%	3%	1%	-%	3%	4%	2%	3%	3%	3%
£300,000 -£399,999	21	5	1	2	-	15	6	4	12	12	-
	1%	1%	*%	1%	-%	1%	1%	1%	1%	2%	-%
£400,000 -£499,999	29	7	6	*	-	18	14	10	14	13	-
	1%	1%	1%	*%	-%	2%	2%	1%	1%	2%	-%
£500,000 -£749,999	23	10	11	1	-	13	8	11	15	6	-
	1%	2%	2%	1%	-%	1%	1%	2%	1%	1%	-%
£750,000 -£999,999	19	12	4	3	-	13	7	8	11	9	*
	1%	2%	1%	2%	-%	1%	1%	1%	1%	1%	6%
£1,000,000 -£1,499,999	21	6	1	*	-	15	3	4	15	8	*
	1%	1%	*%	*%	-%	1%	*%	1%	1%	1%	4%
£1,500,000 -£1,999,999	11	5	2	1	-	8	5	4	7	8	-
	1%	1%	*%	1%	-%	1%	1%	1%	1%	1%	-%
£2,000,000 -£4,999,999	27	6	4	2	-	19	10	6	13	7	*
	1%	1%	1%	1%	-%	2%	1%	1%	1%	1%	1%
£5,000,000 +	22	5	4	1	-	17	9	5	17	6	*
	1%	1%	1%	1%	-%	2%	1%	1%	2%	1%	5%
Don't know / not sure	343	62	53	12	-	205	83	65	171	114	*
	17%	10%	10%	8%	-%	18% bc	12%	9%	16%	14%	5%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Refused	100	16	29	1	1	57	26	34	57	27	*
	5%	3%	5%	1%	68%	5%	4%	5%	5%	3%	3%
Net:<£100,000	1197	411	391	119	*	651	453	494	615	515	6
	60%	68%	71%	74%	32%	56%	64% a	70% a	58%	65%	70%
Net:<£200,000	1331	451	423	134	*	741	505	534	695	560	6
	67%	75%	76%	84%	32%	64%	72% a	76% a	66%	70%	73%
Net:£200,000 -£500,000	102	30	22	4	-	67	46	32	54	50	*
	5%	5%	4%	2%	-%	6%	7%	5%	5%	6%	3%
Net:£500,000 -£1,000,000	42	22	16	5	-	26	16	18	25	14	*
	2%	4%	3%	3%	-%	2%	2%	3%	2%	2%	6%
Net:£1,000,000 -£2,000,000	32	11	3	1	-	23	9	8	22	16	*
	2%	2%	1%	1%	-%	2%	1%	1%	2%	2%	4%
Net: >£2,000,000	50	11	8	3	-	36	19	11	30	13	1
	2%	2%	1%	2%	-%	3%	3%	2%	3%	2%	6%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Up to£49,999	881	179	226	162	59	41	380	355	60	23	28	8
	44%	52%	64% ac	48%	65%	77% ac	43%	48%	59%	57%	61%	60%
£50,000 -£99,999	315	57	49	78	20	6	138	117	19	5	2	1
	16%	16%	14%	23% b	23%	11%	16%	16%	19%	12%	5%	11%
£100,000 -£199,999	134	21	13	27	5	2	63	40	3	5	3	*
	7%	6%	4%	8%	6%	4%	7%	5%	3%	11%	7%	1%
£200,000 -£299,999	53	7	8	10	-	*	18	26	5	-	3	3
	3%	2%	2%	3%	-%	*%	2%	3%	5%	-%	7%	19%
£300,000 -£399,999	21	*	*	4	-	-	9	9	*	*	2	-
	1%	*%	*%	1%	-%	-%	1%	1%	*%	*%	4%	-%
£400,000 -£499,999	29	7	2	4	-	-	13	13	1	2	-	-
	1%	2%	1%	1%	-%	-%	1%	2%	1%	5%	-%	-%
£500,000 -£749,999	23	8	2	3	*	-	14	4	2	1	*	-
	1%	2%	*%	1%	*%	-%	2%	1%	2%	1%	*%	-%
£750,000 -£999,999	19	3	4	7	2	2	7	9	2	*	*	-
	1%	1%	1%	2%	2%	3%	1%	1%	2%	1%	1%	-%
£1,000,000 -£1,499,999	21	1	2	2	*	-	8	8	1	*	*	*
	1%	*%	*%	1%	*%	-%	1%	1%	1%	*%	*%	2%
£1,500,000 -£1,999,999	11	1	1	4	1	1	5	6	*	*	-	*
	1%	*%	*%	1%	1%	1%	1%	1%	*%	*%	-%	1%
£2,000,000 -£4,999,999	27	6	3	*	*	*	12	9	3	*	*	*
	1%	2%	1%	*%	*%	1%	1%	1%	3%	1%	1%	*%
£5,000,000 +	22	3	2	3	1	*	15	4	1	3	2	*
	1%	1%	1%	1%	1%	1%	2%	1%	1%	8%	5%	*%
Don't know / not sure	343	36	24	26	2	1	153	111	4	1	*	1
	17%	10%	7%	8%	3%	2%	17%	15%	4%	3%	1%	4%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Refused	100	17	17	6	-	-	53	30	1	*	4	*
	5%	5%	5%	2%	-%	-%	6%	4%	1%	*%	9%	3%
Net:<£100,000	1197	236	275	240	80	47	518	472	79	28	31	9
	60%	68%	78%	71%	88% ac	88%	58%	64%	78%	69%	66%	70%
Net:<£200,000	1331	256	288	267	85	49	580	513	81	32	34	10
	67%	74%	82%	79%	94% ac	92%	65%	69%	81%	81%	72%	71%
Net:£200,000 -£500,000	102	14	10	18	-	*	40	48	6	2	5	3
	5%	4%	3%	5%	-%	*%	5%	6%	6%	5%	11%	19%
Net:£500,000 -£1,000,000	42	12	6	10	2	2	21	13	4	1	1	-
	2%	3%	2%	3%	2%	3%	2%	2%	4%	2%	1%	-%
Net:£1,000,000 -£2,000,000	32	2	2	7	1	1	13	14	1	*	*	*
	2%	1%	1%	2%	1%	1%	1%	2%	1%	1%	*%	2%
Net: >£2,000,000	50	9	5	3	1	1	27	13	4	3	3	*
	2%	3%	1%	1%	1%	1%	3%	2%	4%	8%	6%	1%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Up to£49,999	881	712	410	761	489	429	330	771	105	-	715	45	274	573
	44%	42%	41%	43%	43%	38%	39%	44%	49%	-%	45%	46%	56% b	40%
£50,000 -£99,999	315	270	153	273	195	184	141	269	37	*	249	10	67	239
	16%	16%	15%	15%	17%	16%	17%	15%	17%	1%	16%	10%	14%	17%
£100,000 -£199,999	134	123	84	127	80	78	66	124	24	-	103	15	34	94
	7%	7%	8%	7%	7%	7%	8%	7%	11%	-%	7%	16% a	7%	7%
£200,000 -£299,999	53	46	26	51	27	29	22	44	1	1	30	4	22	29
	3%	3%	3%	3%	2%	3%	3%	2%	1%	29%	2%	4%	5% b	2%
£300,000 -£399,999	21	18	5	18	7	12	6	15	*	-	14	2	6	14
	1%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	2%	1%	1%
£400,000 -£499,999	29	26	15	28	16	16	17	25	5	-	19	-	8	18
	1%	1%	1%	2%	1%	1%	2%	1%	2%	-%	1%	-%	2%	1%
£500,000 -£749,999	23	18	14	20	16	10	13	21	3	-	19	2	7	14
	1%	1%	1%	1%	1%	1%	2%	1%	1%	-%	1%	2%	1%	1%
£750,000 -£999,999	19	19	9	19	9	7	8	17	2	-	15	-	3	12
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%	1%	1%
£1,000,000 -£1,499,999	21	13	9	14	12	11	10	13	1	-	15	1	5	15
	1%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	1%	1%	1%
£1,500,000 -£1,999,999	11	9	6	10	6	6	5	9	1	-	9	1	1	8
	1%	1%	1%	1%	*%	1%	1%	1%	1%	-%	1%	1%	*%	1%
£2,000,000 -£4,999,999	27	26	20	27	19	22	19	27	12	-	19	*	9	16
	1%	2%	2%	2%	2%	2%	2%	2%	6% b	-%	1%	*%	2%	1%
£5,000,000 +	22	19	14	20	15	18	13	19	2	-	20	*	7	15
	1%	1%	1%	1%	1%	2%	2%	1%	1%	-%	1%	*%	1%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Don't know / not sure	343 17%	319 19%	199 20%	323 18%	195 17%	233 21%	158 19% c	322 18% c	15 7%	- -%	277 17%	10 10%	24 5%	303 21% a
Refused	100 5%	85 5%	45 4%	90 5%	51 4%	64 6%	39 5%	97 5%	5 2%	3 70%	87 5%	7 7%	22 5%	75 5%
Net:<£100,000	1197 60%	982 58%	563 56%	1034 58%	683 60%	613 55%	471 56%	1039 59%	141 66%	* 1%	964 61%	54 56%	340 70% b	812 57%
Net:<£200,000	1331 67%	1105 65%	647 64%	1160 65%	763 67%	690 62%	537 63%	1163 66%	165 77% ab	* 1%	1068 67%	70 72%	374 77% b	906 64%
Net:£200,000 -£500,000	102 5%	90 5%	46 5%	97 5%	50 4%	58 5%	45 5%	83 5%	7 3%	1 29%	63 4%	6 6%	36 7%	61 4%
Net:£500,000 -£1,000,000	42 2%	37 2%	23 2%	39 2%	25 2%	17 2%	21 3%	38 2%	5 2%	- -%	34 2%	2 2%	10 2%	27 2%
Net:£1,000,000 -£2,000,000	32 2%	23 1%	15 2%	24 1%	17 2%	17 2%	16 2%	23 1%	2 1%	- -%	23 1%	2 2%	6 1%	23 2%
Net: >£2,000,000	50 2%	46 3%	34 3%	47 3%	34 3%	40 4%	32 4%	46 3%	14 7% b	- -%	39 2%	1 1%	16 3%	31 2%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Up to£49,999	881	207	13	79	177	103	540	234	108	113	648	308	573
	44%	50%	58%	54%	51%	46%	45%	43%	50%	51%	44%	40%	47%
£50,000 -£99,999	315	68	1	16	59	32	200	81	28	40	242	102	214
	16%	16%	4%	11%	17%	14%	17%	15%	13%	18%	16%	13%	17%
£100,000 -£199,999	134	30	2	11	24	6	98	27	13	14	101	47	87
	7%	7%	10%	7%	7%	3%	8%	5%	6%	6%	7%	6%	7%
£200,000 -£299,999	53	9	2	8	5	7	29	16	12	13	28	34	19
	3%	2%	9%	5%	2%	3%	2%	3%	6%	6%	2%	4%	2%
									c	c		b	
£300,000 -£399,999	21	1	2	2	1	*	17	4	*	3	18	7	14
	1%	*%	8%	1%	*%	*%	1%	1%	*%	1%	1%	1%	1%
£400,000 -£499,999	29	8	-	1	10	2	18	9	4	6	19	18	10
	1%	2%	-%	*%	3%	1%	1%	2%	2%	3%	1%	2%	1%
£500,000 -£749,999	23	4	-	3	3	7	11	3	2	3	17	11	12
	1%	1%	-%	2%	1%	3%	1%	1%	1%	1%	1%	1%	1%
£750,000 -£999,999	19	11	*	3	9	7	8	3	2	5	11	7	12
	1%	3%	*%	2%	2%	3%	1%	1%	1%	2%	1%	1%	1%
						b							
£1,000,000 -£1,499,999	21	11	-	8	4	10	7	4	1	8	11	7	14
	1%	3%	-%	5%	1%	4%	1%	1%	*%	3%	1%	1%	1%
						bc				c			
£1,500,000 -£1,999,999	11	3	*	2	2	3	5	3	2	*	8	5	6
	1%	1%	*%	1%	*%	1%	*%	1%	1%	*%	1%	1%	*%
£2,000,000 -£4,999,999	27	7	1	1	7	2	13	12	5	1	21	12	15
	1%	2%	6%	1%	2%	1%	1%	2%	2%	*%	1%	2%	1%
£5,000,000 +	22	5	*	4	2	5	9	8	3	2	17	14	8
	1%	1%	*%	3%	1%	2%	1%	2%	1%	1%	1%	2%	1%
Don't know / not sure	343	34	1	3	35	26	200	114	25	5	260	153	190
	17%	8%	4%	2%	10%	12%	17%	21%	12%	2%	18%	20%	16%
								a	b		b		

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Refused	100	16	-	8	10	15	52	30	12	10	79	46	55
	5%	4%	-%	5%	3%	7%	4%	6%	6%	4%	5%	6%	4%
Net:<£100,000	1197	275	14	95	236	135	740	314	136	153	890	410	786
	60%	66%	63%	64%	68%	60%	61%	57%	63%	69%	60%	53%	64% a
Net:<£200,000	1331	305	16	105	260	141	839	342	149	167	990	457	873
	67%	73%	73%	72%	75%	62%	69%	62%	69%	75%	67%	59%	71% a
Net:£200,000 -£500,000	102	19	4	10	16	10	64	29	16	21	65	59	43
	5%	5%	17%	7%	5%	4%	5%	5%	7%	9% c	4%	8% b	3%
Net:£500,000 -£1,000,000	42	16	*	6	11	14	19	7	4	8	28	18	24
	2%	4%	*%	4%	3%	6% bc	2%	1%	2%	4%	2%	2%	2%
Net:£1,000,000 -£2,000,000	32	15	*	9	6	13	12	7	3	8	19	12	20
	2%	4%	*%	6%	2%	6% bc	1%	1%	1%	4%	1%	2%	2%
Net: >£2,000,000	50	12	1	5	9	7	22	20	8	3	39	26	24
	2%	3%	6%	3%	3%	3%	2%	4%	4%	1%	3%	3%	2%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Up to£49,999	881	206	228	264	184	433	448
	44%	41%	46%	53%	37%	43%	45%
				ad			
£50,000 -£99,999	315	75	70	59	113	144	171
	16%	15%	14%	12%	23%	14%	17%
					abc		
£100,000 -£199,999	134	54	25	24	30	79	55
	7%	11%	5%	5%	6%	8%	5%
		bc					
£200,000 -£299,999	53	21	11	15	6	32	21
	3%	4%	2%	3%	1%	3%	2%
		d					
£300,000 -£399,999	21	5	10	1	5	15	6
	1%	1%	2%	*%	1%	1%	1%
£400,000 -£499,999	29	8	7	11	3	15	14
	1%	2%	1%	2%	1%	1%	1%
£500,000 -£749,999	23	3	7	7	6	10	13
	1%	1%	1%	1%	1%	1%	1%
£750,000 -£999,999	19	5	2	3	10	6	13
	1%	1%	*%	1%	2%	1%	1%
£1,000,000 -£1,499,999	21	5	3	11	2	8	13
	1%	1%	1%	2%	*%	1%	1%
£1,500,000 -£1,999,999	11	3	3	2	2	6	5
	1%	1%	1%	*%	*%	1%	*%
£2,000,000 -£4,999,999	27	16	6	2	3	22	5
	1%	3%	1%	*%	1%	2%	1%
		cd				b	
£5,000,000 +	22	9	5	6	3	14	8
	1%	2%	1%	1%	1%	1%	1%
Don't know / not sure	343	52	88	73	129	141	203
	17%	10%	18%	15%	26%	14%	20%
			a		abc		a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 2 (continuation)

C2a. What is the approximate annual turnover of your whole organisation in the UK?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Refused	100	38	36	21	5	74	26
	5%	8%	7%	4%	1%	7%	3%
		d	d	d		b	
Net:<£100,000	1197	280	297	323	296	577	619
	60%	56%	59%	65%	59%	58%	62%
Net:<£200,000	1331	334	322	347	327	656	674
	67%	67%	64%	69%	65%	66%	67%
Net:£200,000 -£500,000	102	34	28	26	14	62	40
	5%	7%	6%	5%	3%	6%	4%
		d					
Net:£500,000 -£1,000,000	42	8	9	10	15	17	25
	2%	2%	2%	2%	3%	2%	3%
Net:£1,000,000 -£2,000,000	32	8	6	14	4	14	18
	2%	2%	1%	3%	1%	1%	2%
Net: >£2,000,000	50	25	11	8	5	36	14
	2%	5%	2%	2%	1%	4%	1%
		d				b	

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3

C3. Where in the UK do you work?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
East of England	169	70	99	164	5	*	*	5
	8%	8%	9%	9%	6%	3%	7%	6%
East Midlands	162	68	94	157	5	1	*	6
	8%	8%	8%	8%	6%	6%	9%	6%
Greater London	322	144	178	303	15	3	1	19
	16%	17%	16%	16%	20%	36%	19%	21%
						abd		a
North East	89	37	52	85	3	*	*	4
	4%	4%	5%	4%	4%	3%	4%	4%
North West	160	70	90	154	4	1	*	6
	8%	8%	8%	8%	6%	12%	7%	6%
South East	301	102	199	284	15	1	1	16
	15%	12%	17%	15%	20%	7%	15%	18%
			a					
South West	257	120	137	251	5	*	*	6
	13%	14%	12%	13%	7%	4%	8%	7%
				be				
West Midlands	148	53	95	141	6	1	1	7
	7%	6%	8%	7%	8%	7%	12%	8%
Yorkshire and The Humber	151	59	93	144	6	1	*	7
	8%	7%	8%	8%	8%	8%	8%	8%
Scotland	120	70	50	112	7	1	*	8
	6%	8%	4%	6%	10%	6%	6%	9%
		b			a			
Wales	80	40	40	78	2	*	*	2
	4%	5%	3%	4%	3%	4%	1%	3%
Northern Ireland	40	26	14	37	2	*	*	3
	2%	3%	1%	2%	3%	4%	4%	3%
Net: England	1760	724	1036	1684	64	8	4	76
	88%	84%	91%	88%	85%	86%	88%	85%
			a					
Net: Scotland	120	70	50	112	7	1	*	8
	6%	8%	4%	6%	10%	6%	6%	9%
		b			a			

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Net: Wales	80	40	40	78	2	*	*	2
	4%	5%	3%	4%	3%	4%	1%	3%
Net: Northern Ireland	40	26	14	37	2	*	*	3
	2%	3%	1%	2%	3%	4%	4%	3%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
East of England	169	86	64	14	4	2	*	164	5	1
	8%	7%	13% aehi	8%	8%	4%	7%	9%	6%	4%
East Midlands	162	96	44	17	3	2	*	157	5	1
	8%	8%	9%	10%	6%	6%	9%	8%	6%	7%
Greater London	322	199	69	35	9	9	1	303	15	4
	16%	16%	14%	20%	20%	23% bg	19%	16%	20%	30% abg
North East	89	50	23	12	3	1	*	85	3	*
	4%	4%	5%	7%	5%	3%	4%	4%	4%	4%
North West	160	103	38	14	2	3	*	154	4	1
	8%	8%	7%	8%	5%	8%	7%	8%	6%	10%
South East	301	175	77	32	11	4	1	284	15	1
	15%	14%	15%	18%	24% abegi	11%	15%	15%	20% ei	10%
South West	257	180	59	12	3	3	*	251	5	1
	13%	15% cdefhi	12%	7%	6%	7%	8%	13% cdh	7%	6%
West Midlands	148	94	38	9	5	2	1	141	6	1
	7%	8%	8%	5%	11%	5%	12% e	7%	8%	8%
Yorkshire and The Humber	151	94	40	11	2	4	*	144	6	1
	8%	8%	8%	6%	5%	12%	8%	8%	8%	8%
Scotland	120	73	27	12	3	5	*	112	7	1
	6%	6%	5%	7%	6%	14% abdfg	6%	6%	10% g	6%
Wales	80	54	18	5	1	1	*	78	2	*
	4%	4%	4%	3%	3%	2%	1%	4%	3%	3%
Northern Ireland	40	28	6	3	1	2	*	37	2	1
	2%	2%	1%	2%	1%	5% bg	4%	2%	3%	4%
Net: England	1760	1077	451	156	42	30	4	1684	64	12
	88%	87% e	90% e	89% e	90% e	79%	88% e	88% e	85%	87%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Net: Scotland	120	73	27	12	3	5	*	112	7	1
	6%	6%	5%	7%	6%	14%	6%	6%	10%	6%
						abdfg			g	
Net: Wales	80	54	18	5	1	1	*	78	2	*
	4%	4%	4%	3%	3%	2%	1%	4%	3%	3%
Net: Northern Ireland	40	28	6	3	1	2	*	37	2	1
	2%	2%	1%	2%	1%	5%	4%	2%	3%	4%
						bg				

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
East of England	169	111	14	4	*	10
	8%	9%	6%	9%	1%	16%
East Midlands	162	93	22	5	5	3
	8%	8%	9%	12%	26%	4%
					e	
Greater London	322	176	57	8	1	19
	16%	15%	24%	19%	3%	31%
			a			a
North East	89	46	7	2	*	1
	4%	4%	3%	6%	1%	2%
North West	160	101	25	4	*	4
	8%	8%	10%	9%	1%	7%
South East	301	186	36	10	1	7
	15%	16%	15%	23%	4%	11%
South West	257	174	19	*	7	1
	13%	15%	8%	1%	34%	1%
		ce			bce	
West Midlands	148	95	22	2	2	6
	7%	8%	9%	5%	9%	11%
Yorkshire and The Humber	151	98	11	2	3	4
	8%	8%	5%	4%	12%	6%
Scotland	120	56	14	3	1	3
	6%	5%	6%	7%	5%	5%
Wales	80	44	7	2	1	2
	4%	4%	3%	4%	4%	3%
Northern Ireland	40	17	3	*	*	2
	2%	1%	1%	1%	1%	3%
Net: England	1760	1080	212	37	19	54
	88%	90%	90%	89%	90%	89%
Net: Scotland	120	56	14	3	1	3
	6%	5%	6%	7%	5%	5%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Net: Wales	80	44	7	2	1	2
	4%	4%	3%	4%	4%	3%
Net: Northern Ireland	40	17	3	*	*	2
	2%	1%	1%	1%	1%	3%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
East of England	169	169	-	-	-	-	-	-	-	-	169	-	-	-
	8%	100%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%
		bcdefghijklm									bcdefghiklm			
East Midlands	162	-	162	-	-	-	-	-	-	-	162	-	-	-
	8%	-%	100%	-%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%
			acdefghijklm								acdefghiklm			
Greater London	322	-	-	322	-	-	-	-	-	-	322	-	-	-
	16%	-%	-%	100%	-%	-%	-%	-%	-%	-%	18%	-%	-%	-%
				abdefghijklm							abdefghiklm			
North East	89	-	-	-	89	-	-	-	-	-	89	-	-	-
	4%	-%	-%	-%	100%	-%	-%	-%	-%	-%	5%	-%	-%	-%
					abcefghijklm						abcefgklm			
North West	160	-	-	-	-	160	-	-	-	-	160	-	-	-
	8%	-%	-%	-%	-%	100%	-%	-%	-%	-%	9%	-%	-%	-%
						abcdfghijklm					abcdfghiklm			
South East	301	-	-	-	-	-	301	-	-	-	301	-	-	-
	15%	-%	-%	-%	-%	-%	100%	-%	-%	-%	17%	-%	-%	-%
							abcdeghijklm				abcdeghiklm			
South West	257	-	-	-	-	-	-	257	-	-	257	-	-	-
	13%	-%	-%	-%	-%	-%	-%	100%	-%	-%	15%	-%	-%	-%
								abcdefhijklm			abcdefhiklm			
West Midlands	148	-	-	-	-	-	-	-	148	-	148	-	-	-
	7%	-%	-%	-%	-%	-%	-%	-%	100%	-%	8%	-%	-%	-%
									abcdefgijklm		abcdefgiklm			
Yorkshire and The Humber	151	-	-	-	-	-	-	-	-	151	151	-	-	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	100%	9%	-%	-%	-%
										abcdefghjklm	abcdefghklm			

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Scotland	120	-	-	-	-	-	-	-	-	-	-	120	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100% abcdefghijlm	-%	-%
Wales	80	-	-	-	-	-	-	-	-	-	-	-	80	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100% abcdefghijkm	-%
Northern Ireland	40	-	-	-	-	-	-	-	-	-	-	-	-	40
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100% abcdefghijkl
Net: England	1760	169	162	322	89	160	301	257	148	151	1760	-	-	-
	88%	100% klm	100% klm	100% klm	100% klm	100% klm	100% klm	100% klm	100% klm	100% klm	100% klm	-%	-%	-%
Net: Scotland	120	-	-	-	-	-	-	-	-	-	-	120	-	-
	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100% abcdefghijlm	-%	-%
Net: Wales	80	-	-	-	-	-	-	-	-	-	-	-	80	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100% abcdefghijkm	-%
Net: Northern Ireland	40	-	-	-	-	-	-	-	-	-	-	-	-	40
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100% abcdefghijkl

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
East of England	169	5	23	-	23	26	4	7	72	130	40	158	12
	8%	7%	13%	-%	10%	6%	7%	6%	9%	8%	12%	8%	13%
East Midlands	162	9	14	2	27	34	4	7	54	113	50	150	13
	8%	13%	8%	16%	11%	8%	6%	6%	7%	7%	15% a	8%	14%
Greater London	322	13	25	*	22	76	8	23	140	321	1	311	11
	16%	18%	14%	2%	9%	18%	13%	18%	18% d	19% b	*%	16%	12%
North East	89	11	1	*	12	18	7	3	31	67	22	81	8
	4%	16% begh	1%	1%	5%	4%	11% bh	2%	4%	4%	7%	4%	8%
North West	160	9	9	4	21	27	3	5	69	139	21	153	7
	8%	13%	5%	29%	9%	6%	5%	4%	9%	8%	6%	8%	8%
South East	301	8	25	4	45	46	11	26	126	257	44	285	16
	15%	12%	14%	34%	19%	11%	17%	20%	16%	15%	13%	15%	17%
South West	257	7	32	-	29	43	3	23	89	182	75	251	6
	13%	11%	18% f	-%	12%	10%	5%	18% f	12%	11%	23% a	13%	6%
West Midlands	148	-	17	1	15	53	*	7	53	133	15	146	2
	7%	-%	9% f	5%	6%	13% afh	*%	5%	7%	8%	5%	8%	2%
Yorkshire and The Humber	151	*	11	-	24	54	2	15	37	136	15	145	6
	8%	*%	6%	-%	10%	13% ah	4%	11% h	5%	8%	5%	8%	7%
Scotland	120	2	6	1	9	25	14	8	51	98	22	115	5
	6%	2%	4%	6%	4%	6%	21% abdegh	6%	7%	6%	6%	6%	5%
Wales	80	3	10	1	11	13	6	3	31	60	20	76	4
	4%	4%	5%	5%	5%	3%	9%	2%	4%	4%	6%	4%	5%
Northern Ireland	40	2	4	*	3	4	2	3	20	31	9	38	2
	2%	4%	2%	1%	1%	1%	3%	2%	3%	2%	3%	2%	2%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Net: England	1760	62	157	11	219	377	43	116	672	1478	282	1680	80
	88%	90% f	89% f	87%	91% f	90% f	67%	89% f	87% f	89%	85%	88%	88%
Net: Scotland	120	2	6	1	9	25	14	8	51	98	22	115	5
	6%	2%	4%	6%	4%	6%	21% abdegh	6%	7%	6%	6%	6%	5%
Net: Wales	80	3	10	1	11	13	6	3	31	60	20	76	4
	4%	4%	5%	5%	5%	3%	9%	2%	4%	4%	6%	4%	5%
Net: Northern Ireland	40	2	4	*	3	4	2	3	20	31	9	38	2
	2%	4%	2%	1%	1%	1%	3%	2%	3%	2%	3%	2%	2%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
East of England	169	167	3	100	24	44
	8%	9%	5%	8%	9%	10%
East Midlands	162	156	6	96	30	37
	8%	8%	12%	7%	11%	8%
Greater London	322	320	2	204	52	66
	16%	16%	3%	16%	19%	15%
North East	89	85	4	65	10	13
	4%	4%	7%	5%	4%	3%
North West	160	152	8	97	21	42
	8%	8%	14%	8%	8%	9%
South East	301	293	8	204	38	59
	15%	15%	14%	16%	14%	13%
South West	257	250	7	172	33	51
	13%	13%	13%	13%	12%	12%
West Midlands	148	143	5	81	10	57
	7%	7%	10%	6%	4%	13%
						ab
Yorkshire and The Humber	151	146	5	97	29	26
	8%	8%	10%	8%	10%	6%
Scotland	120	117	3	77	17	26
	6%	6%	6%	6%	6%	6%
Wales	80	78	2	56	7	17
	4%	4%	4%	4%	3%	4%
Northern Ireland	40	38	2	27	5	8
	2%	2%	3%	2%	2%	2%
Net: England	1760	1712	48	1116	248	395
	88%	88%	88%	87%	89%	89%
Net: Scotland	120	117	3	77	17	26
	6%	6%	6%	6%	6%	6%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Net: Wales	80	78	2	56	7	17
	4%	4%	4%	4%	3%	4%
Net: Northern Ireland	40	38	2	27	5	8
	2%	2%	3%	2%	2%	2%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
East of England	169	143	15	1	2	2	1	-	5	158	12	10	74	69	26
	8%	8%	6%	4%	16%	23%	41%	-%	82%	8%	18%	32% abi	7%	10%	9%
East Midlands	162	140	20	2	-	*	*	-	-	160	3	*	78	61	23
	8%	8%	9%	7%	-%	2%	1%	-%	-%	8%	4%	1%	8%	9%	8%
Greater London	322	254	49	14	-	5	*	*	1	303	19	5	151	103	68
	16%	15%	21%	44% ai	-%	46% ai	1%	53%	10%	16%	31% a	17%	15%	14%	23% ab
North East	89	73	13	2	*	*	-	-	-	86	3	*	43	31	15
	4%	4%	6%	7%	1%	3%	-%	-%	-%	4%	4%	2%	4%	4%	5%
North West	160	132	21	6	-	*	-	-	-	153	6	*	91	41	27
	8%	8%	9%	20%	-%	1%	-%	-%	-%	8%	10%	*%	9%	6%	9%
South East	301	265	31	*	3	*	1	-	*	296	4	4	155	110	35
	15%	16%	14%	*%	22%	3%	33%	-%	4%	15%	7%	13%	16%	16%	12%
South West	257	233	17	*	6	-	-	*	-	250	7	7	135	98	24
	13%	14%	7%	1%	51%	-%	-%	10%	-%	13%	11%	20%	14%	14%	8%
West Midlands	148	116	30	1	-	1	-	-	-	146	2	1	54	63	32
	7%	7%	13% a	4%	-%	7%	-%	-%	-%	8%	3%	2%	5%	9%	11% a
Yorkshire and The Humber	151	141	10	*	*	-	-	-	*	151	*	*	88	53	10
	8%	8%	4%	*%	*%	-%	-%	-%	1%	8%	*%	*%	9% c	7%	3%
Scotland	120	101	15	2	*	1	1	*	-	116	4	2	61	40	19
	6%	6%	7%	5%	3%	12%	21%	4%	-%	6%	6%	7%	6%	6%	6%
Wales	80	72	5	2	1	*	-	*	*	77	3	1	46	26	8
	4%	4%	2%	6%	5%	1%	-%	27%	1%	4%	5%	3%	5%	4%	3%
Northern Ireland	40	35	4	*	*	*	*	*	*	39	1	*	19	16	5
	2%	2%	2%	1%	1%	2%	3%	7%	1%	2%	1%	2%	2%	2%	2%
Net: England	1760	1499	206	27	11	9	2	*	6	1705	55	28	870	629	261
	88%	88%	89%	87%	90%	86%	77%	62%	98%	88%	88%	89%	87%	88%	89%
Net: Scotland	120	101	15	2	*	1	1	*	-	116	4	2	61	40	19
	6%	6%	7%	5%	3%	12%	21%	4%	-%	6%	6%	7%	6%	6%	6%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Net: Wales	80	72	5	2	1	*	-	*	*	77	3	1	46	26	8
	4%	4%	2%	6%	5%	1%	-%	27%	1%	4%	5%	3%	5%	4%	3%
Net: Northern Ireland	40	35	4	*	*	*	*	*	*	39	1	*	19	16	5
	2%	2%	2%	1%	1%	2%	3%	7%	1%	2%	1%	2%	2%	2%	2%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
East of England	169	91	70	114	81	35	43	98	10	1	4	1	*	*
	8%	8%	9%	8%	9%	15% ac	10%	8%	11%	2%	17%	7%	2%	*%
East Midlands	162	94	71	122	68	23	28	111	1	4	2	*	3	*
	8%	8%	10%	8%	8%	10%	6%	9%	1%	9%	9%	3%	28% b	*%
Greater London	322	187	102	221	150	39	69	189	12	9	2	4	1	3
	16%	16%	14%	15%	17%	16%	16%	15%	13%	19%	8%	43% a	8%	51% a
North East	89	52	24	64	37	11	22	54	8	2	1	-	*	-
	4%	4%	3%	4%	4%	5%	5%	4%	8%	4%	4%	-%	1%	-%
North West	160	101	59	127	62	26	42	117	2	5	2	*	1	-
	8%	9%	8%	9%	7%	11%	10%	9%	2%	10%	8%	*%	9%	-%
South East	301	182	132	227	109	41	88	187	22	15	*	*	1	2
	15%	16%	18%	16%	13%	17%	21% d	15%	23%	32% ad	*%	1%	11%	34%
South West	257	149	100	185	121	13	41	147	21	4	7	1	5	-
	13%	13% e	13% e	13% e	14% e	5%	10%	12%	22%	9%	26%	13%	38%	-%
West Midlands	148	66	67	99	78	11	30	90	3	1	3	2	-	*
	7%	6%	9%	7%	9%	5%	7%	7%	4%	1%	13%	21%	-%	*%
Yorkshire and The Humber	151	97	45	113	67	12	20	103	5	4	*	*	-	-
	8%	8%	6%	8%	8%	5%	5%	8%	6%	8%	2%	*%	-%	-%
Scotland	120	73	33	80	46	19	26	71	5	2	2	*	*	*
	6%	6%	4%	6%	5%	8%	6%	6%	5%	4%	8%	*%	1%	5%
Wales	80	48	28	55	33	6	15	50	2	1	*	1	*	*
	4%	4%	4%	4%	4%	2%	3%	4%	2%	1%	2%	7%	1%	7%
Northern Ireland	40	25	11	27	13	5	5	23	3	1	1	*	*	*
	2%	2%	1%	2%	2%	2%	1%	2%	3%	1%	2%	5%	1%	2%
Net: England	1760	1021	670	1272	772	212	383	1096	83	46	22	8	12	5
	88%	87%	90%	89%	89%	88%	89%	88%	90%	93%	88%	88%	97%	86%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Net: Scotland	120	73	33	80	46	19	26	71	5	2	2	*	*	*
	6%	6%	4%	6%	5%	8%	6%	6%	5%	4%	8%	*%	1%	5%
Net: Wales	80	48	28	55	33	6	15	50	2	1	*	1	*	*
	4%	4%	4%	4%	4%	2%	3%	4%	2%	1%	2%	7%	1%	7%
Net: Northern Ireland	40	25	11	27	13	5	5	23	3	1	1	*	*	*
	2%	2%	1%	2%	2%	2%	1%	2%	3%	1%	2%	5%	1%	2%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
East of England	169	71	4	4	2	*	-	-	*	44	29	28	10	3
	8%	9%	8%	19%	18%	3%	-%	-%	1%	7%	10%	8%	8%	13%
East Midlands	162	65	-	*	2	-	1	-	1	55	32	22	13	*
	8%	8%	-%	*%	16%	-%	17%	-%	4%	9%	11%	6%	10%	*%
Greater London	322	130	8	5	3	-	2	2	5	88	35	72	21	5
	16%	17%	17%	22%	22%	-%	63% a	36%	30%	14%	12%	20%	16%	23%
North East	89	28	7	*	1	1	-	*	2	32	16	12	4	*
	4%	4%	15% a	*%	11%	26%	-%	4%	11%	5%	6%	3%	3%	*%
North West	160	56	4	-	*	1	-	-	1	57	20	37	12	-
	8%	7%	9%	-%	2%	27%	-%	-%	10%	9%	7%	11%	9%	-%
South East	301	103	2	*	*	-	*	3	3	100	53	51	21	3
	15%	13%	5%	*%	4%	-%	7%	42%	19%	16%	18%	14%	16%	15%
South West	257	102	10	7	-	1	*	-	1	95	45	33	8	5
	13%	13%	23%	35%	-%	18%	1%	-%	7%	15% d	15%	9%	6%	23%
West Midlands	148	73	4	1	*	*	*	1	1	31	19	27	20	3
	7%	9%	8%	3%	2%	2%	1%	11%	5%	5%	6%	8%	15% a	15%
Yorkshire and The Humber	151	61	2	1	2	1	*	-	1	55	14	32	11	-
	8%	8%	5%	4%	17%	15%	1%	-%	6%	9%	5%	9%	8%	-%
Scotland	120	41	2	3	*	*	*	*	*	35	17	19	8	1
	6%	5%	4%	13%	3%	2%	5%	*%	2%	6%	6%	5%	6%	7%
Wales	80	30	2	*	*	*	*	*	*	30	8	13	3	*
	4%	4%	4%	2%	4%	3%	*%	5%	3%	5%	3%	4%	3%	2%
Northern Ireland	40	12	1	*	*	*	*	*	*	12	7	7	1	*
	2%	2%	1%	1%	2%	5%	3%	2%	3%	2%	2%	2%	1%	2%
Net: England	1760	689	40	18	12	5	3	6	14	557	264	314	119	18
	88%	89%	90%	83%	92%	91%	91%	93%	92%	88%	89%	89%	91%	89%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Net: Scotland	120	41	2	3	*	*	*	*	*	35	17	19	8	1
	6%	5%	4%	13%	3%	2%	5%	*%	2%	6%	6%	5%	6%	7%
Net: Wales	80	30	2	*	*	*	*	*	*	30	8	13	3	*
	4%	4%	4%	2%	4%	3%	*%	5%	3%	5%	3%	4%	3%	2%
Net: Northern Ireland	40	12	1	*	*	*	*	*	*	12	7	7	1	*
	2%	2%	1%	1%	2%	5%	3%	2%	3%	2%	2%	2%	1%	2%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
East of England	169 8%	26 7%	32 16% ad	22 9%	1 1%	* 1%	44 7%	9 16%	27 13%	152 8%	17 8%	109 8%	5 7%
East Midlands	162 8%	32 9%	12 6%	17 8%	7 10%	- -%	50 8%	10 18% c	6 3%	143 8%	19 9%	109 8%	13 17%
Greater London	322 16%	57 16%	29 15%	43 19%	18 24%	2 14%	112 19% b	* 1%	37 18% b	280 16%	43 21%	197 15%	23 31% a
North East	89 4%	16 4%	11 6%	7 3%	3 3%	1 11%	24 4%	5 8%	9 4%	84 5%	4 2%	62 5%	2 3%
North West	160 8%	20 6%	13 7%	15 7%	13 18% a	* 2%	46 8%	* *%	15 7%	143 8%	16 8%	124 9%	3 4%
South East	301 15%	52 15%	24 12%	25 11%	5 6%	3 23%	60 10%	14 24% a	35 17%	263 15%	38 19%	208 15%	19 25%
South West	257 13%	59 17%	25 13%	28 12%	4 6%	5 34%	91 15%	6 10%	24 12%	238 13%	19 10%	185 14% b	- -%
West Midlands	148 7%	21 6%	14 7%	34 15% a	8 11%	* 1%	65 11%	1 2%	12 6%	136 8%	12 6%	97 7%	2 3%
Yorkshire and The Humber	151 8%	32 9%	13 7%	16 7%	6 8%	* *%	41 7%	8 13%	18 9%	137 8%	15 7%	110 8%	3 4%
Scotland	120 6%	19 5%	12 6%	9 4%	5 7%	1 10%	30 5%	3 6%	12 6%	111 6%	9 4%	79 6%	2 2%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Wales	80	13	6	10	4	1	22	1	10	73	7	53	2
	4%	4%	3%	4%	5%	4%	4%	2%	5%	4%	3%	4%	3%
Northern Ireland	40	5	4	3	1	*	8	1	4	37	3	26	1
	2%	2%	2%	1%	1%	1%	1%	1%	2%	2%	2%	2%	1%
Net: England	1760	316	172	207	64	12	533	54	184	1577	183	1201	71
	88%	89%	89%	91%	87%	85%	90%	91%	88%	88%	91%	88%	94%
Net: Scotland	120	19	12	9	5	1	30	3	12	111	9	79	2
	6%	5%	6%	4%	7%	10%	5%	6%	6%	6%	4%	6%	2%
Net: Wales	80	13	6	10	4	1	22	1	10	73	7	53	2
	4%	4%	3%	4%	5%	4%	4%	2%	5%	4%	3%	4%	3%
Net: Northern Ireland	40	5	4	3	1	*	8	1	4	37	3	26	1
	2%	2%	2%	1%	1%	1%	1%	1%	2%	2%	2%	2%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
East of England	169	21	10	31	3	68	12	34	80	7	42	51	13	-
	8%	11%	7%	12%	6%	10%	7%	8%	8%	5%	10%	8%	9%	-%
East Midlands	162	14	17	29	6	48	20	27	91	6	40	61	11	-
	8%	7%	12%	11%	10%	7%	11%	6%	9%	4%	10%	10%	7%	-%
Greater London	322	41	34	57	17	112	37	104	154	33	66	87	27	-
	16%	21%	25%	22%	28%	17%	20%	23% b	15%	26% b	16%	14%	19%	-%
North East	89	7	8	9	*	31	7	16	46	3	11	22	-	-
	4%	4%	5%	3%	*%	4%	4%	4%	4%	3%	3%	4%	-%	-%
North West	160	18	14	24	2	43	19	39	96	4	40	44	12	-
	8%	9%	10%	9%	3%	6%	10%	9%	9%	3%	10%	7%	8%	-%
South East	301	22	14	28	14	90	19	73	163	33	64	106	29	-
	15%	11%	10%	11%	23%	13%	10%	16%	16%	26%	16%	17%	20%	-%
South West	257	25	8	32	6	103	17	68	127	19	51	84	17	-
	13%	13%	6%	12%	11%	15%	10%	15%	12%	15%	12%	14%	12%	-%
West Midlands	148	18	9	16	1	65	13	23	61	5	40	60	16	-
	7%	9%	7%	6%	1%	10%	7%	5%	6%	4%	10%	10%	12%	-%
Yorkshire and The Humber	151	12	7	15	7	52	15	21	94	3	26	44	4	-
	8%	6%	5%	6%	12%	8%	8%	5%	9%	3%	6%	7%	3%	-%
Scotland	120	10	9	12	2	35	11	24	67	5	16	28	6	-
	6%	5%	7%	4%	3%	5%	6%	5%	6%	4%	4%	5%	4%	-%
Wales	80	7	7	8	1	24	9	14	43	3	10	23	3	1
	4%	4%	5%	3%	2%	4%	5%	3%	4%	2%	2%	4%	2%	100%
Northern Ireland	40	2	2	4	*	9	4	6	23	6	5	10	5	-
	2%	1%	2%	1%	1%	1%	2%	1%	2%	5%	1%	2%	3%	-%
Net: England	1760	178	121	242	57	612	160	406	913	113	379	557	128	-
	88%	90%	87%	91%	94%	90%	87%	90%	87%	89%	92%	90%	90%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Net: Scotland	120	10	9	12	2	35	11	24	67	5	16	28	6	-
	6%	5%	7%	4%	3%	5%	6%	5%	6%	4%	4%	5%	4%	-%
Net: Wales	80	7	7	8	1	24	9	14	43	3	10	23	3	1
	4%	4%	5%	3%	2%	4%	5%	3%	4%	2%	2%	4%	2%	100%
Net: Northern Ireland	40	2	2	4	*	9	4	6	23	6	5	10	5	-
	2%	1%	2%	1%	1%	1%	2%	1%	2%	5%	1%	2%	3%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
East of England	169	55	50	23	-	89	64	69	82	72	*
	8%	9%	9%	15%	-%	8%	9%	10%	8%	9%	4%
East Midlands	162	42	45	9	-	94	66	48	85	70	6
	8%	7%	8%	6%	-%	8%	9%	7%	8%	9%	70%
Greater London	322	98	104	23	1	186	96	120	177	96	*
	16%	16%	19%	15%	68%	16%	14%	17%	17%	12%	3%
North East	89	23	25	5	-	52	22	31	50	31	-
	4%	4%	4%	3%	-%	5%	3%	4%	5%	4%	-%
North West	160	43	42	11	-	101	59	50	90	73	-
	8%	7%	8%	7%	-%	9%	8%	7%	9%	9%	-%
South East	301	81	70	20	-	182	125	77	163	127	1
	15%	13%	13%	13%	-%	16%	18% c	11%	15%	16%	6%
South West	257	97	66	20	-	149	100	107	136	114	-
	13%	16%	12%	13%	-%	13%	14%	15%	13%	14%	-%
West Midlands	148	59	49	24	-	65	62	70	77	53	*
	7%	10%	9%	15%	-%	6%	9%	10% a	7%	7%	1%
Yorkshire and The Humber	151	45	45	4	-	97	41	52	74	68	1
	8%	7%	8%	3%	-%	8%	6%	7%	7%	9%	7%
Scotland	120	32	29	11	-	70	31	39	60	44	*
	6%	5%	5%	7%	-%	6%	4%	6%	6%	6%	4%
Wales	80	20	21	5	*	48	27	26	40	30	*
	4%	3%	4%	3%	32%	4%	4%	4%	4%	4%	1%
Northern Ireland	40	9	8	3	-	24	11	10	20	17	*
	2%	1%	1%	2%	-%	2%	2%	1%	2%	2%	5%
Net: England	1760	542	495	140	1	1015	635	626	934	703	8
	88%	90%	89%	88%	68%	88%	90%	89%	89%	89%	90%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Net: Scotland	120	32	29	11	-	70	31	39	60	44	*
	6%	5%	5%	7%	-%	6%	4%	6%	6%	6%	4%
Net: Wales	80	20	21	5	*	48	27	26	40	30	*
	4%	3%	4%	3%	32%	4%	4%	4%	4%	4%	1%
Net: Northern Ireland	40	9	8	3	-	24	11	10	20	17	*
	2%	1%	1%	2%	-%	2%	2%	1%	2%	2%	5%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
East of England	169	35	35	32	13	3	63	60	8	4	7	-
	8%	10%	10%	9%	14%	6%	7%	8%	8%	11%	15%	-%
East Midlands	162	24	32	20	1	2	76	73	6	9	1	*
	8%	7%	9%	6%	2%	4%	9%	10%	5%	22%	3%	*%
Greater London	322	69	47	63	15	9	137	84	15	8	14	3
	16%	20%	13%	19%	17%	18%	15%	11%	15%	19%	29%	22%
North East	89	10	21	17	4	-	41	30	6	4	1	2
	4%	3%	6%	5%	4%	-%	5%	4%	6%	9%	3%	12%
North West	160	38	18	18	8	9	84	68	7	2	1	3
	8%	11%	5%	5%	9%	16%	9%	9%	7%	5%	1%	19%
South East	301	38	28	43	7	9	148	122	15	5	4	-
	15%	11%	8%	13%	8%	16%	17%	16%	15%	11%	9%	-%
South West	257	35	71	56	15	5	106	99	21	1	5	-
	13%	10%	20%	17%	17%	9%	12%	13%	20%	3%	12%	-%
			a									
West Midlands	148	24	34	35	17	10	58	56	12	5	2	3
	7%	7%	10%	10%	18%	18%	7%	7%	12%	13%	3%	22%
					a							
Yorkshire and The Humber	151	34	27	18	1	*	71	63	4	-	4	-
	8%	10%	8%	5%	1%	1%	8%	8%	4%	-%	10%	-%
Scotland	120	23	18	19	5	3	52	43	3	2	3	2
	6%	7%	5%	6%	6%	6%	6%	6%	3%	4%	7%	16%
Wales	80	12	14	11	3	3	33	28	3	1	3	1
	4%	3%	4%	3%	3%	6%	4%	4%	3%	1%	6%	6%
Northern Ireland	40	4	5	5	1	*	19	15	1	1	1	*
	2%	1%	1%	1%	1%	*%	2%	2%	1%	1%	2%	3%
Net: England	1760	308	315	302	82	46	784	655	94	37	40	10
	88%	89%	90%	90%	90%	88%	88%	88%	93%	93%	85%	75%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Net: Scotland	120	23	18	19	5	3	52	43	3	2	3	2
	6%	7%	5%	6%	6%	6%	6%	6%	3%	4%	7%	16%
Net: Wales	80	12	14	11	3	3	33	28	3	1	3	1
	4%	3%	4%	3%	3%	6%	4%	4%	3%	1%	6%	6%
Net: Northern Ireland	40	4	5	5	1	*	19	15	1	1	1	*
	2%	1%	1%	1%	1%	*%	2%	2%	1%	1%	2%	3%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
East of England	169	132	79	141	119	105	89	142	17	-	137	10	45	115
	8%	8%	8%	8%	10%	9%	10%	8%	8%	-%	9%	11%	9%	8%
East Midlands	162	136	94	146	97	81	64	147	12	-	119	11	41	113
	8%	8%	9%	8%	9%	7%	8%	8%	6%	-%	7%	11%	8%	8%
Greater London	322	264	143	274	163	182	112	272	34	-	250	18	84	229
	16%	15%	14%	15%	14%	16%	13%	15%	16%	-%	16%	19%	17%	16%
North East	89	78	43	81	56	52	42	79	3	1	80	4	28	60
	4%	5%	4%	5%	5%	5%	5%	4%	1%	15%	5%	4%	6%	4%
North West	160	147	79	152	84	91	70	148	19	-	129	7	42	110
	8%	9%	8%	9%	7%	8%	8%	8%	9%	-%	8%	7%	9%	8%
South East	301	271	183	285	176	141	127	285	39	-	229	21	78	205
	15%	16%	18% e	16%	15%	13%	15%	16%	18%	-%	14%	21%	16%	14%
South West	257	219	136	229	143	152	108	218	32	-	230	*	47	203
	13%	13%	14%	13%	13%	14%	13%	12%	15%	-%	14% b	*%	10%	14%
West Midlands	148	123	78	131	85	83	65	133	24	-	112	5	50	91
	7%	7%	8%	7%	7%	7%	8%	8%	11%	-%	7%	5%	10%	6%
Yorkshire and The Humber	151	131	61	133	73	81	60	138	12	4	110	8	23	120
	8%	8%	6%	7%	6%	7%	7%	8%	6%	78%	7%	8%	5%	8%
Scotland	120	101	47	103	69	74	58	106	10	*	100	7	27	88
	6%	6%	5%	6%	6%	7%	7%	6%	5%	5%	6%	8%	6%	6%
Wales	80	69	44	71	48	47	34	68	4	-	59	5	19	58
	4%	4%	4%	4%	4%	4%	4%	4%	2%	-%	4%	5%	4%	4%
Northern Ireland	40	35	21	36	23	29	19	36	7	*	35	*	4	34
	2%	2%	2%	2%	2%	3%	2%	2%	3%	1%	2%	*%	1%	2%
Net: England	1760	1501	897	1571	995	970	737	1562	193	4	1397	85	438	1246
	88%	88%	89%	88%	88%	87%	87%	88%	90%	94%	88%	87%	90%	87%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Net: Scotland	120	101	47	103	69	74	58	106	10	*	100	7	27	88
	6%	6%	5%	6%	6%	7%	7%	6%	5%	5%	6%	8%	6%	6%
Net: Wales	80	69	44	71	48	47	34	68	4	-	59	5	19	58
	4%	4%	4%	4%	4%	4%	4%	4%	2%	-%	4%	5%	4%	4%
Net: Northern Ireland	40	35	21	36	23	29	19	36	7	*	35	*	4	34
	2%	2%	2%	2%	2%	3%	2%	2%	3%	1%	2%	*%	1%	2%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
East of England	169	45	1	16	31	24	97	47	20	30	119	73	96
	8%	11%	6%	11%	9%	11%	8%	8%	9%	14%	8%	9%	8%
East Midlands	162	36	1	11	38	14	109	38	16	26	113	72	91
	8%	9%	4%	7%	11%	6%	9%	7%	7%	12%	8%	9%	7%
Greater London	322	77	11	24	80	36	202	81	36	41	229	133	189
	16%	18%	50%	16%	23%	16%	17%	15%	16%	19%	15%	17%	15%
North East	89	15	1	7	8	7	58	24	8	13	62	35	53
	4%	3%	4%	5%	2%	3%	5%	4%	4%	6%	4%	5%	4%
North West	160	39	-	17	22	18	100	37	15	13	126	48	112
	8%	9%	-%	12%	6%	8%	8%	7%	7%	6%	9%	6%	9%
South East	301	54	*	19	47	21	196	78	23	29	235	126	175
	15%	13%	1%	13%	14%	9%	16%	14%	11%	13%	16%	16%	14%
South West	257	56	*	18	38	39	154	64	37	14	198	102	155
	13%	13%	*%	12%	11%	17%	13%	12%	17%	6%	13%	13%	13%
									b				
West Midlands	148	30	3	10	23	15	60	74	24	17	102	33	115
	7%	7%	14%	7%	7%	6%	5%	13%	11%	8%	7%	4%	9%
								b					a
Yorkshire and The Humber	151	26	1	7	25	20	94	36	7	14	121	49	102
	8%	6%	5%	5%	7%	9%	8%	7%	3%	6%	8%	6%	8%
Scotland	120	18	3	11	16	18	69	32	15	15	82	46	74
	6%	4%	14%	7%	5%	8%	6%	6%	7%	7%	6%	6%	6%
Wales	80	14	*	5	13	13	45	22	11	8	58	34	46
	4%	3%	*%	3%	4%	6%	4%	4%	5%	3%	4%	4%	4%
Northern Ireland	40	6	*	2	6	2	23	16	3	3	33	19	21
	2%	1%	1%	1%	2%	1%	2%	3%	1%	1%	2%	2%	2%
Net: England	1760	378	19	130	313	194	1071	479	187	197	1305	672	1088
	88%	91%	85%	88%	90%	86%	89%	87%	86%	89%	88%	87%	89%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Net: Scotland	120	18	3	11	16	18	69	32	15	15	82	46	74
	6%	4%	14%	7%	5%	8%	6%	6%	7%	7%	6%	6%	6%
Net: Wales	80	14	*	5	13	13	45	22	11	8	58	34	46
	4%	3%	*%	3%	4%	6%	4%	4%	5%	3%	4%	4%	4%
Net: Northern Ireland	40	6	*	2	6	2	23	16	3	3	33	19	21
	2%	1%	1%	1%	2%	1%	2%	3%	1%	1%	2%	2%	2%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
East of England	169	39	38	42	50	77	92
	8%	8%	8%	8%	10%	8%	9%
East Midlands	162	44	41	39	39	85	78
	8%	9%	8%	8%	8%	8%	8%
Greater London	322	85	72	70	95	157	165
	16%	17%	14%	14%	19%	16%	17%
North East	89	24	23	25	18	46	42
	4%	5%	5%	5%	4%	5%	4%
North West	160	42	36	40	42	77	82
	8%	8%	7%	8%	8%	8%	8%
South East	301	65	64	96	75	129	172
	15%	13%	13%	19%	15%	13%	17%
South West	257	70	84	53	50	154	103
	13%	14%	17%	11%	10%	15%	10%
			d			b	
West Midlands	148	37	41	40	31	78	70
	7%	7%	8%	8%	6%	8%	7%
Yorkshire and The Humber	151	35	41	35	40	76	75
	8%	7%	8%	7%	8%	8%	8%
Scotland	120	30	30	30	30	60	60
	6%	6%	6%	6%	6%	6%	6%
Wales	80	20	20	20	20	40	40
	4%	4%	4%	4%	4%	4%	4%
Northern Ireland	40	10	10	10	10	20	20
	2%	2%	2%	2%	2%	2%	2%
Net: England	1760	440	440	440	440	880	880
	88%	88%	88%	88%	88%	88%	88%
Net: Scotland	120	30	30	30	30	60	60
	6%	6%	6%	6%	6%	6%	6%
Net: Wales	80	20	20	20	20	40	40
	4%	4%	4%	4%	4%	4%	4%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 3 (continuation)

C3. Where in the UK do you work?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Net: Northern Ireland	40	10	10	10	10	20	20
	2%	2%	2%	2%	2%	2%	2%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4

C1. To which industry does your organisation belong to?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Agriculture, hunting and forestry	64	34	29	61	2	*	*	3
	3%	4%	3%	3%	3%	4%	6%	3%
Fishing	5	2	3	5	*	-	*	*
	*%	*%	*%	*%	*%	-%	1%	*%
Mining and quarrying	9	3	7	9	*	*	*	*
	*%	*%	1%	*%	*%	1%	*%	*%
Manufacturing	167	79	88	155	9	2	1	12
	8%	9%	8%	8%	12%	22%	13%	13%
						a		a
Electricity / Gas / Water supply	13	4	9	11	2	-	*	2
	1%	1%	1%	1%	3%	-%	1%	2%
					a			a
Construction	242	126	115	223	17	1	1	19
	12%	15%	10%	12%	22%	13%	16%	21%
		b			a			a
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	126	192	305	11	1	1	12
	16%	15%	17%	16%	14%	8%	15%	13%
Hotels and restaurants	64	31	33	62	2	*	*	2
	3%	4%	3%	3%	3%	*%	2%	2%
Transportation storage and communication	103	40	63	97	4	1	*	6
	5%	5%	6%	5%	6%	10%	10%	7%
							a	
Financial intermediation and insurance	130	43	87	125	4	1	*	5
	6%	5%	8%	7%	5%	9%	5%	6%
Real estate, rental and business	226	98	128	217	8	1	*	9
	11%	11%	11%	11%	11%	8%	7%	10%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Public administration and defence	12	5	7	11	1	*	*	1
	1%	1%	1%	1%	1%	4% a	1%	1%
Educational services	68	16	52	64	2	*	*	3
	3%	2%	5% a	3%	3%	4%	8% abe	4%
Healthcare and social work	78	26	52	74	4	*	*	4
	4%	3%	5%	4%	5%	1%	7%	5%
Other community, social and personal service activities	311	156	154	304	6	1	*	7
	16%	18%	14%	16% bde	8%	7%	5%	7%
Private households with employed persons	32	8	24	32	-	-	*	*
	2%	1%	2%	2% e	-%	-%	1%	*%
Non-Governmental Organisations (NGOs)	46	37	10	43	3	1	*	4
	2%	4% b	1%	2%	4%	7%	2%	4%
Don't know	13	2	11	13	*	-	*	*
	1%	*%	1%	1%	*%	-%	1%	*%
Other answers	100	24	76	99	1	*	*	1
	5%	3%	7% a	5% be	1%	2%	1%	1%
Net: Agriculture	69	36	32	66	2	*	*	3
	3%	4%	3%	3%	3%	4%	7%	3%
Net: Manufacturing	177	82	94	165	9	2	1	12
	9%	10%	8%	9%	12%	23% a	13%	13% a
Net: Utilities	13	4	9	11	2	-	*	2
	1%	1%	1%	1%	3% a	-%	1%	2% a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Net: Construction	242	126	115	223	17	1	1	19
	12%	15%	10%	12%	22%	13%	16%	21%
		b			a			a
Net: Distribution	420	165	255	402	15	2	1	18
	21%	19%	22%	21%	20%	18%	24%	20%
Net: Hospitality	64	31	33	62	2	*	*	2
	3%	4%	3%	3%	3%	*%	2%	2%
Net: Financial	130	43	87	125	4	1	*	5
	6%	5%	8%	7%	5%	9%	5%	6%
Net: Non-financial	773	346	427	745	24	3	2	28
	39%	40%	37%	39%	32%	31%	31%	31%
				be				
Net: Other	100	24	76	99	1	*	*	1
	5%	3%	7%	5%	1%	2%	1%	1%
			a	be				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Agriculture, hunting and forestry	64	39	17	5	1	1	*	61	2	1
	3%	3%	3%	3%	3%	2%	6%	3%	3%	5%
Fishing	5	3	-	2	-	*	*	5	*	*
	*%	*%	-%	1%	-%	*%	1%	*%	*%	*%
Mining and quarrying	9	*	9	-	-	*	*	9	*	*
	*%	*%	2%	-%	-%	*%	*%	*%	*%	1%
			a							
Manufacturing	167	100	44	11	5	6	1	155	9	3
	8%	8%	9%	7%	11%	16%	13%	8%	12%	19%
						acg				abcg
Electricity / Gas / Water supply	13	11	-	*	1	1	*	11	2	*
	1%	1%	-%	*%	3%	2%	1%	1%	3%	*%
					bg	b			bg	
Construction	242	114	73	35	9	9	1	223	17	2
	12%	9%	15%	20%	19%	24%	16%	12%	22%	14%
			a	ag	ag	abg	a		abg	
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	184	88	34	7	4	1	305	11	1
	16%	15%	17%	19%	15%	12%	15%	16%	14%	10%
Hotels and restaurants	64	27	24	10	1	1	*	62	2	*
	3%	2%	5%	6%	3%	2%	2%	3%	3%	1%
				ai						
Transportation storage and communication	103	53	34	10	3	2	*	97	4	1
	5%	4%	7%	6%	7%	5%	10%	5%	6%	10%
							ag			
Financial intermediation and insurance	130	73	41	11	2	3	*	125	4	1
	6%	6%	8%	6%	4%	8%	5%	7%	5%	8%
Real estate, rental and business	226	136	63	17	6	3	*	217	8	1
	11%	11%	13%	10%	13%	7%	7%	11%	11%	8%

Columns Tested:: a,b,c,d,e,f,g,h,i

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Public administration and defence	12	5	5	1	*	1	*	11	1	*
	1%	*%	1%	1%	1%	2%	1%	1%	1%	3%
Educational services	68	50	11	4	2	1	*	64	2	1
	3%	4%	2%	2%	3%	3%	8%	3%	3%	6%
							abcgh			
Healthcare and social work	78	52	17	5	3	1	*	74	4	*
	4%	4%	3%	3%	5%	3%	7%	4%	5%	3%
Other community, social and personal service activities	311	243	45	17	3	3	*	304	6	1
	16%	20%	9%	9%	7%	8%	5%	16%	8%	6%
		bcdefhi						bdefhi		
Private households with employed persons	32	23	8	1	-	-	*	32	-	*
	2%	2%	2%	1%	-%	-%	1%	2%	-%	*%
		h								
Non-Governmental Organisations (NGOs)	46	27	12	4	2	1	*	43	3	1
	2%	2%	2%	2%	4%	4%	2%	2%	4%	5%
Don't know	13	10	2	1	-	*	*	13	*	*
	1%	1%	*%	*%	-%	*%	1%	1%	*%	*%
Other answers	100	83	8	8	1	*	*	99	1	*
	5%	7%	2%	4%	2%	1%	1%	5%	1%	2%
		bdefh						beh		
Net: Agriculture	69	42	17	7	1	1	*	66	2	1
	3%	3%	3%	4%	3%	2%	7%	3%	3%	5%
Net: Manufacturing	177	100	53	11	5	6	1	165	9	3
	9%	8%	11%	7%	11%	16%	13%	9%	12%	19%
						acg				acg
Net: Utilities	13	11	-	*	1	1	*	11	2	*
	1%	1%	-%	*%	3%	2%	1%	1%	3%	*%
					bg	b			bg	

Columns Tested:: a,b,c,d,e,f,g,h,i

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Net: Construction	242	114	73	35	9	9	1	223	17	2
	12%	9%	15%	20%	19%	24%	16%	12%	22%	14%
			a	ag	ag	abg	a		abg	
Net: Distribution	420	237	122	44	10	6	1	402	15	3
	21%	19%	24%	25%	22%	17%	24%	21%	20%	20%
Net: Hospitality	64	27	24	10	1	1	*	62	2	*
	3%	2%	5%	6%	3%	2%	2%	3%	3%	1%
				ai						
Net: Financial	130	73	41	11	2	3	*	125	4	1
	6%	6%	8%	6%	4%	8%	5%	7%	5%	8%
Net: Non-financial	773	535	162	49	16	11	2	745	24	4
	39%	43%	32%	28%	34%	28%	31%	39%	32%	31%
		bcefhi						ceh		
Net: Other	100	83	8	8	1	*	*	99	1	*
	5%	7%	2%	4%	2%	1%	1%	5%	1%	2%
		bdefh						beh		

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Agriculture, hunting and forestry	64	36	4	1	1	1
	3%	3%	2%	3%	3%	1%
Fishing	5	3	*	-	2	*
	*%	*%	*%	-%	8%	*%
					a	
Mining and quarrying	9	3	4	-	-	*
	*%	*%	2%	-%	-%	*%
Manufacturing	167	105	11	6	1	9
	8%	9%	5%	14%	5%	15%
Electricity / Gas / Water supply	13	8	*	*	-	*
	1%	1%	*%	1%	-%	*%
Construction	242	124	40	5	3	8
	12%	10%	17%	13%	13%	13%
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	215	31	11	4	5
	16%	18%	13%	25%	20%	9%
Hotels and restaurants	64	28	13	2	1	1
	3%	2%	6%	4%	3%	1%
Transportation storage and communication	103	44	15	*	7	4
	5%	4%	6%	1%	32%	7%
					abce	
Financial intermediation and insurance	130	75	20	4	1	2
	6%	6%	8%	9%	4%	3%
Real estate, rental and business	226	131	35	8	1	14
	11%	11%	15%	19%	5%	23%
						a

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Public administration and defence	12	5	5	*	*	*
	1%	*%	2%	*%	*%	*%
Educational services	68	46	4	1	*	1
	3%	4%	2%	3%	1%	1%
Healthcare and social work	78	52	2	1	*	9
	4%	4%	1%	1%	1%	15%
						ab
Other community, social and personal service activities	311	198	38	*	*	5
	16%	17%	16%	1%	1%	8%
		c	c			
Private households with employed persons	32	24	4	-	-	-
	2%	2%	2%	-%	-%	-%
Non-Governmental Organisations (NGOs)	46	13	*	*	1	*
	2%	1%	*%	*%	4%	1%
Don't know	13	8	1	1	-	*
	1%	1%	*%	1%	-%	*%
Other answers	100	77	8	2	-	2
	5%	6%	3%	4%	-%	3%
Net: Agriculture	69	39	4	1	2	1
	3%	3%	2%	3%	11%	1%
Net: Manufacturing	177	108	15	6	1	9
	9%	9%	6%	14%	5%	15%
Net: Utilities	13	8	*	*	-	*
	1%	1%	*%	1%	-%	*%
Net: Construction	242	124	40	5	3	8
	12%	10%	17%	13%	13%	13%

Columns Tested:: a,b,c,d,e

Produced by BVA BDRC
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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Net: Distribution	420	259	46	11	11	9
	21%	22%	20%	26%	53%	16%
					abe	
Net: Hospitality	64	28	13	2	1	1
	3%	2%	6%	4%	3%	1%
Net: Financial	130	75	20	4	1	2
	6%	6%	8%	9%	4%	3%
Net: Non-financial	773	470	88	11	2	29
	39%	39%	37%	25%	12%	48%
Net: Other	100	77	8	2	-	2
	5%	6%	3%	4%	-%	3%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Agriculture, hunting and forestry	64	5	4	13	11	9	8	7	-	*	57	2	2	2
	3%	3%	3%	4%	12% abfghijkl	6% hk	3%	3%	-%	*%	3%	1%	3%	6% k
Fishing	5	-	4	-	-	-	-	*	-	-	5	-	*	*
	*%	-%	3% jkm	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	*%
Mining and quarrying	9	-	-	-	-	-	7	-	-	2	9	1	-	*
	*%	-%	-%	-%	-%	-%	2% l	-%	-%	1%	*%	1%	-%	*%
Manufacturing	167	23	14	25	1	9	18	32	17	9	148	6	10	4
	8%	13% dk	8%	8%	2%	6%	6%	13% dk	11%	6%	8%	5%	12% dk	9%
Electricity / Gas / Water supply	13	-	2	*	*	4	4	-	1	-	11	1	1	*
	1%	-%	1%	*%	*%	2%	1%	-%	*%	-%	1%	1%	1%	*%
Construction	242	23	27	22	12	21	45	29	15	24	219	9	11	3
	12%	14%	17% ckm	7%	13%	13%	15% km	11%	10%	16% km	12% k	7%	14% k	7%
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	22	27	61	13	22	25	33	49	33	284	20	11	3
	16%	13%	16% m	19% fm	14%	14%	8%	13%	33% abcdefgjklm	21% fm	16% fm	17% fm	13%	8%
Hotels and restaurants	64	4	4	8	7	3	11	3	*	2	43	14	6	2
	3%	3%	2%	3%	8% ghj	2%	4%	1%	*%	2%	2%	11% abcefghijm	7% ghj	5%
Transportation storage and communication	103	4	7	14	6	5	21	11	4	21	94	5	2	1
	5%	2%	5%	4%	7%	3%	7%	4%	3%	14% abceghjklm	5%	5%	3%	3%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Financial intermediation and insurance	130	7	7	23	3	5	26	23	7	15	116	8	3	3
	6%	4%	4%	7%	4%	3%	9%	9%	5%	10% l	7%	6%	4%	8%
Real estate, rental and business	226	28	16	44	9	25	47	15	16	8	209	9	3	5
	11%	17% gikl	10% l	14% l	10% l	15% ikl	16% gikl	6%	11% l	5%	12% l	8%	4%	13% l
Public administration and defence	12	-	3	2	-	*	2	4	*	-	11	*	-	*
	1%	-%	2% l	1%	-%	*%	1%	2%	*%	-%	1%	*%	-%	1%
Educational services	68	7	4	7	2	5	8	5	7	5	50	9	6	3
	3%	4%	3%	2%	2%	3%	3%	2%	5%	3%	3%	7% j	7% j	8% j
Healthcare and social work	78	3	8	12	8	2	11	10	5	7	65	7	4	1
	4%	2%	5%	4%	9% ae	1%	4%	4%	3%	5%	4%	6%	5%	4%
Other community, social and personal service activities	311	32	17	61	9	30	44	44	20	12	269	21	14	6
	16%	19% i	11%	19% i	11%	19% i	15%	17%	14%	8%	15%	18% i	18% i	15%
Private households with employed persons	32	1	3	6	-	3	8	-	5	3	29	1	1	1
	2%	*%	2%	2%	-%	2%	3%	-%	3%	2%	2%	1%	1%	2%
Non-Governmental Organisations (NGOs)	46	2	2	9	2	4	5	11	*	3	38	3	3	3
	2%	1%	1%	3%	3%	3%	2%	4%	*%	2%	2%	2%	3%	8% afhjk
Don't know	13	1	5	-	-	-	2	3	-	-	11	1	1	*
	1%	*%	3% j	-%	-%	-%	1%	1%	-%	-%	1%	1%	1%	*%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Other answers	100	7	7	14	5	12	7	27	3	8	92	4	3	1
	5%	4%	4%	4%	6%	8%	2%	10% fhklm	2%	6%	5%	3%	4%	4%
Net: Agriculture	69	5	9	13	11	9	8	7	-	*	62	2	3	2
	3%	3%	5% k	4%	12% afghijkl	6% hk	3%	3%	-%	*%	4%	1%	3%	6% k
Net: Manufacturing	177	23	14	25	1	9	25	32	17	11	157	6	10	4
	9%	13% dk	8%	8%	2%	6%	8%	13% dk	11%	7%	9%	5%	12% dk	9%
Net: Utilities	13	-	2	*	*	4	4	-	1	-	11	1	1	*
	1%	-%	1%	*%	*%	2%	1%	-%	*%	-%	1%	1%	1%	*%
Net: Construction	242	23	27	22	12	21	45	29	15	24	219	9	11	3
	12%	14%	17% ckm	7%	13%	13%	15% km	11%	10%	16% km	12% k	7%	14% k	7%
Net: Distribution	420	26	34	76	18	27	46	43	53	54	377	25	13	4
	21%	16%	21% m	24% m	21%	17%	15%	17%	36% abefgjklm	36% abefgjklm	21% m	21% m	16%	11%
Net: Hospitality	64	4	4	8	7	3	11	3	*	2	43	14	6	2
	3%	3%	2%	3%	8% ghj	2%	4%	1%	*%	2%	2%	11% abcefghijm	7% ghj	5%
Net: Financial	130	7	7	23	3	5	26	23	7	15	116	8	3	3
	6%	4%	4%	7%	4%	3%	9%	9%	5%	10% l	7%	6%	4%	8%
Net: Non-financial	773	72	54	140	31	69	126	89	53	37	672	51	31	20
	39%	43% i	33%	44% i	34%	43% i	42% i	35%	36%	25%	38% i	42% i	38% i	50% bgijl
Net: Other	100	7	7	14	5	12	7	27	3	8	92	4	3	1
	5%	4%	4%	4%	6%	8%	2%	10% fhklm	2%	6%	5%	3%	4%	4%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l,m
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Agriculture, hunting and forestry	64	64	-	-	-	-	-	-	-	35	29	58	6
	3%	93% bdefgh	-%	-%	-%	-%	-%	-%	-%	2%	9% a	3%	6%
Fishing	5	5	-	-	-	-	-	-	-	5	-	3	2
	*%	7% bdegh	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	2% a
Mining and quarrying	9	-	9	-	-	-	-	-	-	6	4	9	-
	*%	-%	5% deh	-%	-%	-%	-%	-%	-%	*%	1%	*%	-%
Manufacturing	167	-	167	-	-	-	-	-	-	131	37	162	5
	8%	-%	95% adefgh	-%	-%	-%	-%	-%	-%	8%	11%	8%	6%
Electricity / Gas / Water supply	13	-	-	13	-	-	-	-	-	11	2	13	*
	1%	-%	-%	100%	-%	-%	-%	-%	-%	1%	1%	1%	*%
Construction	242	-	-	-	242	-	-	-	-	192	50	229	13
	12%	-%	-%	-%	100% abefgh	-%	-%	-%	-%	11%	15%	12%	14%
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	-	-	-	-	317	-	-	-	280	38	302	16
	16%	-%	-%	-%	-%	76% abdfgh	-%	-%	-%	17%	11%	16%	17%
Hotels and restaurants	64	-	-	-	-	-	64	-	-	47	17	54	10
	3%	-%	-%	-%	-%	-%	100% abdegh	-%	-%	3%	5%	3%	11% a
Transportation storage and communication	103	-	-	-	-	103	-	-	-	100	3	99	4
	5%	-%	-%	-%	-%	24% abdfgh	-%	-%	-%	6% b	1%	5%	4%
Financial intermediation and insurance	130	-	-	-	-	-	-	130	-	107	23	125	5
	6%	-%	-%	-%	-%	-%	-%	100% abdefh	-%	6%	7%	7%	5%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Real estate, rental and business	226 11%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	226 29% abdefg	195 12%	32 10%	221 12%	5 6%
Public administration and defence	12 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	12 2%	9 1%	3 1%	11 1%	* 1%
Educational services	68 3%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	68 9% bdefg	57 3%	11 3%	66 3%	2 2%
Healthcare and social work	78 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	78 10% bdefg	64 4%	14 4%	68 4%	10 11% a
Other community, social and personal service activities	311 16%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	311 40% abdefg	275 17% b	35 11%	304 16%	7 8%
Private households with employed persons	32 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	32 4% de	26 2%	6 2%	29 1%	4 4%
Non-Governmental Organisations (NGOs)	46 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	46 6% bde	42 2%	5 1%	46 2%	* *%
Don't know	13 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	6 *%	7 2% a	13 1%	* *%
Other answers	100 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	83 5%	17 5%	98 5%	2 2%
Net: Agriculture	69 3%	69 100% bdefgh	- -%	- -%	- -%	- -%	- -%	- -%	- -%	39 2%	29 9% a	61 3%	7 8% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Net: Manufacturing	177	-	177	-	-	-	-	-	-	136	41	171	5
	9%	-%	100% adefgh	-%	-%	-%	-%	-%	-%	8%	12%	9%	6%
Net: Utilities	13	-	-	13	-	-	-	-	-	11	2	13	*
	1%	-%	-%	100%	-%	-%	-%	-%	-%	1%	1%	1%	*%
Net: Construction	242	-	-	-	242	-	-	-	-	192	50	229	13
	12%	-%	-%	-%	100% abefgh	-%	-%	-%	-%	11%	15%	12%	14%
Net: Distribution	420	-	-	-	-	420	-	-	-	380	40	400	20
	21%	-%	-%	-%	-%	100% abdfgh	-%	-%	-%	23% b	12%	21%	21%
Net: Hospitality	64	-	-	-	-	-	64	-	-	47	17	54	10
	3%	-%	-%	-%	-%	-%	100% abdegh	-%	-%	3%	5%	3%	11% a
Net: Financial	130	-	-	-	-	-	-	130	-	107	23	125	5
	6%	-%	-%	-%	-%	-%	-%	100% abdefh	-%	6%	7%	7%	5%
Net: Non-financial	773	-	-	-	-	-	-	-	773	667	106	745	28
	39%	-%	-%	-%	-%	-%	-%	-%	100% abdefg	40% b	32%	39%	31%
Net: Other	100	-	-	-	-	-	-	-	-	83	17	98	2
	5%	-%	-%	-%	-%	-%	-%	-%	-%	5%	5%	5%	2%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Agriculture, hunting and forestry	64	63	1	48	3	13
	3%	3%	1%	4%	1%	3%
Fishing	5	2	3	*	3	2
	*%	*%	5%	*%	1%	*%
			a			
Mining and quarrying	9	9	-	7	2	*
	*%	*%	-%	1%	1%	*%
Manufacturing	167	158	9	70	22	76
	8%	8%	17%	5%	8%	17%
						ab
Electricity / Gas / Water supply	13	13	1	12	1	1
	1%	1%	1%	1%	*%	*%
Construction	242	227	15	177	46	17
	12%	12%	27%	14%	17%	4%
			a	c	c	
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	312	5	138	25	155
	16%	16%	9%	11%	9%	35%
						ab
Hotels and restaurants	64	61	3	46	10	8
	3%	3%	5%	4%	4%	2%
Transportation storage and communication	103	103	*	84	13	6
	5%	5%	*%	7%	5%	1%
				c		
Financial intermediation and insurance	130	130	-	87	26	17
	6%	7%	-%	7%	10%	4%
					c	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Real estate, rental and business	226	223	3	171	19	36
	11%	11%	6%	13%	7%	8%
				b		
Public administration and defence	12	12	-	10	1	1
	1%	1%	-%	1%	*%	*%
Educational services	68	68	-	60	5	2
	3%	3%	-%	5%	2%	1%
				c		
Healthcare and social work	78	75	3	58	15	5
	4%	4%	5%	5%	5%	1%
				c	c	
Other community, social and personal service activities	311	303	8	197	55	59
	16%	16%	14%	15%	20%	13%
Private households with employed persons	32	30	2	15	5	12
	2%	2%	3%	1%	2%	3%
Non-Governmental Organisations (NGOs)	46	44	2	30	7	9
	2%	2%	4%	2%	3%	2%
Don't know	13	13	-	6	5	2
	1%	1%	-%	*%	2%	*%
Other answers	100	98	2	61	14	24
	5%	5%	3%	5%	5%	5%
Net: Agriculture	69	65	3	49	6	14
	3%	3%	6%	4%	2%	3%
Net: Manufacturing	177	167	9	77	24	76
	9%	9%	17%	6%	9%	17%
						ab

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Net: Utilities	13	13	1	12	1	1
	1%	1%	1%	1%	*%	*%
Net: Construction	242	227	15	177	46	17
	12%	12%	27%	14%	17%	4%
			a	c	c	
Net: Distribution	420	415	5	222	37	161
	21%	21%	9%	17%	13%	36%
						ab
Net: Hospitality	64	61	3	46	10	8
	3%	3%	5%	4%	4%	2%
Net: Financial	130	130	-	87	26	17
	6%	7%	-%	7%	10%	4%
					c	
Net: Non-financial	773	756	17	540	108	125
	39%	39%	31%	42%	39%	28%
				c	c	
Net: Other	100	98	2	61	14	24
	5%	5%	3%	5%	5%	5%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Agriculture, hunting and forestry	64	55	2	7	*	*	-	-	-	57	7	*	41	14	9
	3%	3%	1%	21% abi	2%	*%	-%	-%	-%	3%	11% bi	1%	4%	2%	3%
Fishing	5	3	2	-	-	-	-	*	-	5	*	*	3	-	2
	*%	*%	1%	-%	-%	-%	-%	10%	-%	*%	*%	*%	*%	-%	1%
Mining and quarrying	9	9	*	-	-	-	-	-	-	9	-	-	9	*	*
	*%	1%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	*%	*%
Manufacturing	167	129	28	8	*	*	1	*	-	157	10	2	44	86	38
	8%	8%	12%	26% ai	3%	1%	42%	4%	-%	8%	16%	6%	4%	12% a	13% a
Electricity / Gas / Water supply	13	13	*	-	*	*	*	-	-	13	*	*	11	1	*
	1%	1%	*%	-%	*%	*%	1%	-%	-%	1%	*%	*%	1%	*%	*%
Construction	242	220	15	*	*	3	-	*	3	236	6	6	136	85	21
	12%	13%	7%	1%	1%	28% bc	-%	27%	48%	12%	10%	18%	14%	12%	7%
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	212	94	8	*	3	*	*	*	306	11	3	107	105	105
	16%	12%	41% aijk	27%	1%	25%	4%	1%	1%	16%	18%	9%	11%	15%	36% ab
Hotels and restaurants	64	57	7	*	-	1	-	-	-	63	1	1	37	19	8
	3%	3%	3%	*%	-%	6%	-%	-%	-%	3%	1%	2%	4%	3%	3%
Transportation storage and communication	103	89	4	2	6	-	-	-	1	93	10	7	59	30	13
	5%	5%	2%	7%	52%	-%	-%	-%	14%	5%	15% abi	23% abi	6%	4%	5%
Financial intermediation and insurance	130	120	8	1	*	1	*	-	-	128	2	1	71	49	10
	6%	7%	4%	4%	*%	7%	1%	-%	-%	7%	3%	2%	7%	7%	3%
Real estate, rental and business	226	192	25	2	2	3	*	*	2	217	9	7	123	69	35
	11%	11%	11%	6%	16%	31%	*%	6%	36%	11%	15%	23%	12%	10%	12%

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

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Public administration and defence	12	9	1	*	-	-	1	*	-	10	1	1	5	5	2
	1%	1%	*%	*%	-%	-%	32%	53%	-%	1%	2%	4%	*%	1%	1%
Educational services	68	64	3	*	*	*	*	-	-	67	1	*	41	23	4
	3%	4%	1%	1%	1%	*%	1%	-%	-%	3%	1%	1%	4%	3%	1%
Healthcare and social work	78	71	7	*	*	*	-	-	*	78	*	*	33	38	7
	4%	4%	3%	1%	*%	*%	-%	-%	*%	4%	1%	*%	3%	5%	2%
Other community, social and personal service activities	311	289	21	1	*	-	-	-	*	310	1	*	172	117	22
	16%	17% bj	9%	2%	2%	-%	-%	-%	1%	16%	2%	1%	17% c	17% c	7%
Private households with employed persons	32	26	3	1	3	-	-	-	-	29	3	3	21	4	7
	2%	1%	1%	2%	22%	-%	-%	-%	-%	1%	5%	9%	2%	1%	2%
Non-Governmental Organisations (NGOs)	46	42	5	*	-	*	-	-	-	46	*	*	31	11	5
	2%	2%	2%	*%	-%	*%	-%	-%	-%	2%	*%	*%	3%	2%	2%
Don't know	13	12	1	-	*	-	1	-	-	12	1	1	2	9	1
	1%	1%	*%	-%	*%	-%	18%	-%	-%	1%	1%	2%	*%	1%	*%
Other answers	100	95	4	*	-	-	-	*	-	100	*	*	51	45	4
	5%	6%	2%	*%	-%	-%	-%	1%	-%	5%	*%	*%	5%	6% c	2%
Net: Agriculture	69	58	4	7	*	*	-	*	-	62	7	*	44	14	11
	3%	3%	2%	21% abi	2%	*%	-%	10%	-%	3%	11%	1%	4%	2%	4%
Net: Manufacturing	177	138	28	8	*	*	1	*	-	167	10	2	53	86	38
	9%	8%	12%	26% ai	3%	1%	42%	4%	-%	9%	16%	6%	5%	12% a	13% a
Net: Utilities	13	13	*	-	*	*	*	-	-	13	*	*	11	1	*
	1%	1%	*%	-%	*%	*%	1%	-%	-%	1%	*%	*%	1%	*%	*%
Net: Construction	242	220	15	*	*	3	-	*	3	236	6	6	136	85	21
	12%	13%	7%	1%	1%	28% bc	-%	27%	48%	12%	10%	18%	14%	12%	7%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Net: Distribution	420	302	97	11	7	3	*	*	1	399	21	10	166	136	118
	21%	18%	42% ai	35%	53%	25%	4%	1%	15%	21%	33%	32%	17%	19%	40% ab
Net: Hospitality	64	57	7	*	-	1	-	-	-	63	1	1	37	19	8
	3%	3%	3%	*%	-%	6%	-%	-%	-%	3%	1%	2%	4%	3%	3%
Net: Financial	130	120	8	1	*	1	*	-	-	128	2	1	71	49	10
	6%	7%	4%	4%	*%	7%	1%	-%	-%	7%	3%	2%	7%	7%	3%
Net: Non-financial	773	692	65	4	5	3	1	*	2	757	16	12	425	268	81
	39%	41% b	28%	14%	41%	32%	33%	58%	37%	39% b	25%	37%	43% c	38% c	28%
Net: Other	100	95	4	*	-	-	-	*	-	100	*	*	51	45	4
	5%	6%	2%	*%	-%	-%	-%	1%	-%	5%	*%	*%	5%	6% c	2%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Agriculture, hunting and forestry	64	52	15	55	19	9	15	47	3	3	*	*	-	1
	3%	4%	2%	4%	2%	4%	3%	4%	3%	6%	2%	*%	-%	24% a
Fishing	5	*	3	3	2	*	-	*	-	-	-	-	3	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	23% ab	-%
Mining and quarrying	9	7	*	7	2	*	*	7	-	*	*	-	-	-
	*%	1%	*%	*%	*%	*%	*%	1%	-%	*%	*%	-%	-%	-%
Manufacturing	167	63	47	87	102	22	40	68	10	3	4	*	2	*
	8%	5%	6%	6%	12% abc	9%	9%	5%	11%	5%	17%	1%	17%	1%
Electricity / Gas / Water supply	13	10	6	10	1	1	1	9	*	1	-	-	*	-
	1%	1%	1%	1%	*%	*%	*%	1%	*%	1%	-%	-%	*%	-%
Construction	242	170	69	194	68	37	45	177	7	8	2	*	*	*
	12%	15% bd	9%	14% d	8%	15% d	11%	14%	7%	17%	6%	1%	*%	4%
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	115	130	201	209	32	87	158	24	12	1	1	5	*
	16%	10%	18% a	14% a	24% abce	13%	20% ac	13%	26% a	25%	4%	11%	39%	4%
Hotels and restaurants	64	42	14	49	20	9	7	41	4	3	1	*	-	*
	3%	4%	2%	3%	2%	4%	2%	3%	4%	6%	4%	*%	-%	*%
Transportation storage and communication	103	74	35	82	30	6	22	63	10	*	9	*	1	*
	5%	6%	5%	6%	4%	3%	5%	5%	10%	*%	37% ac	*%	5%	4%
Financial intermediation and insurance	130	113	84	124	44	10	34	113	4	5	2	-	*	*
	6%	10% de	11% de	9% d	5%	4%	8%	9%	4%	10%	6%	-%	*%	*%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Real estate, rental and business	226	128	100	155	84	26	50	139	6	1	3	4	1	2
	11%	11%	14%	11%	10%	11%	12%	11%	6%	3%	10%	41% abc	9%	37% c
Public administration and defence	12	8	5	8	4	2	1	7	*	*	-	1	*	-
	1%	1%	1%	1%	*%	1%	*%	1%	*%	1%	-%	10% a	*%	-%
Educational services	68	49	22	52	25	4	12	46	5	1	*	*	*	*
	3%	4%	3%	4%	3%	2%	3%	4%	5%	1%	*%	3%	1%	1%
Healthcare and social work	78	58	36	66	29	14	9	59	2	4	1	*	*	*
	4%	5%	5%	5%	3%	6%	2%	5%	2%	9%	4%	*%	*%	*%
Other community, social and personal service activities	311	170	97	199	135	36	63	183	9	2	2	3	1	*
	16%	15%	13%	14%	16%	15%	15%	15%	10%	3%	7%	31% c	6%	5%
Private households with employed persons	32	18	18	27	18	6	9	23	3	*	-	-	-	1
	2%	2%	2%	2%	2%	3%	2%	2%	3%	*%	-%	-%	-%	20% a
Non-Governmental Organisations (NGOs)	46	19	7	22	10	8	5	19	3	*	*	-	*	-
	2%	2%	1%	2%	1%	3%	1%	2%	3%	1%	1%	-%	*%	-%
Don't know	13	8	5	11	7	2	2	7	-	4	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	-%	8% a	-%	-%	-%	-%
Other answers	100	61	49	82	53	16	27	73	6	2	*	*	-	-
	5%	5%	7%	6%	6%	6%	6%	6%	7%	4%	1%	*%	-%	-%
Net: Agriculture	69	53	18	58	21	9	15	48	3	3	*	*	3	1
	3%	5%	2%	4%	2%	4%	3%	4%	3%	6%	2%	*%	23%	24% a

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Net: Manufacturing	177	69	47	94	105	22	41	74	10	3	4	*	2	*
	9%	6%	6%	7%	12%	9%	9%	6%	11%	5%	18%	1%	17%	1%
					abc									
Net: Utilities	13	10	6	10	1	1	1	9	*	1	-	-	*	-
	1%	1%	1%	1%	*%	*%	*%	1%	*%	1%	-%	-%	*%	-%
Net: Construction	242	170	69	194	68	37	45	177	7	8	2	*	*	*
	12%	15%	9%	14%	8%	15%	11%	14%	7%	17%	6%	1%	*%	4%
		bd		d		d								
Net: Distribution	420	189	165	283	240	38	109	220	33	13	10	1	5	*
	21%	16%	22%	20%	28%	16%	25%	18%	36%	26%	41%	12%	44%	8%
			a		ace		ae		a					
Net: Hospitality	64	42	14	49	20	9	7	41	4	3	1	*	-	*
	3%	4%	2%	3%	2%	4%	2%	3%	4%	6%	4%	*%	-%	*%
Net: Financial	130	113	84	124	44	10	34	113	4	5	2	-	*	*
	6%	10%	11%	9%	5%	4%	8%	9%	4%	10%	6%	-%	*%	*%
		de	de	d										
Net: Non-financial	773	452	285	530	306	97	149	477	26	9	5	8	2	4
	39%	39%	38%	37%	35%	40%	35%	38%	28%	18%	22%	86%	16%	62%
												abcdf		
Net: Other	100	61	49	82	53	16	27	73	6	2	*	*	-	-
	5%	5%	7%	6%	6%	6%	6%	6%	7%	4%	1%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Agriculture, hunting and forestry	64	17	*	*	*	-	-	1	1	28	14	11	1	*
	3%	2%	1%	1%	1%	-%	-%	22%	9%	4%	5%	3%	1%	1%
Fishing	5	2	-	-	-	-	-	-	-	*	-	3	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	1%	-%	-%
Mining and quarrying	9	*	2	-	-	-	-	-	-	7	*	*	-	-
	*%	*%	5% a	-%	-%	-%	-%	-%	-%	1%	*%	*%	-%	-%
Manufacturing	167	91	6	3	1	1	*	*	2	18	26	24	18	*
	8%	12%	13%	15%	8%	27%	1%	1%	10%	3%	9% a	7%	14% a	1%
Electricity / Gas / Water supply	13	1	*	-	-	-	*	*	*	4	5	*	1	-
	1%	*%	*%	-%	-%	-%	1%	1%	*%	1%	2%	*%	1%	-%
Construction	242	60	2	4	2	*	*	-	*	85	50	43	16	*
	12%	8%	5%	19%	16%	3%	6%	-%	3%	13%	17%	12%	12%	*%
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	191	10	7	1	*	*	-	*	65	21	74	33	8
	16%	25% h	23% h	33% h	11%	2%	1%	-%	1%	10%	7%	21% ab	25% ab	38% ab
Hotels and restaurants	64	18	2	-	*	-	-	-	-	24	8	12	3	2
	3%	2%	3%	-%	2%	-%	-%	-%	-%	4%	3%	3%	2%	10%
Transportation storage and communication	103	24	4	1	-	1	1	*	2	40	16	20	5	1
	5%	3%	8%	3%	-%	23%	15%	4%	14% a	6%	6%	6%	4%	3%
Financial intermediation and insurance	130	42	1	1	*	-	-	1	1	54	29	27	14	*
	6%	5%	2%	3%	*%	-%	-%	11%	5%	9%	10%	8%	11%	*%
Real estate, rental and business	226	75	1	-	4	*	2	1	3	69	22	43	16	4
	11%	10%	3%	-%	30% ab	2%	51% ab	20%	21%	11%	7%	12%	13%	22%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Public administration and defence	12	1	-	*	*	1	-	1	2	3	3	2	*	*
	1%	*%	-%	*%	4%	18%	-%	16%	13% a	*%	1%	1%	*%	*%
Educational services	68	24	1	*	*	*	*	*	*	34	8	8	2	*
	3%	3%	1%	*%	4%	3%	*%	*%	1%	5%	3%	2%	1%	2%
Healthcare and social work	78	24	2	1	2	*	*	-	*	29	21	13	2	1
	4%	3%	4%	5%	18% a	*%	7%	-%	2%	5%	7%	4%	2%	5%
Other community, social and personal service activities	311	124	6	3	1	*	1	*	1	96	44	45	14	*
	16%	16%	14%	13%	5%	6%	17%	7%	9%	15%	15%	13%	11%	2%
Private households with employed persons	32	17	*	*	-	-	-	1	1	18	5	4	-	*
	2%	2%	*%	*%	-%	-%	-%	18%	7%	3%	2%	1%	-%	*%
Non-Governmental Organisations (NGOs)	46	8	2	*	*	1	-	-	1	14	2	4	1	2
	2%	1%	4%	*%	1%	16%	-%	-%	6%	2%	1%	1%	*%	9%
Don't know	13	5	2	1	-	-	-	*	*	2	6	2	-	2
	1%	1%	4%	3%	-%	-%	-%	*%	*%	*%	2%	1%	-%	8% a
Other answers	100	48	4	1	-	-	*	-	*	43	16	18	5	*
	5%	6%	10%	3%	-%	-%	*%	-%	*%	7%	5%	5%	4%	*%
Net: Agriculture	69	19	*	*	*	-	-	1	1	29	14	14	1	*
	3%	2%	1%	1%	1%	-%	-%	22%	9%	5%	5%	4%	1%	1%
Net: Manufacturing	177	91	8	3	1	1	*	*	2	25	26	24	18	*
	9%	12%	18%	15%	8%	27%	1%	1%	10%	4%	9% a	7%	14% a	1%
Net: Utilities	13	1	*	-	-	-	*	*	*	4	5	*	1	-
	1%	*%	*%	-%	-%	-%	1%	1%	*%	1%	2%	*%	1%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Net: Construction	242	60	2	4	2	*	*	-	*	85	50	43	16	*
	12%	8%	5%	19%	16%	3%	6%	-%	3%	13%	17%	12%	12%	*%
Net: Distribution	420	215	14	8	1	1	1	*	2	105	37	94	38	8
	21%	28%	31%	36%	11%	25%	17%	4%	15%	17%	13%	27%	29%	41%
												ab	ab	b
Net: Hospitality	64	18	2	-	*	-	-	-	-	24	8	12	3	2
	3%	2%	3%	-%	2%	-%	-%	-%	-%	4%	3%	3%	2%	10%
Net: Financial	130	42	1	1	*	-	-	1	1	54	29	27	14	*
	6%	5%	2%	3%	*%	-%	-%	11%	5%	9%	10%	8%	11%	*%
Net: Non-financial	773	273	11	4	8	2	3	4	9	262	105	119	35	8
	39%	35%	26%	19%	61%	45%	75%	61%	58%	41%	36%	34%	27%	39%
										d				
Net: Other	100	48	4	1	-	-	*	-	*	43	16	18	5	*
	5%	6%	10%	3%	-%	-%	*%	-%	*%	7%	5%	5%	4%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Agriculture, hunting and forestry	64	12	2	5	*	*	10	3	6	60	4	55	*
	3%	3%	1%	2%	*%	2%	2%	5%	3%	3%	2%	4%	*%
Fishing	5	-	-	2	-	-	2	-	-	3	2	3	-
	*%	-%	-%	1%	-%	-%	*%	-%	-%	*%	1%	*%	-%
Mining and quarrying	9	*	-	2	-	*	-	2	*	5	5	4	3
	*%	*%	-%	1%	-%	*%	-%	4%	*%	*%	2%	*%	4%
								a			a		a
Manufacturing	167	29	28	26	19	*	81	7	14	145	22	77	9
	8%	8%	15%	11%	25%	2%	14%	12%	7%	8%	11%	6%	13%
					a								
Electricity / Gas / Water supply	13	1	*	*	-	-	*	-	1	13	*	10	*
	1%	*%	*%	*%	-%	-%	*%	-%	*%	1%	*%	1%	*%
Construction	242	25	22	9	10	2	33	9	26	223	19	186	8
	12%	7%	12%	4%	13%	12%	6%	16%	12%	12%	9%	14%	10%
									a				
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	48	30	100	31	*	190	6	14	269	49	189	12
	16%	13%	16%	44%	42%	3%	32%	10%	7%	15%	24%	14%	16%
				abe	ab		bc				a		
Hotels and restaurants	64	11	*	6	*	2	7	2	10	57	7	44	4
	3%	3%	*%	3%	*%	13%	1%	4%	5%	3%	3%	3%	6%
									a				
Transportation storage and communication	103	19	4	4	3	*	11	6	14	94	9	81	1
	5%	5%	2%	2%	4%	2%	2%	10%	7%	5%	4%	6%	1%
								a	a				

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Financial intermediation and insurance	130	22	11	10	1	1	16	1	26	125	5	119	5
	6%	6%	5%	4%	1%	7%	3%	2%	13% a	7%	2%	9%	6%
Real estate, rental and business	226	47	20	11	4	2	44	11	29	208	18	148	7
	11%	13% c	10%	5%	5%	14%	7%	19% a	14%	12%	9%	11%	9%
Public administration and defence	12	1	1	1	*	-	2	1	1	11	1	8	*
	1%	*%	1%	*%	*%	-%	*%	2%	1%	1%	1%	1%	*%
Educational services	68	16	5	3	1	*	12	*	13	61	7	50	2
	3%	5%	2%	1%	2%	2%	2%	1%	6%	3%	3%	4%	3%
Healthcare and social work	78	7	14	7	1	*	19	2	9	69	9	59	7
	4%	2%	7% a	3%	2%	2%	3%	3%	4%	4%	4%	4%	9%
Other community, social and personal service activities	311	69	34	30	2	*	95	3	36	280	31	190	9
	16%	19% d	18% d	13%	3%	3%	16%	5%	17%	16%	15%	14%	12%
Private households with employed persons	32	11	4	3	*	-	12	3	3	31	2	27	-
	2%	3%	2%	1%	*%	-%	2%	5%	2%	2%	1%	2%	-%
Non-Governmental Organisations (NGOs)	46	4	3	1	2	*	6	*	4	42	4	20	2
	2%	1%	2%	1%	2%	*%	1%	1%	2%	2%	2%	1%	3%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Don't know	13	*	4	2	1	1	7	1	*	8	4	7	4
	1%	*%	2%	1%	1%	7%	1%	1%	*%	*%	2%	1%	5% a
Other answers	100	32	10	7	*	4	48	2	3	94	6	79	3
	5%	9% d	5%	3%	*%	31% bcd	8% c	3%	1%	5%	3%	6%	4%
Net: Agriculture	69	12	2	6	*	*	12	3	6	63	5	58	*
	3%	3%	1%	3%	*%	2%	2%	5%	3%	4%	3%	4%	*%
Net: Manufacturing	177	29	28	28	19	*	81	9	14	149	27	81	12
	9%	8%	15%	12%	25% a	2%	14%	16%	7%	8%	13%	6%	16% a
Net: Utilities	13	1	*	*	-	-	*	-	1	13	*	10	*
	1%	*%	*%	*%	-%	-%	*%	-%	*%	1%	*%	1%	*%
Net: Construction	242	25	22	9	10	2	33	9	26	223	19	186	8
	12%	7%	12%	4%	13%	12%	6%	16%	12% a	12%	9%	14%	10%
Net: Distribution	420	67	35	104	33	1	201	11	28	363	57	270	13
	21%	19%	18%	46% abe	45% abe	5%	34% c	19%	13%	20%	28%	20%	17%
Net: Hospitality	64	11	*	6	*	2	7	2	10	57	7	44	4
	3%	3%	*%	3%	*%	13%	1%	4%	5% a	3%	3%	3%	6%
Net: Financial	130	22	11	10	1	1	16	1	26	125	5	119	5
	6%	6%	5%	4%	1%	7%	3%	2%	13% a	7%	2%	9%	6%
Net: Non-financial	773	155	81	56	10	3	189	20	95	703	71	503	27
	39%	44% cd	42% cd	24%	14%	20%	32%	34%	46% a	39%	35%	37%	36%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Net: Other	100	32	10	7	*	4	48	2	3	94	6	79	3
	5%	9% d	5%	3%	*%	31% bcd	8% c	3%	1%	5%	3%	6%	4%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Agriculture, hunting and forestry	64	5	*	5	3	18	1	18	45	1	11	9	1	-
	3%	2%	*%	2%	5%	3%	*%	4%	4%	*%	3%	1%	1%	-%
Fishing	5	-	-	-	-	-	2	*	*	-	3	*	-	-
	*%	-%	-%	-%	-%	-%	1%	*%	*%	-%	1%	*%	-%	-%
Mining and quarrying	9	-	*	*	3	*	2	7	*	3	*	*	-	-
	*%	-%	*%	*%	5%	*%	1%	1% b	*%	2% b	*%	*%	-%	-%
Manufacturing	167	33	18	35	*	83	19	26	47	9	31	34	17	*
	8%	17%	13%	13%	*%	12%	10%	6%	5%	7%	8%	6%	12%	46%
Electricity / Gas / Water supply	13	*	*	1	*	1	*	4	10	1	3	3	1	-
	1%	*%	*%	*%	*%	*%	*%	1%	1%	1%	1%	*%	1%	-%
Construction	242	11	9	15	6	54	14	60	154	12	33	60	11	-
	12%	6%	6%	6%	10%	8%	8%	13%	15%	9%	8%	10%	8%	-%
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	60	27	64	10	159	51	42	110	8	63	113	41	*
	16%	31%	19%	24%	17%	23%	28%	9%	11%	6%	15%	18%	29% a	54%
Hotels and restaurants	64	2	6	6	4	15	5	7	39	5	8	12	*	-
	3%	1%	4%	2%	7%	2%	3%	2%	4%	4%	2%	2%	*%	-%
Transportation storage and communication	103	4	*	5	7	30	1	20	65	14	14	32	8	-
	5%	2%	*%	2%	12%	4%	1%	4%	6%	11%	3%	5%	5%	-%
Financial intermediation and insurance	130	4	6	8	4	42	1	56	104	15	48	73	15	-
	6%	2%	4%	3%	7%	6% b	1%	12%	10%	12%	12%	12%	11%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Real estate, rental and business	226	10	23	34	7	61	22	60	115	13	54	88	9	-
	11%	5%	17% a	13%	11%	9%	12%	13%	11%	10%	13%	14%	6%	-%
Public administration and defence	12	1	*	1	*	3	1	3	7	1	2	5	1	-
	1%	1%	*%	*%	*%	*%	1%	1%	1%	1%	*%	1%	1%	-%
Educational services	68	7	3	8	*	19	6	27	46	5	16	15	4	-
	3%	4%	2%	3%	*%	3%	3%	6%	4%	4%	4%	2%	3%	-%
Healthcare and social work	78	1	6	4	5	24	5	19	52	10	20	32	6	-
	4%	*%	4%	1%	8%	4%	3%	4%	5%	8%	5%	5%	4%	-%
Other community, social and personal service activities	311	28	24	36	2	102	33	53	155	22	47	82	11	-
	16%	14%	17%	14%	4%	15%	18%	12%	15%	17%	12%	13%	8%	-%
Private households with employed persons	32	9	*	8	*	17	1	9	17	1	9	16	4	-
	2%	5%	*%	3%	*%	3%	*%	2%	2%	1%	2%	3%	3%	-%
Non-Governmental Organisations (NGOs)	46	3	3	7	1	6	4	7	19	2	3	6	*	-
	2%	1%	2%	3%	1%	1%	2%	2%	2%	2%	1%	1%	*%	-%
Don't know	13	1	3	3	3	3	4	6	5	*	4	2	*	-
	1%	1%	2%	1%	5%	1%	2%	1%	1%	*%	1%	*%	*%	-%
Other answers	100	18	10	26	5	42	12	26	56	6	40	35	10	-
	5%	9%	7%	10%	8%	6%	6%	6%	5%	5%	10%	6%	7%	-%
Net: Agriculture	69	5	*	5	3	18	2	18	46	1	14	9	1	-
	3%	2%	*%	2%	5%	3%	1%	4%	4%	*%	3%	1%	1%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Net: Manufacturing	177	33	18	35	3	83	21	33	48	11	31	35	17	*
	9%	17%	13%	13%	5%	12%	12%	7%	5%	9%	8%	6%	12%	46%
Net: Utilities	13	*	*	1	*	1	*	4	10	1	3	3	1	-
	1%	*%	*%	*%	*%	*%	*%	1%	1%	1%	1%	*%	1%	-%
Net: Construction	242	11	9	15	6	54	14	60	154	12	33	60	11	-
	12%	6%	6%	6%	10%	8%	8%	13%	15%	9%	8%	10%	8%	-%
Net: Distribution	420	64	27	69	17	188	52	62	175	22	76	145	49	*
	21%	33%	20%	26%	29%	28%	28%	14%	17%	17%	19%	23%	34% a	54%
Net: Hospitality	64	2	6	6	4	15	5	7	39	5	8	12	*	-
	3%	1%	4%	2%	7%	2%	3%	2%	4%	4%	2%	2%	*%	-%
Net: Financial	130	4	6	8	4	42	1	56	104	15	48	73	15	-
	6%	2%	4%	3%	7%	6% b	1%	12%	10%	12%	12%	12%	11%	-%
Net: Non-financial	773	58	60	98	15	233	72	177	410	55	152	245	37	-
	39%	30%	43%	37%	25%	34%	39%	39%	39%	43%	37%	40%	26%	-%
Net: Other	100	18	10	26	5	42	12	26	56	6	40	35	10	-
	5%	9%	7%	10%	8%	6%	6%	6%	5%	5%	10%	6%	7%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Agriculture, hunting and forestry	64	9	13	1	-	52	15	15	50	27	*
	3%	1%	2%	1%	-%	5%	2%	2%	5%	3%	3%
Fishing	5	2	-	-	-	*	*	-	*	-	-
	*%	*%	-%	-%	-%	*%	*%	-%	*%	-%	-%
Mining and quarrying	9	2	*	-	-	7	*	*	7	3	-
	*%	*%	*%	-%	-%	1%	*%	*%	1%	*%	-%
Manufacturing	167	76	58	27	-	61	41	88	54	49	3
	8%	13%	11%	17%	-%	5%	6%	13% ab	5%	6%	35%
Electricity / Gas / Water supply	13	1	1	*	-	10	6	1	6	5	-
	1%	*%	*%	*%	-%	1%	1%	*%	1%	1%	-%
Construction	242	43	38	9	-	165	62	40	128	102	*
	12%	7%	7%	6%	-%	14% bc	9%	6%	12%	13%	1%
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	143	133	43	*	114	130	180	146	125	3
	16%	24%	24%	27%	32%	10%	18% a	26% ab	14%	16%	36%
Hotels and restaurants	64	10	10	1	-	42	14	14	33	29	*
	3%	2%	2%	1%	-%	4%	2%	2%	3%	4%	3%
Transportation storage and communication	103	29	18	3	-	74	31	30	67	36	*
	5%	5%	3%	2%	-%	6%	4%	4%	6%	5%	3%
Financial intermediation and insurance	130	33	34	15	-	113	81	41	92	73	*
	6%	5%	6%	10%	-%	10%	12% c	6%	9%	9%	5%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Real estate, rental and business	226	58	59	10	-	127	96	69	110	100	*
	11%	10%	11%	6%	-%	11%	14%	10%	10%	13%	4%
Public administration and defence	12	3	3	2	-	8	5	3	8	4	*
	1%	*%	1%	1%	-%	1%	1%	*%	1%	1%	3%
Educational services	68	21	13	2	-	47	21	19	45	35	*
	3%	3%	2%	1%	-%	4%	3%	3%	4%	4%	*%
Healthcare and social work	78	19	21	3	1	58	34	24	50	36	*
	4%	3%	4%	2%	68%	5%	5%	3%	5%	4%	3%
Other community, social and personal service activities	311	91	85	28	-	170	91	107	146	105	*
	16%	15%	15%	17%	-%	15%	13%	15%	14%	13%	*%
Private households with employed persons	32	9	18	2	-	18	15	16	20	8	*
	2%	2%	3%	1%	-%	2%	2%	2%	2%	1%	*%
Non-Governmental Organisations (NGOs)	46	7	8	5	-	19	7	8	10	20	*
	2%	1%	1%	3%	-%	2%	1%	1%	1%	3%	2%
Don't know	13	6	3	1	-	8	5	5	10	3	-
	1%	1%	1%	1%	-%	1%	1%	1%	1%	*%	-%
Other answers	100	41	38	6	-	61	49	43	71	35	*
	5%	7%	7%	4%	-%	5%	7%	6%	7%	4%	*%
Net: Agriculture	69	11	13	1	-	53	15	15	50	27	*
	3%	2%	2%	1%	-%	5%	2%	2%	5%	3%	3%
Net: Manufacturing	177	78	58	27	-	68	41	88	61	52	3
	9%	13%	11%	17%	-%	6%	6%	13% ab	6%	7%	35%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Net: Utilities	13	1	1	*	-	10	6	1	6	5	-
	1%	*%	*%	*%	-%	1%	1%	*%	1%	1%	-%
Net: Construction	242	43	38	9	-	165	62	40	128	102	*
	12%	7%	7%	6%	-%	14% bc	9%	6%	12%	13%	1%
Net: Distribution	420	172	151	46	*	188	162	210	213	161	3
	21%	29%	27%	29%	32%	16%	23% a	30% a	20%	20%	39%
Net: Hospitality	64	10	10	1	-	42	14	14	33	29	*
	3%	2%	2%	1%	-%	4%	2%	2%	3%	4%	3%
Net: Financial	130	33	34	15	-	113	81	41	92	73	*
	6%	5%	6%	10%	-%	10%	12% c	6%	9%	9%	5%
Net: Non-financial	773	207	207	52	1	448	269	245	391	309	1
	39%	34%	37%	33%	68%	39%	38%	35%	37%	39%	13%
Net: Other	100	41	38	6	-	61	49	43	71	35	*
	5%	7%	7%	4%	-%	5%	7%	6%	7%	4%	*%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Agriculture, hunting and forestry	64	3	9	9	*	*	33	22	5	*	*	*
	3%	1%	3%	3%	*%	*%	4%	3%	5%	*%	*%	2%
Fishing	5	-	-	-	-	-	*	-	-	3	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	7%	-%	-%
Mining and quarrying	9	-	-	*	-	-	*	*	*	-	-	-
	*%	-%	-%	*%	-%	-%	*%	*%	*%	-%	-%	-%
Manufacturing	167	43	48	51	12	5	49	34	12	6	5	3
	8%	12%	14%	15%	13%	9%	5%	5%	12%	14%	10%	24%
Electricity / Gas / Water supply	13	*	*	1	-	-	8	5	-	*	-	*
	1%	*%	*%	*%	-%	-%	1%	1%	-%	*%	-%	*%
Construction	242	17	15	20	*	*	121	105	3	8	4	-
	12%	5%	4%	6%	*%	*%	14%	14%	3%	19% a	8%	-%
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	85	87	72	33	17	116	113	18	*	4	7
	16%	25%	25%	21%	36%	33%	13%	15%	18%	*%	8%	53%
Hotels and restaurants	64	7	4	5	*	*	27	27	4	*	*	-
	3%	2%	1%	2%	*%	*%	3%	4%	4%	*%	*%	-%
Transportation storage and communication	103	20	8	21	2	*	58	33	1	4	*	-
	5%	6%	2%	6%	2%	*%	6%	5%	1%	9%	1%	-%
Financial intermediation and insurance	130	15	29	19	8	6	76	75	14	5	1	*
	6%	4%	8%	6%	9%	12%	9%	10%	14%	12%	2%	*%
Real estate, rental and business	226	32	41	34	4	2	96	94	6	4	9	2
	11%	9%	12%	10%	5%	4%	11%	13%	6%	10%	20%	14%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Public administration and defence	12	2	2	1	1	-	8	4	1	*	*	-
	1%	1%	*%	*%	1%	-%	1%	1%	1%	*%	1%	-%
Educational services	68	8	12	5	2	2	40	32	4	*	1	*
	3%	2%	3%	1%	3%	4%	5%	4%	4%	*%	3%	2%
Healthcare and social work	78	13	11	8	*	3	42	34	7	6	1	-
	4%	4%	3%	2%	*%	6%	5%	5%	7%	14%	1%	-%
Other community, social and personal service activities	311	62	44	54	21	11	126	95	14	*	13	1
	16%	18%	12%	16%	23%	20%	14%	13%	13%	1%	28% b	4%
Private households with employed persons	32	12	9	5	2	2	16	11	1	1	-	-
	2%	3%	3%	1%	2%	4%	2%	1%	1%	3%	-%	-%
Non-Governmental Organisations (NGOs)	46	4	6	5	2	2	8	19	*	1	1	*
	2%	1%	2%	1%	2%	3%	1%	3%	*%	1%	3%	*%
Don't know	13	2	2	4	-	-	5	*	3	1	1	-
	1%	1%	1%	1%	-%	-%	1%	*%	3%	3%	2%	-%
Other answers	100	22	25	25	4	2	57	38	9	2	6	-
	5%	6%	7%	7%	4%	4%	6%	5%	9%	5%	12%	-%
Net: Agriculture	69	3	9	9	*	*	34	22	5	3	*	*
	3%	1%	3%	3%	*%	*%	4%	3%	5%	7%	*%	2%
Net: Manufacturing	177	43	48	51	12	5	49	34	12	6	5	3
	9%	12%	14%	15%	13%	9%	6%	5%	12%	14%	10%	24%
Net: Utilities	13	*	*	1	-	-	8	5	-	*	-	*
	1%	*%	*%	*%	-%	-%	1%	1%	-%	*%	-%	*%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Net: Construction	242	17	15	20	*	*	121	105	3	8	4	-
	12%	5%	4%	6%	*%	*%	14%	14%	3%	19% a	8%	-%
Net: Distribution	420	105	95	94	35	18	173	146	19	4	4	7
	21%	30%	27%	28%	39%	33%	20%	20%	19%	10%	9%	53%
Net: Hospitality	64	7	4	5	*	*	27	27	4	*	*	-
	3%	2%	1%	2%	*%	*%	3%	4%	4%	*%	*%	-%
Net: Financial	130	15	29	19	8	6	76	75	14	5	1	*
	6%	4%	8%	6%	9%	12%	9%	10%	14%	12%	2%	*%
Net: Non-financial	773	133	125	111	32	21	337	289	33	12	26	3
	39%	38%	35%	33%	35%	40%	38%	39%	32%	30%	56%	20%
Net: Other	100	22	25	25	4	2	57	38	9	2	6	-
	5%	6%	7%	7%	4%	4%	6%	5%	9%	5%	12%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Agriculture, hunting and forestry	64 3%	50 3%	29 3%	52 3%	27 2%	38 3%	24 3%	46 3%	3 1%	1 15%	51 3%	2 2%	20 4%	44 3%
Fishing	5 *%	2 *%	* *%	2 *%	5 *%	2 *%	3 *%	2 *%	- -%	- -%	3 *%	- -%	3 1%	* *%
Mining and quarrying	9 *%	7 *%	7 1%	7 *%	3 *%	5 *%	7 1%	7 *%	- -%	- -%	7 *%	* *%	1 *%	7 *%
Manufacturing	167 8%	124 7%	75 7%	132 7%	123 11% ac	92 8%	87 10%	145 8%	16 8%	- -%	125 8%	6 6%	54 11%	104 7%
Electricity / Gas / Water supply	13 1%	13 1%	10 1%	13 1%	4 *%	8 1%	6 1%	10 1%	1 *%	- -%	11 1%	- -%	* *%	13 1%
Construction	242 12%	212 12%	116 12%	224 13%	127 11%	127 11%	93 11%	222 13%	18 9%	- -%	183 12%	22 23% a	42 9%	183 13%
Wholesale and retail trade: repair of motor vehicles / motor cycles	317 16%	265 16%	144 14%	279 16%	204 18%	205 18%	149 18%	288 16%	49 23%	1 29%	249 16%	14 15%	68 14%	222 16%
Hotels and restaurants	64 3%	56 3%	22 2%	57 3%	25 2%	39 3%	17 2%	54 3%	4 2%	- -%	58 4%	4 4%	13 3%	50 3%
Transportation storage and communication	103 5%	90 5%	45 4%	91 5%	55 5%	40 4%	45 5%	88 5%	5 2%	- -%	90 6%	* *%	12 2%	90 6% a
Financial intermediation and insurance	130 6%	122 7%	91 9% e	128 7%	66 6%	58 5%	37 4%	128 7%	22 10% a	- -%	103 6%	9 9%	35 7%	94 7%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Real estate, rental and business	226	204	123	209	120	143	96	204	23	-	181	7	60	164
	11%	12%	12%	12%	11%	13%	11%	11%	11%	-%	11%	7%	12%	12%
Public administration and defence	12	10	10	12	6	5	6	11	2	-	10	*	1	9
	1%	1%	1%	1%	*%	*%	1%	1%	1%	-%	1%	*%	*%	1%
Educational services	68	60	37	62	40	32	31	60	3	-	52	2	20	43
	3%	4%	4%	3%	4%	3%	4%	3%	1%	-%	3%	2%	4%	3%
Healthcare and social work	78	74	45	76	45	37	36	74	8	*	65	5	21	56
	4%	4%	4%	4%	4%	3%	4%	4%	4%	6%	4%	5%	4%	4%
Other community, social and personal service activities	311	255	152	265	181	180	141	271	33	2	245	19	64	230
	16%	15%	15%	15%	16%	16%	17%	15%	16%	49%	15%	19%	13%	16%
Private households with employed persons	32	27	16	31	17	9	11	30	8	-	26	3	11	21
	2%	2%	2%	2%	1%	1%	1%	2%	4%	-%	2%	3%	2%	1%
Non-Governmental Organisations (NGOs)	46	43	31	44	20	35	20	43	3	-	38	2	8	38
	2%	3%	3%	2%	2%	3%	2%	2%	1%	-%	2%	2%	2%	3%
Don't know	13	8	6	12	8	7	7	8	1	-	12	-	6	7
	1%	*%	1%	1%	1%	1%	1%	*%	*%	-%	1%	-%	1%	*%
Other answers	100	82	49	87	60	58	32	79	15	-	80	2	48	51
	5%	5%	5%	5%	5%	5%	4%	4%	7%	-%	5%	3%	10% b	4%
Net: Agriculture	69	52	29	55	32	40	27	48	3	1	54	2	23	44
	3%	3%	3%	3%	3%	4%	3%	3%	1%	15%	3%	2%	5%	3%
Net: Manufacturing	177	131	82	139	126	97	94	152	16	-	132	6	55	111
	9%	8%	8%	8%	11% ac	9%	11%	9%	8%	-%	8%	6%	11%	8%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Net: Utilities	13 1%	13 1%	10 1%	13 1%	4 *%	8 1%	6 1%	10 1%	1 *%	- -%	11 1%	- -%	* *%	13 1%
Net: Construction	242 12%	212 12%	116 12%	224 13%	127 11%	127 11%	93 11%	222 13%	18 9%	- -%	183 12%	22 23% a	42 9%	183 13%
Net: Distribution	420 21%	356 21%	188 19%	369 21%	258 23%	246 22%	194 23%	376 21%	54 25%	1 29%	340 21%	14 15%	80 16%	312 22%
Net: Hospitality	64 3%	56 3%	22 2%	57 3%	25 2%	39 3%	17 2%	54 3%	4 2%	- -%	58 4%	4 4%	13 3%	50 3%
Net: Financial	130 6%	122 7%	91 9% e	128 7%	66 6%	58 5%	37 4%	128 7%	22 10% a	- -%	103 6%	9 9%	35 7%	94 7%
Net: Non-financial	773 39%	674 40%	414 41%	697 39%	429 38%	441 39%	342 40%	694 39%	80 38%	2 56%	619 39%	38 39%	186 38%	561 39%
Net: Other	100 5%	82 5%	49 5%	87 5%	60 5%	58 5%	32 4%	79 4%	15 7%	- -%	80 5%	2 3%	48 10% b	51 4%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Agriculture, hunting and forestry	64	4	-	3	5	7	40	15	13	*	50	24	39
	3%	1%	-%	2%	2%	3%	3%	3%	6% b	*%	3%	3%	3%
Fishing	5	2	*	*	2	2	3	-	-	3	*	3	2
	*%	*%	*%	*%	*%	1%	*%	-%	-%	1% c	*%	*%	*%
Mining and quarrying	9	3	-	2	3	-	7	3	3	2	4	5	4
	*%	1%	-%	2%	1%	-%	1%	1%	1%	1%	*%	1%	*%
Manufacturing	167	47	3	23	40	26	85	56	27	29	107	47	120
	8%	11%	13%	16%	11%	12%	7%	10%	12%	13%	7%	6%	10%
Electricity / Gas / Water supply	13	*	-	*	1	*	7	1	-	*	13	7	6
	1%	*%	-%	*%	*%	*%	1%	*%	-%	*%	1%	1%	*%
Construction	242	37	*	21	18	4	168	66	15	32	189	138	104
	12%	9%	2%	14% b	5%	2%	14% a	12% a	7%	15%	13%	18% b	8%
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	106	7	28	94	53	162	98	42	54	204	81	236
	16%	25%	32%	19%	27%	24% b	13%	18%	19%	24% c	14%	11%	19% a
Hotels and restaurants	64	12	-	7	4	4	42	18	5	7	48	28	36
	3%	3%	-%	5%	1%	2%	3%	3%	2%	3%	3%	4%	3%
Transportation storage and communication	103	13	-	8	6	15	54	34	1	20	78	40	63
	5%	3%	-%	5%	2%	6%	4%	6%	1%	9% a	5% a	5%	5%
Financial intermediation and insurance	130	11	1	6	8	10	92	28	4	4	117	57	73
	6%	3%	5%	4%	2%	4%	8%	5%	2%	2%	8% ab	7%	6%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Real estate, rental and business	226	33	3	14	32	21	159	46	20	13	187	90	136
	11%	8%	14%	10%	9%	9%	13%	8%	9%	6%	13%	12%	11%
Public administration and defence	12	2	-	2	*	2	6	3	1	1	8	6	6
	1%	1%	-%	1%	*%	1%	1%	1%	*%	1%	1%	1%	1%
Educational services	68	13	1	2	12	7	46	15	7	5	51	20	47
	3%	3%	5%	2%	3%	3%	4%	3%	3%	2%	3%	3%	4%
Healthcare and social work	78	11	1	4	10	15	32	31	10	11	57	37	41
	4%	3%	6%	3%	3%	7%	3%	6%	5%	5%	4%	5%	3%
						b		b					
Other community, social and personal service activities	311	68	5	11	65	37	196	75	42	27	234	114	197
	16%	16%	23%	8%	19%	16%	16%	14%	20%	12%	16%	15%	16%
					a								
Private households with employed persons	32	10	-	1	9	1	25	6	3	*	25	10	22
	2%	2%	-%	1%	3%	1%	2%	1%	2%	*%	2%	1%	2%
Non-Governmental Organisations (NGOs)	46	8	-	3	7	7	19	20	3	1	35	21	26
	2%	2%	-%	2%	2%	3%	2%	4%	1%	1%	2%	3%	2%
Don't know	13	4	*	2	5	2	7	4	3	2	7	8	5
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	*%	1%	*%
Other answers	100	31	-	9	27	12	57	30	17	10	63	34	66
	5%	7%	-%	6%	8%	5%	5%	6%	8%	4%	4%	4%	5%
Net: Agriculture	69	6	*	3	7	9	43	15	13	3	51	28	41
	3%	1%	*%	2%	2%	4%	4%	3%	6%	1%	3%	4%	3%
Net: Manufacturing	177	50	3	25	42	26	92	59	30	31	111	52	124
	9%	12%	13%	17%	12%	12%	8%	11%	14%	14%	8%	7%	10%
									c	c			

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Net: Utilities	13	*	-	*	1	*	7	1	-	*	13	7	6
	1%	*%	-%	*%	*%	*%	1%	*%	-%	*%	1%	1%	*%
Net: Construction	242	37	*	21	18	4	168	66	15	32	189	138	104
	12%	9%	2%	14%	5%	2%	14%	12%	7%	15%	13%	18%	8%
				b			a	a				b	
Net: Distribution	420	119	7	36	99	68	216	132	43	73	282	121	299
	21%	29%	32%	25%	29%	30%	18%	24%	20%	33%	19%	16%	24%
						b		b		ac			a
Net: Hospitality	64	12	-	7	4	4	42	18	5	7	48	28	36
	3%	3%	-%	5%	1%	2%	3%	3%	2%	3%	3%	4%	3%
Net: Financial	130	11	1	6	8	10	92	28	4	4	117	57	73
	6%	3%	5%	4%	2%	4%	8%	5%	2%	2%	8%	7%	6%
											ab		
Net: Non-financial	773	146	10	38	136	91	484	195	86	59	599	299	474
	39%	35%	47%	26%	39%	40%	40%	36%	40%	26%	40%	39%	39%
											b		
Net: Other	100	31	-	9	27	12	57	30	17	10	63	34	66
	5%	7%	-%	6%	8%	5%	5%	6%	8%	4%	4%	4%	5%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Agriculture, hunting and forestry	64	17	9	17	21	25	38
	3%	3%	2%	3%	4%	3%	4%
Fishing	5	2	*	3	*	2	3
	*%	*%	*%	1%	*%	*%	*%
Mining and quarrying	9	3	*	7	-	3	7
	*%	1%	*%	1%	-%	*%	1%
Manufacturing	167	19	53	33	62	72	95
	8%	4%	11%	7%	12%	7%	10%
			a		ac		
Electricity / Gas / Water supply	13	2	5	3	3	7	7
	1%	*%	1%	1%	1%	1%	1%
Construction	242	84	58	62	38	141	100
	12%	17%	12%	12%	8%	14%	10%
		d					
Wholesale and retail trade: repair of motor vehicles / motor cycles	317	82	90	61	84	172	145
	16%	16%	18%	12%	17%	17%	15%
Hotels and restaurants	64	9	16	20	20	25	39
	3%	2%	3%	4%	4%	2%	4%
Transportation storage and communication	103	23	15	44	21	38	65
	5%	5%	3%	9%	4%	4%	6%
				bd			
Financial intermediation and insurance	130	45	39	27	20	84	46
	6%	9%	8%	5%	4%	8%	5%
		d				b	
Real estate, rental and business	226	28	19	87	93	47	180
	11%	6%	4%	17%	19%	5%	18%
				ab	ab		a

Columns Tested:: a,b,c,d - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Public administration and defence	12	4	*	6	2	4	8
	1%	1%	*%	1%	*%	*%	1%
Educational services	68	15	23	18	12	38	30
	3%	3%	5%	4%	2%	4%	3%
Healthcare and social work	78	18	20	31	9	38	40
	4%	4%	4%	6%	2%	4%	4%
				d			
Other community, social and personal service activities	311	94	96	53	68	190	121
	16%	19%	19%	11%	14%	19%	12%
		c	c			b	
Private households with employed persons	32	1	4	14	12	6	26
	2%	*%	1%	3%	2%	1%	3%
				a			a
Non-Governmental Organisations (NGOs)	46	3	11	7	25	14	32
	2%	1%	2%	1%	5%	1%	3%
					ac		
Don't know	13	4	*	7	2	4	8
	1%	1%	*%	1%	*%	*%	1%
Other answers	100	50	41	2	8	90	10
	5%	10%	8%	*%	2%	9%	1%
		cd	cd			b	
Net: Agriculture	69	18	9	20	21	28	41
	3%	4%	2%	4%	4%	3%	4%
Net: Manufacturing	177	21	53	40	62	75	102
	9%	4%	11%	8%	12%	7%	10%
			a		a		
Net: Utilities	13	2	5	3	3	7	7
	1%	*%	1%	1%	1%	1%	1%

Columns Tested:: a,b,c,d - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 4 (continuation)

C1. To which industry does your organisation belong to?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Net: Construction	242	84	58	62	38	141	100
	12%	17%	12%	12%	8%	14%	10%
		d					
Net: Distribution	420	105	105	105	105	210	210
	21%	21%	21%	21%	21%	21%	21%
Net: Hospitality	64	9	16	20	20	25	39
	3%	2%	3%	4%	4%	2%	4%
Net: Financial	130	45	39	27	20	84	46
	6%	9%	8%	5%	4%	8%	5%
		d				b	
Net: Non-financial	773	163	174	215	221	337	436
	39%	33%	35%	43%	44%	34%	44%
				a	ab		a
Net: Other	100	50	41	2	8	90	10
	5%	10%	8%	*%	2%	9%	1%
		cd	cd			b	

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5

C4. Is your location the headquarters or a local branch / office?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Head office	1909	818	1091	1832	65	8	4	77
	95%	95%	96%	96%	85%	91%	78%	85%
				bde				
Branch / local office	91	42	48	78	11	1	1	13
	5%	5%	4%	4%	15%	9%	22%	15%
					a		a	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Head office	1909	1232	445	156	40	33	4	1832	65	12
	95%	100%	89%	89%	85%	88%	78%	96%	85%	86%
		bcdefghi	f	f		f		bcdefhi		
Branch / local office	91	-	58	20	7	5	1	78	11	2
	5%	-%	11%	11%	15%	12%	22%	4%	15%	14%
			ag	ag	ag	ag	abceg	a	ag	ag

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Head office	1909	1164	218	39	18	54
	95%	97%	92%	93%	87%	89%
		be				
Branch / local office	91	33	18	3	3	6
	5%	3%	8%	7%	13%	11%
			a			a

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Head office	1909	158	150	311	81	153	285	251	146	145	1680	115	76	38
	95%	93%	92%	97%	91%	96%	95%	98%	99%	96%	95%	96%	95%	96%
Branch / local office	91	12	13	11	8	7	16	6	2	6	80	5	4	2
	5%	7%	8%	3%	9%	4%	5%	2%	1%	4%	5%	4%	5%	4%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Head office	1909	61	171	13	229	400	54	125	745	1589	320	1909	-
	95%	89%	97% f	97%	95% f	95% f	84%	96% f	96% f	95%	96%	100% b	-%
Branch / local office	91	7	5	*	13	20	10	5	28	78	12	-	91
	5%	11%	3%	3%	5%	5%	16% bdegh	4%	4%	5%	4%	-%	100% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Head office	1909	1857	52	1233	253	422
	95%	95%	96%	97%	91%	95%
				b		
Branch / local office	91	89	2	44	24	23
	5%	5%	4%	3%	9%	5%
					a	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Head office	1909	1646	209	29	10	9	3	*	2	1855	54	25	978	668	263
	95%	96%	91%	94%	77%	93%	98%	69%	42%	96%	86%	77%	98%	94%	90%
		bjk								bjk			bc		
Branch / local office	91	61	21	2	3	1	*	*	3	82	9	7	18	43	30
	5%	4%	9%	6%	23%	7%	2%	31%	58%	4%	14%	23%	2%	6%	10%
			ai								ai	ai		a	a

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Head office	1909	1111	696	1361	820	215	403	1196	81	35	22	9	11	6
	95%	95%	94%	95%	95%	89%	94%	96%	88%	72%	89%	97%	92%	98%
		e		e	e			bc						
Branch / local office	91	56	45	73	44	26	26	44	11	13	3	*	1	*
	5%	5%	6%	5%	5%	11%	6%	4%	12%	28%	11%	3%	8%	2%
						acd			a	a				

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Head office	1909	735	41	20	10	5	3	6	14	620	275	332	117	17
	95%	95% d	93%	95%	76%	96%	85%	89%	90%	98% bcde	93%	94%	89%	84%
Branch / local office	91	36	3	1	3	*	1	1	1	13	21	21	15	3
	5%	5%	7%	5%	24% a	4%	15%	11%	10%	2%	7% a	6% a	11% a	16% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Head office	1909	340	186	219	64	10	564	56	197	1723	186	1297	64
	95%	96% de	96% e	96% e	87%	73%	95%	96%	94%	96%	92%	95% b	85%
Branch / local office	91	14	7	10	10	4	30	2	12	75	16	62	11
	5%	4%	4%	4%	13% a	27% abc	5%	4%	6%	4%	8%	5%	15% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Head office	1909	189	124	244	53	647	173	426	996	121	383	578	141	1
	95%	96%	89%	92%	87%	95%	94%	95%	95%	95%	93%	93%	99%	100%
Branch / local office	91	8	15	20	8	33	11	24	49	7	27	41	1	-
	5%	4%	11%	8%	13%	5%	6%	5%	5%	5%	7%	7%	1%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Head office	1909	581	529	153	*	1105	665	672	1004	764	8
	95%	96%	96%	96%	32%	96%	95%	96%	95%	96%	95%
Branch / local office	91	22	25	6	1	52	39	30	50	31	*
	5%	4%	4%	4%	68%	4%	5%	4%	5%	4%	5%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Head office	1909	333	335	328	89	53	843	708	94	36	45	11
	95%	96%	95%	97%	98%	100%	95%	96%	93%	89%	96%	81%
Branch / local office	91	13	17	9	2	*	44	33	7	4	2	3
	5%	4%	5%	3%	2%	*%	5%	4%	7%	11%	4%	19%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Head office	1909	1627	949	1694	1078	1071	800	1698	208	4	1518	95	464	1368
	95%	95%	94%	95%	95%	96%	94%	96%	98%	94%	95%	98%	95%	96%
Branch / local office	91	79	60	87	56	49	48	73	5	*	73	2	24	58
	5%	5%	6%	5%	5%	4%	6%	4%	2%	6%	5%	2%	5%	4%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Head office	1909	383	21	134	325	211	1160	525	205	210	1415	736	1173
	95%	92%	96%	91%	94%	93%	96%	96%	95%	95%	96%	95%	95%
Branch / local office	91	33	1	13	22	15	48	24	11	12	63	35	56
	5%	8%	4%	9%	6%	7%	4%	4%	5%	5%	4%	5%	5%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 5 (continuation)

C4. Is your location the headquarters or a local branch / office?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Head office	1909	479	481	467	483	960	949
	95%	96%	96%	93%	97%	96%	95%
Branch / local office	91	21	19	33	17	40	51
	5%	4%	4%	7%	3%	4%	5%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Yes	1946	832	1113	1856	76	9	5	90
	97%	97%	98%	97%	100%	100%	99%	100%
					a			a
No	54	28	26	54	*	*	*	*
	3%	3%	2%	3%	*%	*%	1%	*%
				be				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Yes	1946	1196	488	171	47	38	5	1856	76	14
	97%	97%	97%	97%	100%	100%	99%	97%	100%	100%
					a				abcg	
No	54	36	14	4	*	*	*	54	*	*
	3%	3%	3%	3%	*%	*%	1%	3%	*%	*%
		dh	h	h				h		

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Yes	1946	1161	233	42	21	61
	97%	97%	99%	100%	98%	100%
No	54	36	3	-	*	*
	3%	3%	1%	-%	2%	*%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Yes	1946	167	156	320	85	152	293	250	143	146	1712	117	78	38
	97%	98%	96%	99%	96%	95%	97%	97%	96%	96%	97%	97%	97%	96%
No	54	3	6	2	4	8	8	7	5	5	48	3	2	2
	3%	2%	4%	1%	4%	5%	3%	3%	4%	4%	3%	3%	3%	4%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Yes	1946	65	167	13	227	415	61	130	756	1620	326	1857	89
	97%	95%	95%	96%	94%	99% d	96%	100%	98% d	97%	98%	97%	98%
No	54	3	9	1	15	5	3	-	17	48	7	52	2
	3%	5%	5%	4%	6% eh	1%	4%	-%	2%	3%	2%	3%	2%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Yes	1946	1946	-	1237	273	434
	97%	100% b	-%	97%	98%	98%
No	54	-	54	39	5	11
	3%	-%	100% a	3%	2%	2%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Yes	1946	1660	225	31	13	8	3	*	6	1885	61	30	957	702	286
	97%	97% e	98% e	100%	100%	80%	100%	100%	100%	97% e	97%	94%	96%	99% a	98%
No	54	47	5	-	*	2	-	-	-	52	2	2	38	9	7
	3%	3%	2%	-%	*%	20% abi	-%	-%	-%	3%	3%	6%	4% b	1%	2%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Yes	1946	1141	734	1400	856	237	423	1214	88	49	25	10	9	6
	97%	98%	99%	98%	99%	98%	98%	98% f	95%	100%	100%	100%	77%	100%
No	54	26	8	34	9	5	7	26	5	-	-	-	3	-
	3%	2%	1%	2%	1%	2%	2%	2%	5%	-%	-%	-%	23% a	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Yes	1946	767	40	21	13	5	4	6	15	622	287	340	132	20
	97%	99% b	89%	100%	100%	100%	100%	100%	100%	98%	97%	96%	100%	99%
No	54	4	5	-	-	-	-	-	-	11	9	13	*	*
	3%	1%	11% a	-%	-%	-%	-%	-%	-%	2%	3%	4%	*%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Yes	1946	350	193	224	74	14	585	59	209	1746	200	1325	75
	97%	99%	100%	98%	100%	100%	98%	100%	100%	97%	99%	98%	100%
No	54	4	*	5	-	*	9	-	-	52	2	34	-
	3%	1%	*%	2%	-%	*%	2%	-%	-%	3%	1%	2%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Yes	1946	196	139	265	60	672	184	450	1019	128	402	619	137	1
	97%	100%	100%	100%	100%	99%	100%	100% b	97%	100%	98%	100% ac	97%	100%
No	54	-	-	-	-	9	-	*	26	-	8	*	5	-
	3%	-%	-%	-%	-%	1%	-%	*%	3% a	-%	2% b	*%	3% b	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Yes	1946	594	553	152	1	1130	699	693	1029	782	8
	97%	99%	100% c	96%	100%	98%	99%	99%	98%	98%	100%
No	54	9	1	7	-	26	5	9	25	12	*
	3%	1%	*%	4% b	-%	2%	1%	1%	2%	2%	*%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Yes	1946	347	351	329	86	53	868	729	101	37	47	14
	97%	100% d	100% d	98%	95%	100%	98%	98%	100%	93%	100%	100%
No	54	*	1	8	5	*	20	12	-	3	-	-
	3%	*%	*%	2%	5% ab	*%	2%	2%	-%	7%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Yes	1946	1661	992	1736	1114	1095	827	1732	207	4	1548	97	478	1384
	97%	97%	98%	98%	98%	98%	97%	98%	97%	100%	97%	100%	98%	97%
No	54	44	17	44	21	25	21	40	7	-	43	*	10	42
	3%	3%	2%	2%	2%	2%	3%	2%	3%	-%	3%	*%	2%	3%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Yes	1946	414	22	145	347	226	1164	538	216	213	1436	763	1182
	97%	99%	100%	99%	100%	100%	96%	98%	100%	96%	97%	99% b	96%
No	54	2	-	2	*	*	43	11	*	9	43	8	46
	3%	1%	-%	1%	*%	*%	4%	2%	*%	4%	3%	1%	4% a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 6 (continuation)

C5. Do you have an internet connection in the location where your organisation is based?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Yes	1946	492	497	488	468	990	956
	97%	98%	99%	98%	94%	99%	96%
		d	d	d		b	
No	54	8	3	12	32	10	44
	3%	2%	1%	2%	6%	1%	4%
					abc		a

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Marketing	6	4	2	4	2	-	*	2
	*%	1%	*%	*%	3%	-%	2%	2%
					a		a	a
Customer Relationship Management	11	5	6	7	3	*	*	4
	1%	1%	1%	*%	5%	4%	1%	4%
					a	a		a
Customer Service	54	27	28	50	3	1	*	5
	3%	3%	2%	3%	5%	9%	6%	5%
						a		a
Procurement	7	1	6	5	1	*	*	2
	*%	*%	*%	*%	2%	2%	5%	2%
					a		a	a
Finance / Accounts	44	30	14	34	9	1	*	10
	2%	3%	1%	2%	12%	7%	6%	12%
		b			ad	a	a	a
Operations	25	4	21	22	2	*	*	3
	1%	*%	2%	1%	3%	5%	9%	4%
						a	abe	a
Facilities	2	1	1	1	1	*	*	1
	*%	*%	*%	*%	1%	2%	4%	1%
					a	a	abe	a
Mailroom	3	1	2	2	*	*	*	1
	*%	*%	*%	*%	*%	5%	3%	1%
						ab	ab	a
Office Admin / Office Management	247	204	42	208	33	4	2	39
	12%	24%	4%	11%	43%	45%	40%	43%
		b			a	a	a	a
Senior Management (Managing Director, Director, Business Owner)	1557	578	980	1538	17	2	1	19
	78%	67%	86%	81%	22%	19%	20%	21%
			a	bcde				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Sales	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Owner	1408	484	924	1399	8	1	*	9
	70%	56%	81%	73%	10%	10%	5%	10%
			a	bcde				
Senior Management (Managing Director, other Director)	149	93	56	139	9	1	1	10
	7%	11%	5%	7%	11%	9%	15%	11%
		b			a		a	a
Refused	5	-	5	4	*	-	-	*
	*%	-%	*%	*%	1%	-%	-%	1%
Don't know	5	-	5	5	*	-	*	*
	*%	-%	*%	*%	*%	-%	1%	*%
Other answers	35	6	29	32	3	*	*	3
	2%	1%	3%	2%	4%	1%	4%	3%
			a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Marketing	6	1	2	1	1	1	*	4	2	*
	*%	*%	*%	1%	3%	2%	2%	*%	3%	1%
					abg	ag	ag		abg	
Customer Relationship Management	11	1	6	1	2	2	*	7	3	*
	1%	*%	1%	1%	4%	5%	1%	*%	5%	3%
			a		ag	abcg	a		abcg	ag
Customer Service	54	19	17	14	2	2	*	50	3	1
	3%	2%	3%	8%	4%	7%	6%	3%	5%	8%
				ag		ag	a		a	ag
Procurement	7	-	5	*	1	1	*	5	1	*
	*%	-%	1%	*%	2%	1%	5%	*%	2%	3%
			a		ag	a	abcg		ag	ag
Finance / Accounts	44	3	21	10	5	5	*	34	9	1
	2%	*%	4%	6%	11%	13%	6%	2%	12%	7%
			ag	ag	abg	abg	ag	a	abcfg	ag
Operations	25	3	15	3	1	2	*	22	2	1
	1%	*%	3%	2%	2%	4%	9%	1%	3%	7%
			ag	a	a	ag	abcdgh		a	ag
Facilities	2	1	*	-	*	*	*	1	1	*
	*%	*%	*%	-%	1%	1%	4%	*%	1%	3%
					g	ag	abcgh		g	ag
Mailroom	3	1	1	-	*	1	*	2	*	1
	*%	*%	*%	-%	*%	2%	3%	*%	*%	4%
						ag	abcgh			abgh
Office Admin / Office Management	247	35	96	76	19	17	2	208	33	6
	12%	3%	19%	43%	41%	46%	40%	11%	43%	43%
			ag	abg	abg	abg	abg	a	abg	abg
Senior Management (Managing Director, Director, Business Owner)	1557	1142	331	65	13	5	1	1538	17	3
	78%	93%	66%	37%	28%	14%	20%	81%	22%	19%
		bcdefghi	cdefhi	efhi	e			bcdefhi		

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Sales	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Owner	1408	1084	277	37	7	2	*	1399	8	1
	70%	88%	55%	21%	15%	4%	5%	73%	10%	8%
		bcdefghi	cdefhi	efhi	ef			bcdefhi		
Senior Management (Managing Director, other Director)	149	58	53	27	6	3	1	139	9	2
	7%	5%	11%	16%	13%	9%	15%	7%	11%	11%
			a	ag	ag		ag		ag	a
Refused	5	4	*	*	-	*	-	4	*	-
	*%	*%	*%	*%	-%	1%	-%	*%	1%	-%
Don't know	5	5	-	*	*	-	*	5	*	*
	*%	*%	-%	*%	*%	-%	1%	*%	*%	*%
Other answers	35	19	9	4	1	1	*	32	3	*
	2%	2%	2%	2%	3%	4%	4%	2%	4%	2%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Marketing	6	2	*	*	*	1
	*%	*%	*%	*%	2%	1%
Customer Relationship Management	11	3	1	1	*	1
	1%	*%	1%	1%	*%	2%
Customer Service	54	18	8	1	*	1
	3%	1%	3%	2%	2%	2%
Procurement	7	5	-	*	-	1
	*%	*%	-%	*%	-%	1%
Finance / Accounts	44	6	5	1	2	9
	2%	*%	2%	3%	10%	14%
					a	ab
Operations	25	9	6	1	1	2
	1%	1%	3%	3%	5%	3%
Facilities	2	*	*	-	-	*
	*%	*%	*%	-%	-%	*%
Mailroom	3	1	-	1	-	*
	*%	*%	-%	2%	-%	*%
Office Admin / Office Management	247	29	24	11	6	9
	12%	2%	10%	26%	26%	15%
			a	ab	a	a
Senior Management (Managing Director, Director, Business Owner)	1557	1096	189	25	12	35
	78%	92%	80%	60%	55%	58%
		bcde	ce			
Sales	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
General manager / site manager	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Owner	1408	1037	162	14	9	18
	70%	87%	69%	34%	41%	30%
		bcde	ce			
Senior Management (Managing Director, other Director)	149	59	27	11	3	17
	7%	5%	12%	26%	14%	28%
			a	a		ab
Refused	5	1	*	-	-	-
	*%	*%	*%	-%	-%	-%
Don't know	5	3	*	-	*	-
	*%	*%	*%	-%	*%	-%
Other answers	35	24	1	2	*	2
	2%	2%	*%	4%	*%	3%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Marketing	6	2	1	1	-	*	1	1	*	*	6	1	-	*
	*%	1%	1%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%	*%
Customer Relationship Management	11	1	-	*	1	*	3	1	*	2	9	1	1	*
	1%	*%	-%	*%	1%	*%	1%	*%	*%	1%	1%	1%	1%	1%
Customer Service	54	3	7	5	4	3	10	7	1	2	43	5	4	2
	3%	2%	4%	1%	5%	2%	3%	3%	1%	2%	2%	5%	5% j	4%
Procurement	7	-	*	1	-	-	3	-	1	3	7	*	*	*
	*%	-%	*%	*%	-%	-%	1%	-%	*%	2%	*%	*%	*%	*%
Finance / Accounts	44	5	5	4	3	3	7	5	5	3	40	2	1	1
	2%	3%	3%	1%	3%	2%	2%	2%	3%	2%	2%	2%	1%	3%
Operations	25	8	2	2	3	-	3	3	*	*	21	2	1	1
	1%	5% ej	1%	1%	3%	-%	1%	1%	*%	*%	1%	1%	2%	2%
Facilities	2	*	-	*	*	*	*	-	*	-	1	1	*	-
	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	1%	*%	-%
Mailroom	3	-	-	*	-	*	-	*	-	-	1	1	1	-
	*%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%	1% j	1% j	-%
Office Admin / Office Management	247	22	25	42	12	21	38	28	17	15	220	13	8	5
	12%	13%	15%	13%	14%	13%	13%	11%	11%	10%	12%	11%	11%	14%
Senior Management (Managing Director, Director, Business Owner)	1557	115	120	265	65	130	227	210	119	123	1374	92	62	29
	78%	68%	74%	82% a	73%	81% a	76%	82% a	80%	81%	78% a	77%	78%	72%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l,m
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Owner	1408	105	103	228	59	126	202	195	111	113	1243	82	58	25
	70%	62%	63%	71%	66%	79% abm	67%	76% m	75%	74%	71%	68%	72%	62%
Senior Management (Managing Director, other Director)	149	9	17	37	6	4	25	15	8	10	131	10	4	4
	7%	5%	10% e	11% e	7%	2%	8%	6%	5%	7%	7%	8%	5%	10%
Refused	5	1	-	-	-	-	*	-	-	2	4	1	-	*
	*%	1%	-%	-%	-%	-%	*%	-%	-%	1%	*%	1%	-%	*%
Don't know	5	3	2	-	-	-	*	-	-	-	5	-	-	*
	*%	2% l	1%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	*%
Other answers	35	11	1	1	1	2	8	3	4	*	31	2	1	1
	2%	6% bcijkl	*%	*%	1%	2%	3%	1%	3%	*%	2%	1%	2%	3%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Marketing	6	-	*	*	*	1	*	1	2	5	1	6	1
	*%	-%	*%	1%	*%	*%	*%	1%	*%	*%	*%	*%	1%
Customer Relationship Management	11	-	1	*	-	2	-	1	8	10	1	8	4
	1%	-%	*%	*%	-%	*%	-%	1%	1%	1%	*%	*%	4% a
Customer Service	54	1	2	*	5	18	5	1	17	46	8	40	14
	3%	2%	1%	*%	2%	4%	8% bgh	1%	2%	3%	3%	2%	15% a
Procurement	7	-	2	-	*	1	3	*	*	7	*	4	3
	*%	-%	1% h	-%	*%	*%	4% eh	*%	*%	*%	*%	*%	3% a
Finance / Accounts	44	1	6	-	11	5	1	6	13	38	6	41	3
	2%	2%	4%	-%	5%	1%	2%	4%	2%	2%	2%	2%	3%
Operations	25	-	3	*	8	2	1	1	10	22	3	17	8
	1%	-%	2%	1%	3%	*%	2%	1%	1%	1%	1%	1%	9% a
Facilities	2	-	*	-	-	*	*	*	1	2	*	1	1
	*%	-%	*%	-%	-%	*%	1%	*%	*%	*%	*%	*%	1% a
Mailroom	3	*	-	-	*	2	-	-	*	3	-	2	*
	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%	*%	*%
Office Admin / Office Management	247	9	20	2	45	49	5	12	99	206	40	225	22
	12%	12%	11%	16%	19%	12%	8%	9%	13%	12%	12%	12%	24% a
Senior Management (Managing Director, Director, Business Owner)	1557	55	141	11	164	337	48	105	604	1290	268	1526	32
	78%	80%	80%	80%	68%	80% d	75%	81%	78% d	77%	81%	80% b	35%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Owner	1408	50	121	10	154	295	47	97	547	1157	251	1389	18
	70%	73%	68%	79%	64%	70%	73%	75%	71%	69%	75%	73% b	20%
Senior Management (Managing Director, other Director)	149	5	20	*	9	42	1	8	56	132	17	136	13
	7%	7%	11%	1%	4%	10%	2%	6%	7%	8%	5%	7%	14% a
Refused	5	-	-	-	2	-	-	-	2	5	-	4	*
	*%	-%	-%	-%	1%	-%	-%	-%	*%	*%	-%	*%	1%
Don't know	5	-	-	-	*	-	-	-	*	3	2	5	*
	*%	-%	-%	-%	*%	-%	-%	-%	*%	*%	1%	*%	*%
Other answers	35	3	1	*	6	3	*	4	18	31	4	32	3
	2%	4%	1%	1%	2%	1%	*%	3%	2%	2%	1%	2%	3%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Marketing	6	6	*	3	2	1
	*%	*%	*%	*%	1%	*%
Customer Relationship Management	11	11	-	3	5	3
	1%	1%	-%	*%	2%	1%
Customer Service	54	54	1	28	11	16
	3%	3%	1%	2%	4%	3%
Procurement	7	7	-	1	6	*
	*%	*%	-%	*%	2%	*%
					a	
Finance / Accounts	44	44	*	33	7	5
	2%	2%	*%	3%	2%	1%
Operations	25	23	2	18	6	1
	1%	1%	3%	1%	2%	*%
Facilities	2	2	-	1	1	*
	*%	*%	-%	*%	*%	*%
Mailroom	3	3	-	1	*	1
	*%	*%	-%	*%	*%	*%
Office Admin / Office Management	247	241	6	161	39	45
	12%	12%	11%	13%	14%	10%
Senior Management (Managing Director, Director, Business Owner)	1557	1514	43	992	196	368
	78%	78%	78%	78%	71%	83%
						b
Sales	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
General manager / site manager	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Owner	1408	1367	40	905	172	331
	70%	70%	74%	71%	62%	74%
						b
Senior Management (Managing Director, other Director)	149	147	2	88	24	38
	7%	8%	4%	7%	9%	8%
Refused	5	2	2	4	*	*
	*%	*%	4%	*%	*%	*%
			a			
Don't know	5	5	-	5	*	*
	*%	*%	-%	*%	*%	*%
Other answers	35	34	1	26	4	5
	2%	2%	2%	2%	2%	1%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Marketing	6	5	1	-	-	-	*	-	*	6	*	*	-	5	1
	*%	*%	*%	-%	-%	-%	4%	-%	1%	*%	*%	1%	-%	1%	*%
Customer Relationship Management	11	6	2	1	3	*	-	*	-	8	3	3	3	3	5
	1%	*%	1%	2%	22%	*%	-%	4%	-%	*%	5%	9%	*%	*%	2%
											ai	ai			
Customer Service	54	46	7	2	*	-	*	*	*	52	2	1	26	19	9
	3%	3%	3%	5%	1%	-%	8%	79%	*%	3%	4%	2%	3%	3%	3%
Procurement	7	3	3	*	*	*	-	-	-	7	*	*	3	*	3
	*%	*%	1%	*%	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	1%
Finance / Accounts	44	35	8	*	*	*	-	*	-	44	1	*	21	14	9
	2%	2%	4%	1%	1%	*%	-%	10%	-%	2%	1%	1%	2%	2%	3%
Operations	25	18	3	1	-	*	*	-	3	21	4	3	9	10	6
	1%	1%	1%	2%	-%	1%	*%	-%	53%	1%	6%	10%	1%	1%	2%
												ai			
Facilities	2	2	*	-	-	*	-	-	-	2	*	*	1	*	*
	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%
Mailroom	3	1	1	1	-	*	-	-	-	2	1	*	1	*	1
	*%	*%	*%	3%	-%	*%	-%	-%	-%	*%	1%	*%	*%	*%	*%
				ai											
Office Admin / Office Management	247	202	37	5	*	2	*	-	*	239	7	3	108	94	45
	12%	12%	16%	16%	1%	23%	1%	-%	1%	12%	12%	8%	11%	13%	15%
Senior Management (Managing Director, Director, Business Owner)	1557	1348	166	22	9	7	2	*	2	1514	43	21	796	553	209
	78%	79%	72%	71%	75%	72%	76%	6%	34%	78%	68%	66%	80%	78%	71%
													c		
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Owner	1408	1236	136	18	9	6	*	*	2	1372	36	17	729	507	172
	70%	72%	59%	58%	72%	61%	1%	5%	34%	71%	56%	54%	73%	71%	59%
		b								b			c	c	
Senior Management (Managing Director, other Director)	149	113	29	4	*	1	2	*	*	142	8	4	67	46	37
	7%	7%	13%	12%	3%	11%	74%	1%	1%	7%	12%	12%	7%	6%	12%
			a												ab
Refused	5	4	-	-	-	-	*	-	-	4	*	*	3	2	*
	*%	*%	-%	-%	-%	-%	9%	-%	-%	*%	*%	1%	*%	*%	*%
Don't know	5	5	-	*	-	*	*	-	-	5	*	*	5	*	*
	*%	*%	-%	*%	-%	2%	2%	-%	-%	*%	*%	1%	*%	*%	*%
Other answers	35	31	3	*	-	*	*	*	1	34	1	1	20	11	4
	2%	2%	1%	1%	-%	*%	1%	1%	10%	2%	1%	2%	2%	2%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Marketing	6	4	1	4	4	1	*	3	*	-	-	-	-	*
	*%	*%	*%	*%	1%	*%	*%	*%	*%	-%	-%	-%	-%	3%
Customer Relationship Management	11	8	8	11	5	6	5	6	3	*	*	1	-	*
	1%	1%	1%	1%	1%	3%	1%	1%	3%	*%	1%	10%	-%	*%
									a			a		
Customer Service	54	31	12	35	20	7	10	33	1	*	1	*	*	*
	3%	3%	2%	2%	2%	3%	2%	3%	1%	*%	3%	1%	1%	1%
Procurement	7	1	4	4	4	3	1	1	*	3	-	*	*	*
	*%	*%	*%	*%	*%	1%	*%	*%	*%	6%	-%	*%	*%	*%
						a				a				
Finance / Accounts	44	39	17	39	13	9	13	31	1	2	3	*	1	*
	2%	3%	2%	3%	2%	4%	3%	3%	1%	4%	13%	3%	11%	*%
Operations	25	15	10	18	10	10	7	12	3	2	*	*	*	*
	1%	1%	1%	1%	1%	4%	2%	1%	3%	3%	1%	1%	*%	6%
						acd								
Facilities	2	2	1	2	*	*	1	1	*	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	1%	-%	-%
Mailroom	3	2	1	2	1	*	1	1	2	*	*	-	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	2%	*%	*%	-%	-%	3%
									a					
Office Admin / Office Management	247	171	80	189	63	42	55	157	13	10	3	2	3	*
	12%	15%	11%	13%	7%	18%	13%	13%	14%	21%	12%	22%	25%	7%
		d		d		d	d							
Senior Management (Managing Director, Director, Business Owner)	1557	858	586	1093	720	154	324	960	67	32	16	6	6	5
	78%	74%	79%	76%	83%	64%	75%	77%	73%	65%	66%	61%	52%	80%
		e	e	e	acef		e							
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Owner	1408	762	531	986	649	128	278	872	59	28	13	4	5	5
	70%	65%	72%	69%	75%	53%	65%	70%	64%	57%	54%	39%	40%	79%
		e	e	e	acef		e							
Senior Management (Managing Director, other Director)	149	96	55	107	71	26	46	88	8	4	3	2	2	*
	7%	8%	7%	7%	8%	11%	11%	7%	9%	9%	12%	22%	12%	1%
Refused	5	3	-	3	2	-	-	3	-	-	-	-	-	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Don't know	5	5	*	5	*	*	*	5	-	*	*	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%
Other answers	35	28	22	30	22	9	13	26	2	*	*	*	1	-
	2%	2%	3%	2%	3%	4%	3%	2%	2%	*%	2%	*%	11%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Marketing	6	4	1	-	-	-	-	-	-	1	1	1	*	-
	*%	*%	2%	-%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%
Customer Relationship Management	11	4	*	*	*	-	*	*	*	3	4	3	1	*
	1%	1%	*%	*%	4%	-%	*%	1%	*%	1%	1%	1%	1%	*%
Customer Service	54	18	2	*	*	*	*	-	*	15	7	3	7	2
	3%	2%	4%	*%	2%	4%	1%	-%	2%	2%	3%	1%	6%	11% c
Procurement	7	1	2	*	-	*	-	*	*	*	-	1	3	*
	*%	*%	5% a	*%	-%	*%	-%	*%	*%	*%	-%	*%	2% a	*%
Finance / Accounts	44	12	*	*	1	-	-	-	-	12	13	11	3	*
	2%	2%	1%	*%	6%	-%	-%	-%	-%	2%	4%	3%	2%	*%
Operations	25	9	*	*	*	*	*	*	*	3	11	1	1	*
	1%	1%	*%	1%	1%	*%	1%	5%	2%	1%	4% ac	*%	1%	2%
Facilities	2	*	-	-	-	-	-	-	-	1	*	*	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%
Mailroom	3	1	-	-	*	*	*	-	*	1	-	1	1	-
	*%	*%	-%	-%	1%	1%	4%	-%	1%	*%	-%	*%	1%	-%
Office Admin / Office Management	247	54	3	*	3	3	*	*	3	61	31	60	37	*
	12%	7%	6%	1%	26% a	51%	9%	1%	21%	10%	10%	17% a	28% ab	2%
Senior Management (Managing Director, Director, Business Owner)	1557	650	36	16	7	2	2	6	10	519	219	267	71	17
	78%	84% dh	82%	78%	55%	40%	52%	93%	64%	82% d	74% d	76% d	54%	84%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Owner	1408	595	35	11	3	2	*	4	6	470	202	245	56	13
	70%	77% dfh	78% dfh	50%	20%	39%	*%	66%	40%	74% d	68% d	69% d	42%	65%
Senior Management (Managing Director, other Director)	149	55	2	6	4	*	2	2	4	49	17	22	15	4
	7%	7%	4%	28% a	35% ab	2%	51% a	27%	24% a	8%	6%	6%	12%	19%
Refused	5	2	-	-	*	-	-	-	-	*	3	-	-	-
	*%	*%	-%	-%	4%	-%	-%	-%	-%	*%	1%	-%	-%	-%
Don't know	5	*	-	-	*	-	-	-	-	5	*	*	*	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	1%	*%	*%	*%	-%
Other answers	35	16	*	4	*	*	1	-	1	12	7	4	6	*
	2%	2%	*%	19% a	2%	3%	33% a	-%	9%	2%	2%	1%	5%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Marketing	6	1	2	1	*	-	1	-	3	6	*	4	*
	*%	*%	1%	*%	1%	-%	*%	-%	1%	*%	*%	*%	*%
Customer Relationship Management	11	*	4	1	*	*	3	*	1	11	*	11	*
	1%	*%	2%	*%	*%	*%	1%	1%	*%	1%	*%	1%	*%
Customer Service	54	5	3	6	4	2	14	1	5	46	8	35	*
	3%	1%	2%	2%	6%	17% a	2%	1%	3%	3%	4%	3%	1%
Procurement	7	*	-	4	*	-	1	2	1	2	5	1	3
	*%	*%	-%	2%	*%	-%	*%	4% a	*%	*%	3% a	*%	4% a
Finance / Accounts	44	8	1	3	1	-	3	2	8	40	4	36	4
	2%	2%	*%	1%	2%	-%	1%	4%	4% a	2%	2%	3%	5%
Operations	25	5	3	1	1	*	5	*	5	21	4	13	5
	1%	2%	1%	*%	1%	2%	1%	*%	2%	1%	2%	1%	7% a
Facilities	2	*	*	*	*	-	*	-	*	1	*	1	*
	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%
Mailroom	3	-	-	1	*	*	1	*	*	3	-	2	-
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Office Admin / Office Management	247	25	12	14	12	*	31	4	29	225	22	184	5
	12%	7%	6%	6%	16%	3%	5%	6%	14% a	13%	11%	14%	6%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Senior Management (Managing Director, Director, Business Owner)	1557	294	162	199	54	11	522	42	153	1402	155	1035	58
	78%	83%	84%	87%	73%	75%	88% bc	72%	73%	78%	77%	76%	77%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Owner	1408	272	144	181	44	7	474	36	137	1278	130	933	53
	70%	77% d	74%	79% d	60%	50%	80% bc	61%	65%	71%	64%	69%	70%
Senior Management (Managing Director, other Director)	149	21	18	18	10	4	48	7	16	125	24	102	5
	7%	6%	9%	8%	14%	26%	8%	11%	8%	7%	12%	8%	7%
Refused	5	2	*	-	-	-	2	-	*	3	1	3	-
	*%	*%	*%	-%	-%	-%	*%	-%	*%	*%	1%	*%	-%
Don't know	5	*	-	*	*	-	-	-	*	5	*	5	*
	*%	*%	-%	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%
Other answers	35	14	6	*	1	*	11	7	4	33	2	29	1
	2%	4%	3%	*%	1%	2%	2%	12% ac	2%	2%	1%	2%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Marketing	6	*	*	*	*	4	*	1	3	-	1	1	*	-
	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%	*%	*%	*%	-%
Customer Relationship Management	11	3	1	6	*	4	1	2	7	*	2	7	*	-
	1%	1%	1%	2%	*%	1%	*%	*%	1%	*%	*%	1%	*%	-%
Customer Service	54	2	3	2	*	19	1	6	29	*	6	8	*	-
	3%	1%	2%	1%	*%	3%	*%	1%	3%	*%	2%	1%	*%	-%
Procurement	7	*	*	*	3	1	2	*	1	*	3	4	*	-
	*%	*%	*%	*%	5%	*%	1%	*%	*%	*%	1%	1%	*%	-%
Finance / Accounts	44	3	1	3	3	12	2	13	36	4	8	16	1	-
	2%	1%	1%	1%	5%	2%	1%	3%	3%	3%	2%	3%	1%	-%
Operations	25	1	3	7	3	8	2	7	12	3	7	7	3	-
	1%	1%	2%	3%	5%	1%	1%	2%	1%	3%	2%	1%	2%	-%
Facilities	2	*	*	*	*	*	*	*	1	*	*	*	-	-
	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	-%	-%
Mailroom	3	*	1	1	-	*	1	2	1	*	1	1	*	-
	*%	*%	1%	*%	-%	*%	*%	1%	*%	*%	*%	*%	*%	-%
Office Admin / Office Management	247	6	13	13	4	43	20	42	159	12	33	70	7	-
	12%	3%	9%	5%	7%	6%	11%	9%	15%	9%	8%	11%	5%	-%
Senior Management (Managing Director, Director, Business Owner)	1557	179	116	228	46	567	152	354	763	102	334	486	125	*
	78%	91%	83%	86%	77%	83%	83%	79%	73%	80%	82%	79%	88%	46%
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Owner	1408	160	103	205	41	516	133	319	677	83	311	440	111	*
	70%	81%	74%	77%	68%	76%	72%	71%	65%	65%	76%	71%	78%	46%
Senior Management (Managing Director, other Director)	149	20	13	23	6	51	20	35	85	19	23	46	14	-
	7%	10%	9%	9%	9%	8%	11%	8%	8%	15%	6%	7%	10%	-%
Refused	5	-	1	-	-	1	1	-	3	-	-	-	-	-
	*%	-%	1%	-%	-%	*%	1%	-%	*%	-%	-%	-%	-%	-%
Don't know	5	*	-	2	*	*	*	*	5	-	*	*	-	-
	*%	*%	-%	1%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%
Other answers	35	3	1	3	*	21	1	20	26	6	14	19	6	*
	2%	1%	*%	1%	*%	3%	1%	4%	2%	5%	3%	3%	4%	54%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Marketing	6	3	3	1	-	3	1	2	2	3	*
	*%	1%	*%	1%	-%	*%	*%	*%	*%	*%	*%
Customer Relationship Management	11	2	3	*	-	8	5	4	7	6	*
	1%	*%	1%	*%	-%	1%	1%	1%	1%	1%	*%
Customer Service	54	13	10	*	-	31	12	15	27	15	*
	3%	2%	2%	*%	-%	3%	2%	2%	3%	2%	*%
Procurement	7	3	1	*	-	1	4	1	4	1	*
	*%	*%	*%	*%	-%	*%	1%	*%	*%	*%	*%
Finance / Accounts	44	11	10	1	-	38	16	12	26	26	-
	2%	2%	2%	1%	-%	3%	2%	2%	2%	3%	-%
Operations	25	7	5	2	-	12	7	8	14	8	*
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	4%
Facilities	2	*	*	-	-	1	*	*	1	1	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
Mailroom	3	1	*	*	-	2	1	1	2	1	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Office Admin / Office Management	247	47	33	11	-	169	74	44	135	100	1
	12%	8%	6%	7%	-%	15% c	10%	6%	13%	13%	9%
Senior Management (Managing Director, Director, Business Owner)	1557	503	468	133	1	855	562	596	813	609	7
	78%	83%	85%	83%	68%	74%	80%	85% a	77%	77%	86%
Sales	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Company Secretary	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Owner	1408	447	427	112	-	760	507	544	726	562	6
	70%	74%	77%	70%	-%	66%	72%	78% a	69%	71%	77%
Senior Management (Managing Director, other Director)	149	56	42	21	1	95	54	52	87	47	1
	7%	9%	8%	13%	68%	8%	8%	7%	8%	6%	8%
Refused	5	*	2	*	-	3	-	2	3	1	-
	*%	*%	*%	*%	-%	*%	-%	*%	*%	*%	-%
Don't know	5	*	*	-	-	5	*	*	2	3	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
Other answers	35	12	18	10	*	27	21	17	19	21	*
	2%	2%	3%	6%	32%	2%	3%	2%	2%	3%	*%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Marketing	6	2	1	1	*	*	2	3	-	1	*	*
	*%	1%	*%	*%	1%	*%	*%	*%	-%	2%	*%	1%
Customer Relationship Management	11	1	3	1	*	*	6	8	1	*	*	*
	1%	*%	1%	*%	*%	*%	1%	1%	1%	*%	*%	2%
Customer Service	54	3	4	7	*	-	22	14	*	1	*	*
	3%	1%	1%	2%	*%	-%	2%	2%	*%	2%	*%	3%
Procurement	7	1	*	*	-	-	4	1	-	-	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%
Finance / Accounts	44	4	8	5	*	*	22	24	-	*	*	-
	2%	1%	2%	1%	*%	1%	2%	3%	-%	1%	*%	-%
Operations	25	4	6	3	*	-	11	10	*	3	*	-
	1%	1%	2%	1%	*%	-%	1%	1%	*%	8%	1%	-%
Facilities	2	*	-	*	-	-	*	1	*	*	-	-
	*%	*%	-%	*%	-%	-%	*%	*%	*%	*%	-%	-%
Mailroom	3	*	*	1	-	-	1	*	*	-	*	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	-%
Office Admin / Office Management	247	20	18	20	1	*	122	100	6	6	1	*
	12%	6%	5%	6%	1%	*%	14%	14%	5%	14%	1%	*%
Senior Management (Managing Director, Director, Business Owner)	1557	304	300	293	83	50	676	557	87	29	45	13
	78%	88%	85%	87%	92%	95%	76%	75%	86%	71%	95% b	93%
Sales	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Owner	1408	276	290	262	78	49	600	515	77	22	43	12
	70%	80%	82%	78%	86%	93%	68%	69%	76%	55%	92% b	89%
Senior Management (Managing Director, other Director)	149	27	10	32	6	1	75	42	10	7	2	1
	7%	8%	3%	9% b	6%	2%	8%	6%	10%	16%	4%	4%
Refused	5	2	1	-	-	-	3	1	-	-	*	-
	*%	*%	*%	-%	-%	-%	*%	*%	-%	-%	1%	-%
Don't know	5	-	-	-	-	-	2	3	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	1%	-%	-%
Other answers	35	6	12	5	5	2	16	21	7	*	1	*
	2%	2%	3%	1%	5%	4%	2%	3%	7%	*%	1%	*%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Marketing	6	3	4	4	4	4	3	4	1	-	6	*	1	5
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
Customer Relationship Management	11	10	8	10	9	8	3	10	*	2	11	-	1	10
	1%	1%	1%	1%	1%	1%	*%	1%	*%	49%	1%	-%	*%	1%
Customer Service	54	49	25	54	27	26	17	52	1	-	44	*	10	37
	3%	3%	3%	3%	2%	2%	2%	3%	*%	-%	3%	*%	2%	3%
Procurement	7	1	1	1	4	6	3	2	*	-	4	*	3	2
	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%	*%	*%	1%	*%
Finance / Accounts	44	43	30	43	33	30	21	43	2	-	40	*	5	38
	2%	3%	3%	2%	3%	3%	2%	2%	1%	-%	3%	*%	1%	3%
Operations	25	18	16	23	15	12	18	16	7	-	17	*	13	8
	1%	1%	2%	1%	1%	1%	2%	1%	3%	-%	1%	*%	3% b	1%
Facilities	2	2	2	2	1	2	1	2	*	-	1	-	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Mailroom	3	3	2	3	1	*	2	2	*	-	2	-	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Office Admin / Office Management	247	233	143	235	118	164	103	230	12	*	198	8	30	203
	12%	14%	14%	13%	10%	15% d	12%	13% c	5%	5%	12%	8%	6%	14% a
Senior Management (Managing Director, Director, Business Owner)	1557	1306	758	1366	894	850	659	1375	182	2	1236	79	411	1090
	78%	77%	75%	77%	79%	76%	78%	78%	85%	44%	78%	82%	84% b	76%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Owner	1408	1180	683	1238	805	752	596	1250	161	-	1125	73	372	996
	70%	69%	68%	70%	71%	67%	70%	71%	76%	-%	71%	75%	76%	70%
Senior Management (Managing Director, other Director)	149	126	75	128	89	98	63	125	21	2	111	6	40	94
	7%	7%	7%	7%	8%	9%	7%	7%	10%	44%	7%	7%	8%	7%
Refused	5	4	2	4	2	2	1	4	-	-	2	1	2	3
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	1%	*%	*%
Don't know	5	2	*	2	2	-	*	2	-	-	5	*	*	5
	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%
Other answers	35	31	20	34	26	16	15	31	9	*	24	8	11	23
	2%	2%	2%	2%	2%	1%	2%	2%	4%	1%	2%	8% a	2%	2%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Marketing	6	1	-	*	1	-	5	1	*	1	5	3	3
	*%	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%
Customer Relationship Management	11	6	-	*	6	1	7	3	*	2	8	5	7
	1%	1%	-%	*%	2%	1%	1%	1%	*%	1%	1%	1%	1%
Customer Service	54	11	*	3	9	2	38	10	7	6	41	25	29
	3%	3%	1%	2%	3%	1%	3%	2%	3%	3%	3%	3%	2%
Procurement	7	3	-	5	*	3	3	1	3	2	2	6	*
	*%	1%	-%	3%	*%	1%	*%	*%	1%	1%	*%	1%	*%
				b					c				
Finance / Accounts	44	7	*	1	6	2	24	17	3	2	39	26	18
	2%	2%	*%	1%	2%	1%	2%	3%	1%	1%	3%	3%	1%
Operations	25	11	*	4	8	1	17	7	1	10	14	15	9
	1%	3%	*%	3%	2%	1%	1%	1%	1%	4%	1%	2%	1%
										c			
Facilities	2	*	-	*	*	*	1	1	-	*	2	1	*
	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
Mailroom	3	1	-	*	1	1	1	1	*	*	2	1	2
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Office Admin / Office Management	247	29	1	6	29	22	127	94	17	14	190	124	123
	12%	7%	4%	4%	8%	10%	11%	17%	8%	6%	13%	16%	10%
								b				b	
Senior Management (Managing Director, Director, Business Owner)	1557	340	21	125	284	190	952	407	178	176	1149	541	1016
	78%	82%	95%	85%	82%	84%	79%	74%	82%	79%	78%	70%	83%
													a
Sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Company Secretary	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
General manager / site manager	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Owner	1408	303	20	113	247	168	875	358	169	161	1039	489	919
	70%	73%	90%	77%	71%	74%	72%	65%	78%	73%	70%	63%	75%
							c						a
Senior Management (Managing Director, other Director)	149	37	1	12	37	22	78	49	8	15	110	53	97
	7%	9%	4%	8%	11%	10%	6%	9%	4%	7%	7%	7%	8%
Refused	5	1	-	1	-	-	5	*	-	2	3	1	3
	*%	*%	-%	1%	-%	-%	*%	*%	-%	1%	*%	*%	*%
Don't know	5	2	-	*	2	*	5	-	-	*	5	3	2
	*%	1%	-%	*%	1%	*%	*%	-%	-%	*%	*%	*%	*%
Other answers	35	4	-	1	3	4	23	8	8	6	21	19	16
	2%	1%	-%	1%	1%	2%	2%	1%	3%	3%	1%	2%	1%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Marketing	6	*	*	1	4	1	5
	*%	*%	*%	*%	1%	*%	1%
Customer Relationship Management	11	4	3	4	*	7	4
	1%	1%	1%	1%	*%	1%	*%
Customer Service	54	7	26	17	5	33	22
	3%	1%	5%	3%	1%	3%	2%
			ad				
Procurement	7	*	1	6	*	1	6
	*%	*%	*%	1%	*%	*%	1%
Finance / Accounts	44	18	9	7	10	27	17
	2%	4%	2%	1%	2%	3%	2%
Operations	25	5	5	8	7	10	15
	1%	1%	1%	2%	1%	1%	1%
Facilities	2	*	1	*	*	1	*
	*%	*%	*%	*%	*%	*%	*%
Mailroom	3	*	*	*	2	*	2
	*%	*%	*%	*%	*%	*%	*%
Office Admin / Office Management	247	54	52	73	67	107	140
	12%	11%	10%	15%	13%	11%	14%
Senior Management (Managing Director, Director, Business Owner)	1557	393	399	363	402	792	765
	78%	79%	80%	73%	80%	79%	77%
					c		
Sales	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Company Secretary	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b

Produced by BVA BDRC
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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 7 (continuation)

C6. We are talking to a wide range of customers with different responsibilities, so we'd like to understand your role within your organisation. Please could you tell me which type of department you work in?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
General manager / site manager	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Owner	1408	333	353	344	377	686	722
	70%	67%	71%	69%	75%	69%	72%
					a		
Senior Management (Managing Director, other Director)	149	59	46	19	25	106	44
	7%	12%	9%	4%	5%	11%	4%
		cd	c			b	
Refused	5	*	*	2	2	1	4
	*%	*%	*%	*%	*%	*%	*%
Don't know	5	3	*	2	*	3	2
	*%	1%	*%	*%	*%	*%	*%
Other answers	35	15	3	15	2	18	16
	2%	3%	1%	3%	*%	2%	2%
		d		d			

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Post is used mainly for administrative needs and is not core to our service delivery	1276	554	722	1227	45	3	2	50
	64%	64%	63%	64%	59%	31%	38%	55%
				cde	cd			cd
Post is critical for our customer communications and/ or statements but is not core to our business	277	111	167	255	17	3	2	22
	14%	13%	15%	13%	23%	38%	33%	25%
					a	a	ab	a
Post is core to our business operations (i.e. our business could not function without it)	445	194	251	427	14	3	1	18
	22%	23%	22%	22%	18%	29%	29%	20%
							be	
Don't Know	1	1	-	1	*	*	-	*
	*%	*%	-%	*%	*%	2%	-%	*%
						a		

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Post is used mainly for administrative needs and is not core to our service delivery	1276	815	303	109	28	20	2	1227	45	5
	64%	66%	60%	62%	59%	52%	38%	64%	59%	33%
		efi	fi	fi	fi	fi		efi	fi	
Post is critical for our customer communications and/or statements but is not core to our business	277	136	86	33	9	12	2	255	17	5
	14%	11%	17%	19%	18%	32%	33%	13%	23%	36%
			a	a	a	abcdg	abcdgh		ag	abcdgh
Post is core to our business operations (i.e. our business could not function without it)	445	281	114	33	10	6	1	427	14	4
	22%	23%	23%	19%	22%	15%	29%	22%	18%	29%
							eh			e
Don't Know	1	-	-	1	-	*	-	1	*	*
	*%	-%	-%	1%	-%	1%	-%	*%	*%	1%
						ag				g

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Post is used mainly for administrative needs and is not core to our service delivery	1276	737	163	23	12	41
	64%	62%	69%	54%	56%	67%
Post is critical for our customer communications and/ or statements but is not core to our business	277	144	48	8	5	11
	14%	12%	20% a	18%	22%	18%
Post is core to our business operations (i.e. our business could not function without it)	445	316	24	12	5	8
	22%	26% b	10%	28% b	22%	14%
Don't Know	1	-	-	-	-	1
	*%	-%	-%	-%	-%	2%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Post is used mainly for administrative needs and is not core to our service delivery	1276	100	96	204	65	97	204	172	81	97	1116	77	56	27
	64%	59%	59%	63%	73% h	61%	68%	67%	55%	64%	63%	65%	70% h	67%
Post is critical for our customer communications and/or statements but is not core to our business	277	24	30	52	10	21	38	33	10	29	248	17	7	5
	14%	14%	19% hl	16%	12%	13%	13%	13%	7%	19% hl	14%	14%	9%	14%
Post is core to our business operations (i.e. our business could not function without it)	445	44	37	66	13	42	59	51	57	26	395	26	17	8
	22%	26%	23%	20%	14%	26%	20%	20%	38% bcdfgijklm	17%	22%	21%	21%	19%
Don't Know	1	1	-	-	*	-	-	-	-	-	1	-	-	-
	*%	1%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Post is used mainly for administrative needs and is not core to our service delivery	1276	49	77	12	177	222	46	87	540	1049	227	1233	44
	64%	71%	43%	88%	73%	53%	72%	67%	70%	63%	68%	65%	48%
		b			be		be	b	be			b	
Post is critical for our customer communications and/or statements but is not core to our business	277	6	24	1	46	37	10	26	108	236	42	253	24
	14%	8%	14%	5%	19%	9%	16%	20%	14%	14%	13%	13%	27%
					e			e					a
Post is core to our business operations (i.e. our business could not function without it)	445	14	76	1	17	161	8	17	125	382	62	422	23
	22%	21%	43%	5%	7%	38%	12%	13%	16%	23%	19%	22%	25%
		d	adfgh			dfgh			d				
Don't Know	1	-	-	*	1	*	-	-	-	*	1	1	-
	*%	-%	-%	1%	*%	*%	-%	-%	-%	*%	*%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Post is used mainly for administrative needs and is not core to our service delivery	1276	1237	39	1276	-	-
	64%	64%	72%	100% bc	-%	-%
Post is critical for our customer communications and/ or statements but is not core to our business	277	273	5	-	277	-
	14%	14%	8%	-%	100% ac	-%
Post is core to our business operations (i.e. our business could not function without it)	445	434	11	-	-	445
	22%	22%	20%	-%	-%	100% ab
Don't Know	1	1	-	-	-	-
	*%	*%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Post is used mainly for administrative needs and is not core to our service delivery	1276	1200	47	8	7	7	2	*	5	1247	29	21	855	345	76
	64%	70%	20%	26%	54%	73%	76%	19%	82%	64%	46%	67%	86%	48%	26%
		bcij				bc				bc	b	bc	bc	c	
Post is critical for our customer communications and/or statements but is not core to our business	277	233	37	6	*	1	1	*	*	270	8	2	71	162	45
	14%	14%	16%	20%	2%	5%	23%	27%	1%	14%	12%	5%	7%	23%	15%
														a	a
Post is core to our business operations (i.e. our business could not function without it)	445	273	146	17	6	2	*	*	1	419	26	9	69	204	172
	22%	16%	63%	55%	44%	22%	1%	53%	17%	22%	41%	28%	7%	29%	59%
			aeik	ai						a	ai			a	ab
Don't Know	1	1	-	-	-	-	-	-	-	1	-	-	*	1	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Post is used mainly for administrative needs and is not core to our service delivery	1276	834	353	918	392	124	204	839	37	23	13	3	*	2
	64%	71%	48%	64%	45%	51%	48%	68%	39%	47%	55%	29%	4%	39%
		bcdef		bdef				bef						
Post is critical for our customer communications and/or statements but is not core to our business	277	172	153	217	158	58	85	168	15	19	3	4	4	3
	14%	15%	21%	15%	18%	24%	20%	14%	17%	39%	14%	37%	37%	50%
			ac			ac				a				a
Post is core to our business operations (i.e. our business could not function without it)	445	160	234	297	315	59	139	231	41	7	8	3	7	1
	22%	14%	32%	21%	36%	24%	32%	19%	44%	13%	32%	34%	60%	11%
			ac	a	ace	a	ac		ac				ac	
Don't Know	1	1	1	1	-	1	1	1	-	-	-	-	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Post is used mainly for administrative needs and is not core to our service delivery	1276	363	15	10	1	1	*	2	3	529	200	155	29	4
	64%	47%	35%	46%	4%	21%	5%	32%	22%	84%	67%	44%	22%	21%
		dh								bcde	cde	d		
Post is critical for our customer communications and/or statements but is not core to our business	277	129	10	6	4	4	2	3	9	55	65	63	31	3
	14%	17%	23%	26%	31%	76%	51%	44%	57%	9%	22%	18%	24%	17%
									ab		a	a	a	
Post is core to our business operations (i.e. our business could not function without it)	445	278	19	6	8	*	2	1	3	49	32	133	71	13
	22%	36%	42%	28%	64%	3%	43%	24%	21%	8%	11%	38%	54%	62%
					h							ab	abc	ab
Don't Know	1	-	-	-	-	-	-	-	-	*	*	1	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Post is used mainly for administrative needs and is not core to our service delivery	1276	242	96	39	13	2	197	45	149	1164	112	881	37
	64%	68% bcde	50% cd	17%	17%	15%	33%	77% a	71% a	65%	56%	65%	49%
Post is critical for our customer communications and/or statements but is not core to our business	277	57	42	39	14	5	112	11	34	241	36	197	20
	14%	16%	22%	17%	19%	35%	19%	19%	16%	13%	18%	15%	27%
Post is core to our business operations (i.e. our business could not function without it)	445	55	56	150	47	7	284	3	26	391	54	279	18
	22%	15%	29% a	66% ab	63% ab	50% a	48% bc	4%	12%	22%	27%	21%	24%
Don't Know	1	-	-	-	-	-	-	-	-	1	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Post is used mainly for administrative needs and is not core to our service delivery	1276	65	57	106	35	304	88	278	749	67	169	291	42	*
	64%	33%	41%	40%	59%	45%	48%	62%	72% ac	53%	41%	47% c	30%	46%
Post is critical for our customer communications and/or statements but is not core to our business	277	22	33	51	11	120	38	91	157	38	99	122	33	-
	14%	11%	24%	19%	18%	18%	21%	20%	15%	30% b	24%	20%	24%	-%
Post is core to our business operations (i.e. our business could not function without it)	445	110	49	108	14	257	58	80	138	22	142	204	66	*
	22%	56% b	35%	41%	23%	38%	31%	18%	13%	18%	35%	33%	47%	54%
Don't Know	1	-	-	-	-	-	-	*	1	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Post is used mainly for administrative needs and is not core to our service delivery	1276	260	238	45	1	827	336	303	666	505	*
	64%	43%	43%	28%	68%	72%	48%	43%	63%	63%	6%
		c	c			bc					
Post is critical for our customer communications and/or statements but is not core to our business	277	114	105	29	-	170	145	124	172	121	1
	14%	19%	19%	18%	-%	15%	21%	18%	16%	15%	14%
							a				
Post is core to our business operations (i.e. our business could not function without it)	445	228	210	85	*	158	222	275	215	168	7
	22%	38%	38%	54%	32%	14%	32%	39%	20%	21%	80%
				ab			a	a			
Don't Know	1	-	-	-	-	1	1	-	1	1	-
	*%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Post is used mainly for administrative needs and is not core to our service delivery	1276	153	146	134	19	10	561	474	45	14	21	3
	64%	44% de	41% d	40% d	21%	19%	63%	64%	45%	35%	45%	22%
Post is critical for our customer communications and/or statements but is not core to our business	277	64	53	72	15	14	145	121	20	17	8	1
	14%	19%	15%	21%	16%	27%	16%	16%	20%	41%	17%	6%
Post is core to our business operations (i.e. our business could not function without it)	445	130	153	131	56	29	180	145	35	10	18	10
	22%	37%	43%	39%	62% abc	54%	20%	20%	35%	24%	39%	71%
Don't Know	1	-	-	-	-	-	1	1	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Post is used mainly for administrative needs and is not core to our service delivery	1276	1103	577	1138	611	668	456	1124	100	1	1033	44	267	961
	64%	65% bd	57%	64% bd	54%	60%	54%	63% ac	47%	22%	65% b	45%	55%	67% a
Post is critical for our customer communications and/or statements but is not core to our business	277	236	156	249	187	153	148	240	38	4	210	18	88	173
	14%	14%	15%	14%	16%	14%	17%	14%	18%	78%	13%	19%	18% b	12%
Post is core to our business operations (i.e. our business could not function without it)	445	365	275	392	336	297	243	406	76	-	347	35	133	291
	22%	21%	27% ac	22%	30% ac	27% a	29% b	23%	35% b	-%	22%	36% a	27% b	20%
Don't Know	1	1	1	1	1	1	1	1	-	-	1	-	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Post is used mainly for administrative needs and is not core to our service delivery	1276	195	7	75	154	78	830	358	116	91	1016	527	749
	64%	47%	32%	51%	44%	35%	69%	65%	54%	41%	69%	68%	61%
							a	a			ab	b	
Post is critical for our customer communications and/or statements but is not core to our business	277	71	1	38	48	52	152	71	31	59	177	142	136
	14%	17%	7%	26%	14%	23%	13%	13%	15%	27%	12%	18%	11%
				b		bc				ac		b	
Post is core to our business operations (i.e. our business could not function without it)	445	150	14	34	146	96	225	119	68	72	284	102	342
	22%	36%	62%	23%	42%	42%	19%	22%	32%	33%	19%	13%	28%
					a	bc			c	c			a
Don't Know	1	-	-	-	-	-	*	1	-	-	1	*	1
	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 8 (continuation)

C7. Which one of the following statements best describes the role of postal services to your organisation?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Post is used mainly for administrative needs and is not core to our service delivery	1276	309	323	352	293	631	645
	64%	62%	65%	70%	59%	63%	64%
				d			
Post is critical for our customer communications and/ or statements but is not core to our business	277	95	79	57	47	174	103
	14%	19%	16%	11%	9%	17%	10%
		cd	d			b	
Post is core to our business operations (i.e. our business could not function without it)	445	96	99	90	161	194	251
	22%	19%	20%	18%	32%	19%	25%
					abc		a
Don't Know	1	-	-	1	-	-	1
	*%	-%	-%	*%	-%	-%	*%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Yes - All of them	113	19	94	103	8	2	1	10
	6%	2%	8%	5%	10%	22%	17%	12%
			a		a	ab	a	a
Yes - Some but not all of them	66	9	57	58	6	1	1	8
	3%	1%	5%	3%	8%	10%	21%	9%
			a		a	a	abe	a
No	1807	826	981	1739	60	6	3	69
	90%	96%	86%	91%	79%	65%	56%	76%
		b		bcde	d			d
Don't know	14	6	8	11	3	*	*	3
	1%	1%	1%	1%	3%	3%	6%	4%
					a		a	a
NETS								
Yes	179	28	151	161	14	3	2	18
	9%	3%	13%	8%	18%	32%	37%	20%
			a		a	a	abe	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Yes - All of them	113	47	42	13	5	5	1	103	8	3
	6%	4%	8%	7%	10%	12%	17%	5%	10%	20%
			a		ag	ag	abcg		ag	abcgh
Yes - Some but not all of them	66	22	25	11	3	4	1	58	6	2
	3%	2%	5%	6%	6%	11%	21%	3%	8%	13%
			a	a	a	ag	abcdegh		ag	abg
No	1807	1163	429	147	38	28	3	1739	60	9
	90%	94%	85%	84%	80%	74%	56%	91%	79%	62%
		bcdefghi	efi	fi	fi	f		bcdefhi	fi	
Don't know	14	1	6	5	2	1	*	11	3	1
	1%	*%	1%	3%	3%	3%	6%	1%	3%	4%
			a	ag	ag	ag	abg		ag	ag
NETS										
Yes	179	69	68	24	8	9	2	161	14	5
	9%	6%	14%	14%	16%	23%	37%	8%	18%	34%
			ag	a	ag	abg	abcdegh		ag	abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Yes - All of them	113	59	17	13	9	8
	6%	5%	7%	31%	42%	13%
				ab	abe	
Yes - Some but not all of them	66	46	6	3	1	3
	3%	4%	3%	6%	4%	5%
No	1807	1091	210	26	9	46
	90%	91%	89%	62%	43%	76%
		cde	cd			
Don't know	14	2	3	*	2	4
	1%	*%	1%	*%	10%	7%
					a	a
NETS						
Yes	179	105	23	16	10	11
	9%	9%	10%	38%	46%	18%
				ab	ab	

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Yes - All of them	113	10	8	23	5	5	23	19	9	2	104	4	3	2
	6%	6%	5%	7%	6%	3%	8%	8%	6%	1%	6%	3%	4%	4%
Yes - Some but not all of them	66	13	12	8	8	2	6	1	7	3	60	3	1	2
	3%	7%	8%	3%	9%	1%	2%	1%	5%	2%	3%	3%	2%	5%
		egkl	egkl		efgjkl									
No	1807	146	140	290	74	152	271	236	132	144	1584	112	75	36
	90%	86%	86%	90%	83%	95%	90%	92%	89%	95%	90%	94%	94%	90%
						bd				d		abd	abd	
Don't know	14	*	2	1	2	1	1	1	*	3	12	1	*	*
	1%	*%	1%	*%	2%	1%	*%	*%	*%	2%	1%	1%	1%	1%
NETS														
Yes	179	23	20	31	13	7	29	21	16	5	164	7	5	4
	9%	13%	12%	10%	15%	4%	10%	8%	11%	3%	9%	6%	6%	9%
		eikl	ikl		eikl									

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Yes - All of them	113	11	13	-	12	23	5	13	23	98	15	98	14
	6%	17% deh	7%	-%	5%	6%	8%	10% h	3%	6%	5%	5%	16% a
Yes - Some but not all of them	66	3	14	*	10	15	3	2	18	65	1	53	13
	3%	4%	8% h	1%	4%	4%	5%	1%	2%	4% b	*%	3%	14% a
No	1807	53	150	13	219	381	54	114	725	1494	313	1749	58
	90%	77%	85%	98%	91% a	91% a	84%	88%	94% abf	90%	94% a	92% b	64%
Don't know	14	2	*	*	1	1	2	1	6	11	3	9	5
	1%	3%	*%	1%	*%	*%	3%	1%	1%	1%	1%	*%	6% a
NETS													
Yes	179	14	26	*	22	39	8	15	42	163	16	152	27
	9%	21% h	15% h	1%	9%	9%	13% h	11%	5%	10% b	5%	8%	30% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Yes - All of them	113	111	2	53	33	27
	6%	6%	4%	4%	12% a	6%
Yes - Some but not all of them	66	61	5	28	20	18
	3%	3%	9%	2%	7% a	4%
No	1807	1760	48	1190	221	395
	90%	90%	87%	93% b	80%	89% b
Don't know	14	14	-	6	3	5
	1%	1%	-%	*%	1%	1%
NETS						
Yes	179	172	7	81	53	45
	9%	9%	13%	6%	19% ac	10%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Yes - All of them	113	62	18	11	9	6	2	*	3	81	32	21	13	50	51
	6%	4%	8%	36%	75%	63%	80%	12%	49%	4%	51%	66%	1%	7%	17%
				abi		abi					abi	abi		a	ab
Yes - Some but not all of them	66	44	11	3	3	2	*	*	3	55	11	8	22	22	22
	3%	3%	5%	9%	25%	18%	10%	32%	51%	3%	18%	26%	2%	3%	7%
						ai					abi	abi			a
No	1807	1592	196	17	*	2	*	*	-	1788	19	2	961	631	215
	90%	93%	85%	54%	1%	18%	11%	4%	-%	92%	30%	7%	96%	89%	73%
		bcejk	cejk	k						bcejk			bc	c	
Don't know	14	8	5	*	-	*	-	*	-	14	*	*	*	8	6
	1%	*%	2%	*%	-%	*%	-%	53%	-%	1%	1%	1%	*%	1%	2%
														a	a
NETS															
Yes	179	107	29	14	12	8	3	*	6	135	43	29	35	72	72
	9%	6%	13%	45%	99%	82%	89%	44%	100%	7%	69%	92%	3%	10%	25%
			a	abi		abi					abi	abci		a	ab

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Yes - All of them	113	66	48	84	68	29	37	37	6	21	9	5	1	4
	6%	6%	7%	6%	8%	12%	9%	3%	7%	43%	38%	50%	9%	63%
						ac				ab	ab	ab		ab
Yes - Some but not all of them	66	31	34	48	39	26	21	26	10	2	3	4	3	*
	3%	3%	5%	3%	4%	11%	5%	2%	10%	5%	13%	38%	25%	5%
						abcd			a		a	ac	a	
No	1807	1060	650	1290	748	185	366	1170	75	22	12	1	7	2
	90%	91%	88%	90%	86%	77%	85%	94%	81%	45%	49%	12%	61%	31%
		def	e	e	e			bcdefg	ceg					
Don't know	14	10	9	12	10	2	4	7	1	4	-	*	1	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	7%	-%	*%	5%	1%
										a				
NETS														
Yes	179	97	83	132	107	55	59	64	16	23	13	8	4	4
	9%	8%	11%	9%	12%	23%	14%	5%	17%	47%	51%	88%	34%	68%
					a	abcdf	a		a	ab	ab	ab	a	ab

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Yes - All of them	113	45	8	2	5	1	2	5	9	14	24	21	16	8
	6%	6%	17%	7%	41%	25%	65%	83%	58%	2%	8%	6%	13%	39%
					a		a		abc		a	a	a	abc
Yes - Some but not all of them	66	19	7	9	2	1	*	1	3	8	20	12	8	1
	3%	2%	16%	42%	12%	22%	9%	16%	17%	1%	7%	3%	6%	3%
			a	a					a		a		a	
No	1807	700	30	11	4	3	*	*	3	606	250	315	107	12
	90%	91%	67%	51%	29%	53%	9%	1%	21%	96%	84%	89%	81%	58%
		bcdfh	h							bcde		e		
Don't know	14	7	-	*	2	-	1	-	1	6	2	4	*	*
	1%	1%	-%	*%	18%	-%	17%	-%	4%	1%	1%	1%	*%	*%
					a		a							
NETS														
Yes	179	64	15	10	7	3	3	6	12	21	45	33	25	9
	9%	8%	33%	49%	53%	47%	74%	99%	75%	3%	15%	9%	19%	42%
			a	a	a		a		ab		a	a	a	abc

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Yes - All of them	113	8	23	19	12	6	48	6	14	77	36	67	17
	6%	2%	12% a	8% a	16% a	40% ac	8%	11%	6%	4%	18% a	5%	23% a
Yes - Some but not all of them	66	5	13	13	6	2	25	9	5	49	17	35	13
	3%	1%	7% a	6%	8%	12%	4%	16% ac	2%	3%	8% a	3%	17% a
No	1807	337	155	193	56	7	514	43	188	1660	147	1245	45
	90%	95% bcde	80%	84% e	76%	47%	87%	73%	90% b	92% b	73%	92% b	60%
Don't know	14	4	1	4	*	-	6	*	3	12	2	12	*
	1%	1%	1%	2%	*%	-%	1%	*%	1%	1%	1%	1%	*%
NETS													
Yes	179	13	37	32	18	7	73	16	18	126	53	102	30
	9%	4%	19% a	14% a	24% a	53% ac	12%	26% ac	9%	7%	26% a	8%	40% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Yes - All of them	113	13	26	23	23	48	20	44	39	19	37	35	11	-
	6%	6%	19% a	9%	38% a	7%	11%	10% b	4%	15% b	9%	6%	7%	-%
Yes - Some but not all of them	66	16	9	23	5	26	13	21	20	5	25	23	8	-
	3%	8%	7%	9%	7%	4%	7%	5%	2%	4%	6%	4%	6%	-%
No	1807	167	103	218	33	598	149	382	977	102	346	555	123	1
	90%	85%	74%	82% b	54%	88%	81%	85%	93% ac	80%	84%	90%	87%	100%
Don't know	14	1	*	1	-	8	2	2	9	1	3	6	*	-
	1%	*%	*%	*%	-%	1%	1%	1%	1%	1%	1%	1%	*%	-%
NETS														
Yes	179	29	36	46	28	75	32	65	59	25	61	58	19	-
	9%	15%	26%	18%	46% a	11%	18%	14% b	6%	19% b	15%	9%	13%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Yes - All of them	113	52	37	16	-	65	42	47	60	32	1
	6%	9%	7%	10%	-%	6%	6%	7%	6%	4%	16%
Yes - Some but not all of them	66	30	22	11	-	27	22	24	26	25	4
	3%	5%	4%	7%	-%	2%	3%	3%	2%	3%	44%
No	1807	515	491	131	1	1055	632	624	962	729	3
	90%	85%	89%	82%	100%	91%	90%	89%	91%	92%	39%
Don't know	14	6	4	1	-	10	8	7	7	10	*
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%
NETS											
Yes	179	82	59	28	-	92	63	71	86	57	5
	9%	14%	11%	17%	-%	8%	9%	10%	8%	7%	60%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Yes - All of them	113	14	15	29	6	1	28	20	18	15	7	3
	6%	4%	4%	9%	6%	1%	3%	3%	18%	36%	14%	25%
Yes - Some but not all of them	66	13	12	16	4	1	20	21	6	9	3	*
	3%	4%	3%	5%	4%	3%	2%	3%	6%	23%	7%	3%
No	1807	315	322	288	81	51	832	694	75	16	37	10
	90%	91%	91%	85%	89%	96%	94%	94%	75% b	41%	79% b	72%
Don't know	14	4	3	3	*	*	7	7	2	*	-	-
	1%	1%	1%	1%	*%	*%	1%	1%	2%	*%	-%	-%
NETS												
Yes	179	27	27	45	10	2	48	40	23	24	10	4
	9%	8%	8%	13%	11%	4%	5%	5%	23%	59% ac	21%	28%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Yes - All of them	113	73	52	85	55	44	61	66	16	-	84	5	61	40
	6%	4%	5%	5%	5%	4%	7% b	4%	7%	-%	5%	6%	12% b	3%
Yes - Some but not all of them	66	44	27	51	43	32	37	45	9	*	46	4	27	29
	3%	3%	3%	3%	4%	3%	4%	3%	4%	1%	3%	5%	5% b	2%
No	1807	1575	921	1632	1025	1034	745	1648	187	4	1451	87	400	1345
	90%	92%	91%	92%	90%	92%	88%	93% a	88%	99%	91%	89%	82%	94% a
Don't know	14	14	9	14	11	10	5	12	2	-	11	1	1	11
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	*%	1%
NETS														
Yes	179	117	79	135	98	76	98	112	25	*	130	10	87	69
	9%	7%	8%	8%	9%	7%	12% b	6%	12%	1%	8%	10%	18% b	5%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Yes - All of them	113	56	5	37	30	37	41	35	25	28	59	63	49
	6%	14%	22%	25%	9%	16%	3%	6%	12%	13%	4%	8%	4%
				b		bc			c	c		b	
Yes - Some but not all of them	66	29	1	22	17	20	31	15	9	34	22	37	29
	3%	7%	7%	15%	5%	9%	3%	3%	4%	15%	2%	5%	2%
				b		bc				ac		b	
No	1807	329	16	88	299	164	1129	496	182	158	1389	666	1141
	90%	79%	71%	60%	86%	73%	94%	90%	84%	71%	94%	86%	93%
					a		a	a	b		ab		a
Don't know	14	2	-	*	2	4	7	3	*	2	8	5	9
	1%	1%	-%	*%	1%	2%	1%	1%	*%	1%	1%	1%	1%
NETS													
Yes	179	86	6	59	47	57	72	50	34	62	81	101	78
	9%	21%	29%	40%	13%	25%	6%	9%	16%	28%	5%	13%	6%
				b		bc			c	c		b	

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 9 (continuation)

C8. Do you have an Account Manager with your postal services provider?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Yes - All of them	113	35	22	32	23	57	56
	6%	7%	4%	6%	5%	6%	6%
Yes - Some but not all of them	66	22	12	25	8	33	33
	3%	4%	2%	5%	2%	3%	3%
				d			
No	1807	435	463	443	467	898	910
	90%	87%	93%	89%	93%	90%	91%
					a		
Don't know	14	8	4	1	2	12	2
	1%	2%	1%	*%	*%	1%	*%
NETS							
Yes	179	57	33	57	31	91	88
	9%	11%	7%	11%	6%	9%	9%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Under£10 (under£120 pa)	996	459	537	977	18	*	*	18
	50%	53%	47%	51% bcde	23% cd	5%	5%	20% cd
£10 -£24 (£120 -£299 pa)	370	136	235	358	12	*	*	13
	19%	16%	21%	19% cd	16%	5%	10%	14%
£25 -£49 (£300 -£599 pa)	182	82	100	171	9	1	*	11
	9%	10%	9%	9%	12%	11%	8%	12%
£50 -£99 (£600 -£1,199 pa)	158	81	77	144	13	1	1	14
	8%	9%	7%	8%	17% a	7%	14% a	16% a
£100 -£199 (£1,200 -£2,399 pa)	117	51	67	106	7	3	*	11
	6%	6%	6%	6%	10% a	38% abde	10%	12% a
£200 -£499 (£2,400 -£5,999 pa)	82	31	50	71	8	1	1	10
	4%	4%	4%	4%	11% a	13% a	13% a	11% a
£500 -£999 (£6,000 -£11,999 pa)	31	12	19	27	3	1	1	5
	2%	1%	2%	1%	4% a	8% a	13% abe	5% a
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	3	20	20	2	*	1	2
	1%	*%	2% a	1%	2%	4%	11% abe	3%
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	2	5	6	1	*	*	1
	*%	*%	*%	*%	1%	2%	3% a	1%
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	1	1	1	1	-	*	1
	*%	*%	*%	*%	1% a	-%	3% a	1% a

Columns Tested:: a,b - a,b,c,d,e

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	*	10	9	*	*	*	1
	*%	*%	1%	*%	1%	*%	1%	1%
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	*	2	3	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	*	4	3	1	*	*	1
	*%	*%	*%	*%	1%	*%	3% a	1%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	-	2	2	*	*	*	*
	*%	-%	*%	*%	*%	*%	1% a	*%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	1	3	4	*	-	*	*
	*%	*%	*%	*%	*%	-%	*%	*%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	-	2	2	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	-	*	*	*	*	*	*
	*%	-%	*%	*%	*%	*%	2% abe	*%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	*	*	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	*	*	-	*	*	*	*
	*%	*%	*%	-%	*%	4% abe	1% a	*%
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	1	3	3	1	*	*	1
	*%	*%	*%	*%	1%	4%	1%	1%
						a		
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%
							a	
£500,000+ (£6,000,000+ pa)	2	-	2	2	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	758	949	1651	52	3	2	56
	85%	88%	83%	86%	68%	28%	37%	62%
		b		bcde	cd			cd
Net:£100 -<£1000	230	94	136	204	19	5	2	26
	12%	11%	12%	11%	25%	58%	36%	29%
					a	abde	ab	a
Net:£1000 -<£5000	31	6	25	27	3	*	1	4
	2%	1%	2%	1%	4%	5%	17%	5%
					a		abe	a
Net:£5000 -<£10,000	13	1	12	12	1	*	*	1
	1%	*%	1%	1%	1%	1%	1%	1%
			a					
Net:£10,000 - <£25,000	10	1	9	9	1	*	*	1
	1%	*%	1%	*%	2%	1%	5%	2%
							a	
Net:£25,000 <£50,000	3	-	3	3	*	*	*	*
	*%	-%	*%	*%	*%	*%	2%	*%
							ae	
Net:£50,000 - <£100,000	*	*	*	-	*	*	*	*
	*%	*%	*%	-%	*%	4%	1%	*%
						abe	a	

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Net: >£100,000	6	1	5	5	1	*	*	1
	*%	*%	*%	*%	1%	4%	1%	1%
						a		
Net: £5,000+	32	2	30	28	2	1	1	4
	2%	*%	3%	1%	3%	9%	10%	4%
			a			a	abe	a
Answered	2000	860	1140	1910	76	9	5	90
Mean score	1230.0	240.5	1977.2	1143.9	2025.1	10022.6	6229.1	3058.4
						a	a	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Under£10 (under£120 pa)	996	697	210	70	12	6	*	977	18	1
	50%	57%	42%	40%	26%	16%	5%	51%	23%	5%
		bcdefhi	defhi	defhi	fi	fi		bcdefhi	fi	
£10 -£24 (£120 -£299 pa)	370	254	73	31	8	5	*	358	12	1
	19%	21%	14%	18%	16%	13%	10%	19%	16%	6%
		fi		i	i			fi	i	
£25 -£49 (£300 -£599 pa)	182	88	65	19	5	6	*	171	9	1
	9%	7%	13%	11%	10%	16%	8%	9%	12%	10%
			a			ag			a	
£50 -£99 (£600 -£1,199 pa)	158	77	53	15	9	5	1	144	13	1
	8%	6%	11%	8%	19%	12%	14%	8%	17%	9%
			a		abcg	a	ag		acg	
£100 -£199 (£1,200 -£2,399 pa)	117	64	32	10	5	5	*	106	7	4
	6%	5%	6%	5%	11%	14%	10%	6%	10%	28%
					ag	abcg			ag	abcdefgh
£200 -£499 (£2,400 -£5,999 pa)	82	26	32	14	3	6	1	71	8	2
	4%	2%	6%	8%	7%	16%	13%	4%	11%	13%
			a	ag	a	abcdg	abg		ag	ag
£500 -£999 (£6,000 -£11,999 pa)	31	11	10	5	3	1	1	27	3	1
	2%	1%	2%	3%	6%	4%	13%	1%	4%	10%
					ag	a	abcegh		ag	abg
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	12	5	3	1	1	1	20	2	1
	1%	1%	1%	2%	2%	3%	11%	1%	2%	6%
							abcdegh			abg
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	*	2	3	*	1	*	6	1	*
	*%	*%	*%	2%	*%	1%	3%	*%	1%	2%
				ag		a	abg			a

Columns Tested:: a,b,c,d,e,f,g,h,i

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	-	*	*	1	*	*	1	1	*
	*%	-%	*%	*%	1% ag	*%	3% abg	*%	1% ag	1%
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	-	9	*	-	1	*	9	*	*
	*%	-%	2% ag	*%	-%	1% a	1%	*%	1%	*%
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	1	2	-	*	*	*	3	*	*
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	*	2	-	*	*	*	3	1	*
	*%	*%	*%	-%	1%	1%	3% abcg	*%	1% a	1%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	-	2	-	*	*	*	2	*	*
	*%	-%	*%	-%	*%	*%	1% ag	*%	*%	1%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	-	*	4	*	*	*	4	*	*
	*%	-%	*%	2% abg	*%	*%	*%	*%	*%	*%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	-	1	1	-	-	*	2	-	*
	*%	-%	*%	1% a	-%	-%	*%	*%	-%	*%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	*%	*%	*%	2% abgh	*%	*%	1%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	-	*	-	*	-	*	*	-
	*%	-%	-%	*%	-%	*%	-%	*%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	-	-	-	-	*	*	-	*	*
	*%	-%	-%	-%	-%	1%	1%	-%	*%	3%
						ag	ag			ag
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	-	3	*	1	*	*	3	1	*
	*%	-%	1%	*%	1%	1%	1%	*%	1%	3%
					ag	a	a			ag
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
							g			
£500,000+ (£6,000,000+ pa)	2	2	-	-	-	-	-	2	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	1116	400	135	33	21	2	1651	52	4
	85%	91%	80%	77%	70%	57%	37%	86%	68%	31%
		bcdefghi	defhi	efi	efi	fi		bcdefhi	efi	
Net:£100 -<£1000	230	101	75	28	11	13	2	204	19	7
	12%	8%	15%	16%	24%	34%	36%	11%	25%	50%
			a	a	abg	abcg	abcdgh		abg	abcdefgh
Net:£1000 -<£5000	31	12	8	7	2	2	1	27	3	1
	2%	1%	2%	4%	3%	4%	17%	1%	4%	9%
				ag	a	ag	abcdegh		ag	abg
Net:£5000 -<£10,000	13	1	11	*	*	1	*	12	1	*
	1%	*%	2%	*%	*%	2%	1%	1%	1%	1%
			ag			a	a			
Net:£10,000 - <£25,000	10	*	5	4	1	*	*	9	1	*
	1%	*%	1%	2%	2%	1%	5%	*%	2%	2%
				ag	a	a	abg		a	a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Net:£25,000 <£50,000	3	-	1	2	*	*	*	3	*	*
	*%	-%	*%	1%	*%	*%	2%	*%	*%	1%
				a			ag			
Net:£50,000 - <£100,000	*	-	-	-	-	*	*	-	*	*
	*%	-%	-%	-%	-%	1%	1%	-%	*%	3%
						ag	ag			ag
Net: >£100,000	6	2	3	*	1	*	*	5	1	*
	*%	*%	1%	*%	1%	1%	1%	*%	1%	3%
										ag
Net: £5,000+	32	3	19	6	1	2	1	28	2	1
	2%	*%	4%	3%	3%	5%	10%	1%	3%	9%
			ag	a	a	ag	abcdgh	a	a	ag
Answered	2000	1232	502	176	47	38	5	1910	76	14
Mean score	1230.0	1004.0	1533.2	1012.2	2822.2	2934.3	6229.1	1143.9	2025.1	8667.8
							g			ag

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Under£10 (under£120 pa)	996	634	100	6	3	13
	50%	53%	43%	14%	14%	21%
		cde	ce			
£10 -£24 (£120 -£299 pa)	370	238	57	4	2	7
	19%	20%	24%	10%	11%	12%
£25 -£49 (£300 -£599 pa)	182	88	31	5	2	10
	9%	7%	13%	11%	10%	17%
£50 -£99 (£600 -£1,199 pa)	158	83	20	5	2	11
	8%	7%	8%	12%	8%	19%
						a
£100 -£199 (£1,200 -£2,399 pa)	117	73	8	9	2	2
	6%	6%	3%	21%	7%	4%
				abe		
£200 -£499 (£2,400 -£5,999 pa)	82	47	4	3	1	7
	4%	4%	2%	8%	3%	11%
						b
£500 -£999 (£6,000 -£11,999 pa)	31	11	6	2	2	3
	2%	1%	3%	5%	9%	5%
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	16	*	3	*	1
	1%	1%	*%	7%	1%	2%
				ab		
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	*	1	2	-	*
	*%	*%	1%	5%	-%	*%
				a		
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	-	*	*	*	*
	*%	-%	*%	1%	*%	*%

Columns Tested:: a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	3	*	-	7	*
	*%	*%	*%	-%	32%	*%
					abce	
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	*	-	2	*	1
	*%	*%	-%	5%	*%	1%
				ab		
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	1	2	*	1	*
	*%	*%	1%	*%	3%	*%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	2	-	*	*	*
	*%	*%	-%	*%	*%	*%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	1	2	-	-	1
	*%	*%	1%	-%	-%	2%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	-	1	-	*	1
	*%	-%	1%	-%	*%	2%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	*	*	*	-	*
	*%	*%	*%	*%	-%	*%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	*	-	-	-
	*%	-%	*%	-%	-%	-%
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	-	*	*	-	*
	*%	-%	*%	*%	-%	*%
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	-	3	-	*	*
	*%	-%	1% a	-%	*%	*%
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%
£500,000+ (£6,000,000+ pa)	2	-	-	-	-	2
	*%	-%	-%	-%	-%	3% a
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Net: <£100	1707	1043	208	20	9	41
	85%	87% cde	88% cde	47%	43%	68%
Net:£100 -<£1000	230	131	18	14	4	12
	12%	11%	8%	34% ab	20%	19%
Net:£1000 -<£5000	31	16	2	5	*	2
	2%	1%	1%	13% ab	1%	3%
Net:£5000 -<£10,000	13	3	*	2	7	1
	1%	*%	*%	5% ab	32% abe	1%
Net:£10,000 - <£25,000	10	4	4	*	1	1
	1%	*%	2%	*%	4%	2%
Net:£25,000 <£50,000	3	*	2	*	*	1
	*%	*%	1%	*%	*%	2%
Net:£50,000 - <£100,000	*	-	*	*	-	*
	*%	-%	*%	*%	-%	*%
Net: >£100,000	6	-	3	-	*	2
	*%	-%	1% a	-%	*%	4% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Net: £5,000+	32	7	9	2	8	6
	2%	1%	4%	5%	36%	10%
			a	a	abc	a
Answered	2000	1197	236	42	21	61
Mean score	1230.0	133.7	2981.1	992.7	3198.9	22046.9
			a	a	a	a

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Under£10 (under£120 pa)	996	74	78	151	43	91	155	135	54	88	870	61	46	19
	50%	44%	48%	47%	48%	57% h	51%	53% h	36%	58% h	49% h	51% h	58% ahj	47%
£10 -£24 (£120 -£299 pa)	370	29	40	60	24	17	61	48	23	30	331	19	11	9
	19%	17%	24% el	19%	26% el	10%	20%	19%	16%	20%	19%	16%	13%	23% el
£25 -£49 (£300 -£599 pa)	182	20	11	31	4	13	30	26	14	10	158	11	10	4
	9%	12%	7%	10%	4%	8%	10%	10%	9%	7%	9%	9%	12%	9%
£50 -£99 (£600 -£1,199 pa)	158	20	11	12	3	12	19	24	26	13	140	10	5	3
	8%	12% c	7%	4%	4%	7%	6%	9%	17% bcdfjklm	9%	8%	8%	7%	7%
£100 -£199 (£1,200 -£2,399 pa)	117	11	12	29	9	10	17	4	12	3	107	6	2	3
	6%	6%	7%	9% gl	10% gil	6%	6%	2%	8%	2%	6% l	5%	3%	7%
£200 -£499 (£2,400 -£5,999 pa)	82	2	5	16	1	7	12	7	17	6	74	5	2	1
	4%	1%	3%	5%	2%	4%	4%	3%	11% adgjklm	4%	4%	4%	3%	2%
£500 -£999 (£6,000 -£11,999 pa)	31	2	3	4	2	4	2	6	1	1	25	5	1	1
	2%	1%	2%	1%	3%	3%	1%	2%	1%	1%	1%	4% jl	1%	1%
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	*	*	12	1	6	*	*	1	-	21	1	2	*
	1%	*%	*%	4% m	1%	4% fkm	*%	*%	1%	-%	1%	1%	2%	*%
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	1	2	2	1	-	*	-	*	-	6	*	*	*
	*%	*%	1%	1%	1%	-%	*%	-%	*%	-%	*%	*%	*%	1%
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	1	-	-	-	*	*	-	-	*	1	1	*	*
	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%

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

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	-	-	-	*	-	3	6	-	*	9	*	-	*
	*%	-%	-%	-%	*%	-%	1%	3% jl	-%	*%	1%	*%	-%	*%
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	2	-	-	-	-	-	-	-	-	2	*	1	*
	*%	1% j	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	1%	*%
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	*	-	2	*	*	-	-	1	-	3	*	-	*
	*%	*%	-%	1%	*%	*%	-%	-%	1%	-%	*%	*%	-%	*%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	2	*	-	-	*	*	-	-	-	2	-	*	*
	*%	1%	*%	-%	-%	*%	*%	-%	-%	-%	*%	-%	*%	*%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	-	-	3	-	-	*	-	-	-	3	1	*	*
	*%	-%	-%	1%	-%	-%	*%	-%	-%	-%	*%	1%	*%	*%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	1	-	-	-	-	1	-	-	-	2	*	-	*
	*%	1%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	-%	*%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	-	*	*	-	-	*	-	-	-	*	-	-	*
	*%	-%	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	*%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	-	-	*	-	-	-	*	-	-	*	*	*	*
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	*%	*%	*%	*%
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	3	-	1	-	-	*	-	-	*	4	-	*	*
	*%	2% j	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%	*%	*%
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	-	-	-	-	-	-	-	-	*	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%
£500,000+ (£6,000,000+ pa)	2	2	-	-	-	-	-	-	-	-	2	-	-	-
	*%	1% j	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	143	140	254	73	132	265	233	116	141	1499	101	72	35
	85%	85%	86%	79%	83%	83%	88%	91% ch	79%	93% ch	85%	84%	90% ch	87%
Net:£100 -<£1000	230	15	20	49	13	21	31	17	30	10	206	15	5	4
	12%	9%	12%	15% l	14%	13% l	10%	7%	20% agil	7%	12% l	13% l	6%	11%
Net:£1000 -<£5000	31	1	2	14	2	6	*	*	1	*	27	2	2	*
	2%	1%	1%	4% f	2%	4% f	*%	*%	1%	*%	2%	1%	2%	1%
Net:£5000 -<£10,000	13	2	-	-	*	-	3	6	-	*	11	*	1	*
	1%	1%	-%	-%	*%	-%	1%	3%	-%	*%	1%	*%	1%	*%
Net:£10,000 - <£25,000	10	2	*	5	*	*	*	-	1	-	9	1	*	*
	1%	1%	*%	1%	*%	*%	*%	-%	1%	-%	*%	1%	*%	*%
Net:£25,000 <£50,000	3	1	*	*	-	-	1	-	-	-	2	1	-	*
	*%	1%	*%	*%	-%	-%	*%	-%	-%	-%	*%	1%	-%	*%
Net:£50,000 - <£100,000	*	-	-	*	-	-	-	*	-	-	*	*	*	*
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	*%	*%	*%	*%
Net: >£100,000	6	5	-	1	-	-	*	-	-	*	6	-	*	*
	*%	3% jkl	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Net: £5,000+	32	10	*	5	*	*	4	7	1	*	28	2	1	*
	2%	6% beijlm	*%	2%	1%	*%	1%	3%	1%	*%	2%	2%	1%	1%
Answered	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Mean score	1230.0	10733.0 jkl	117.5	782.3	155.1	124.3	381.0	213.4	154.8	158.6	1329.4	508.7	422.8	634.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Under£10 (under£120 pa)	996	44	53	11	136	166	37	71	425	823	173	978	18
	50%	65%	30%	86%	56%	40%	58%	54%	55%	49%	52%	51%	19%
		be			be		be	b	be			b	
£10 -£24 (£120 -£299 pa)	370	8	47	*	48	53	11	23	156	302	68	354	16
	19%	12%	26%	1%	20%	13%	18%	17%	20%	18%	21%	19%	18%
			e										
£25 -£49 (£300 -£599 pa)	182	4	18	*	24	22	7	16	73	143	39	166	16
	9%	5%	10%	2%	10%	5%	10%	12%	9%	9%	12%	9%	18%
													a
£50 -£99 (£600 -£1,199 pa)	158	2	21	1	12	61	1	10	38	134	24	148	10
	8%	3%	12%	9%	5%	15%	2%	8%	5%	8%	7%	8%	11%
			fh			dfh							
£100 -£199 (£1,200 -£2,399 pa)	117	*	13	*	9	52	2	6	34	111	6	112	6
	6%	1%	7%	1%	4%	12%	3%	4%	4%	7%	2%	6%	6%
						dh				b			
£200 -£499 (£2,400 -£5,999 pa)	82	1	14	-	4	32	3	1	21	74	7	72	10
	4%	2%	8%	-%	2%	8%	5%	1%	3%	4%	2%	4%	11%
			h			dh							a
£500 -£999 (£6,000 -£11,999 pa)	31	2	2	-	2	13	2	1	9	26	5	26	6
	2%	3%	1%	-%	1%	3%	3%	1%	1%	2%	2%	1%	6%
													a
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	6	7	-	*	7	*	*	1	18	5	23	*
	1%	9%	4%	-%	*%	2%	*%	*%	*%	1%	1%	1%	*%
		defgh	dh			h							
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	-	1	-	*	2	-	1	3	7	*	5	2
	*%	-%	*%	-%	*%	1%	-%	1%	*%	*%	*%	*%	2%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	*	*	-	*	1	-	-	*	1	1	1	*
	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	*	-	-	*	7	-	*	3	9	*	7	3
	*%	*%	-%	-%	*%	2%	-%	*%	*%	1%	*%	*%	3% a
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	-	*	*	-	*	-	-	2	3	-	3	*
	*%	-%	*%	*%	-%	*%	-%	-%	*%	*%	-%	*%	*%
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	*	-	*	*	*	1	1	2	4	-	3	1
	*%	*%	-%	*%	*%	*%	1%	1%	*%	*%	-%	*%	1%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	-	*	-	2	-	-	-	*	2	-	2	-
	*%	-%	*%	-%	1%	-%	-%	-%	*%	*%	-%	*%	-%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	-	*	-	*	2	-	-	1	4	*	4	-
	*%	-%	*%	-%	*%	1%	-%	-%	*%	*%	*%	*%	-%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	-	1	-	-	*	-	*	1	1	1	2	-
	*%	-%	1%	-%	-%	*%	-%	*%	*%	*%	*%	*%	-%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	-	*	*	-	-	-	*	*	*	*	*	*
	*%	-%	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	-	-	-	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	*	*	-	*	*	-	-	*	*	*	*	*
	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	-	-	-	3	1	-	-	*	4	*	*	3
	*%	-%	-%	-%	1% h	*%	-%	-%	*%	*%	*%	*%	4% a
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	-	-	-	-	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%
£500,000+ (£6,000,000+ pa)	2	-	-	-	-	-	-	-	2	-	2	2	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	1% a	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	58	138	13	220	302	57	120	692	1402	305	1646	61
	85%	85%	78%	98%	91% be	72%	88% e	92% be	90% be	84%	92% a	86% b	67%
Net:£100 -<£1000	230	4	28	*	15	97	7	8	65	211	19	209	21
	12%	5%	16% dh	1%	6%	23% adgh	11%	6%	8%	13% b	6%	11%	23% a
Net:£1000 -<£5000	31	7	8	-	*	11	*	1	4	26	5	29	2
	2%	9% dfh	5% dh	-%	*%	3% h	*%	1%	1%	2%	2%	2%	2%
Net:£5000 -<£10,000	13	*	*	*	*	7	-	*	5	12	*	10	3
	1%	*%	*%	*%	*%	2%	-%	*%	1%	1%	*%	1%	3% a
Net:£10,000 - <£25,000	10	*	*	*	3	3	1	1	3	10	*	9	1
	1%	*%	*%	*%	1%	1%	1%	1%	*%	1%	*%	*%	1%
Net:£25,000 <£50,000	3	-	1	*	-	*	-	*	1	2	1	3	*
	*%	-%	1%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Net:£50,000 - <£100,000	*	*	*	-	*	*	-	-	*	*	*	*	*
	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%
Net: >£100,000	6	-	-	-	3	1	-	-	2	4	2	2	3
	*%	-%	-%	-%	1%	*%	-%	-%	*%	*%	1%	*%	4%
													a
Net: £5,000+	32	*	2	*	6	10	1	1	12	28	4	25	7
	2%	*%	1%	1%	2%	2%	1%	1%	2%	2%	1%	1%	8%
													a
Answered	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Mean score	1230.0	247.8	370.2	165.1	2553.6	792.1	182.2	133.5	1774.5	737.2	3702.3	911.2	7930.0
													a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Under£10 (under£120 pa)	996	957	38	855	71	69
	50%	49%	70%	67%	26%	16%
			a	bc	c	
£10 -£24 (£120 -£299 pa)	370	364	6	203	91	76
	19%	19%	12%	16%	33%	17%
					ac	
£25 -£49 (£300 -£599 pa)	182	180	2	89	46	47
	9%	9%	4%	7%	17%	11%
					a	
£50 -£99 (£600 -£1,199 pa)	158	158	*	53	24	80
	8%	8%	1%	4%	9%	18%
					a	ab
£100 -£199 (£1,200 -£2,399 pa)	117	117	*	35	16	67
	6%	6%	1%	3%	6%	15%
						ab
£200 -£499 (£2,400 -£5,999 pa)	82	77	5	10	16	56
	4%	4%	9%	1%	6%	13%
					a	ab
£500 -£999 (£6,000 -£11,999 pa)	31	31	-	3	6	23
	2%	2%	-%	*%	2%	5%
					a	a
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	23	-	7	2	14
	1%	1%	-%	1%	1%	3%
						a
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	7	-	*	4	3
	*%	*%	-%	*%	1%	1%
					a	

Columns Tested:: a,b - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	1	-	*	*	1
	*%	*%	-%	*%	*%	*%
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	10	-	6	*	3
	*%	1%	-%	1%	*%	1%
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	3	*	*	*	2
	*%	*%	*%	*%	*%	1%
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	4	-	3	*	*
	*%	*%	-%	*%	*%	*%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	*	2	2	*	*
	*%	*%	4%	*%	*%	*%
			a			
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	4	-	2	*	2
	*%	*%	-%	*%	*%	*%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	2	-	2	*	-
	*%	*%	-%	*%	*%	-%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	*	-	*	*	*
	*%	*%	-%	*%	*%	*%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	*	-	*	*	*
	*%	*%	-%	*%	*%	*%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	4	-	3	*	1
	*%	*%	-%	*%	*%	*%
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	*	-	-	-	*
	*%	*%	-%	-%	-%	*%
£500,000+ (£6,000,000+ pa)	2	2	-	2	-	-
	*%	*%	-%	*%	-%	-%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Net: <£100	1707	1660	47	1200	233	273
	85%	85%	87%	94%	84%	61%
				bc	c	
Net:£100 -<£1000	230	225	5	47	37	146
	12%	12%	9%	4%	13%	33%
					a	ab
Net:£1000 -<£5000	31	31	-	8	6	17
	2%	2%	-%	1%	2%	4%
						a
Net:£5000 -<£10,000	13	13	*	7	*	6
	1%	1%	*%	1%	*%	1%
Net:£10,000 - <£25,000	10	8	2	7	1	2
	1%	*%	4%	1%	*%	*%
			a			
Net:£25,000 <£50,000	3	3	-	2	1	*
	*%	*%	-%	*%	*%	*%
Net:£50,000 - <£100,000	*	*	-	*	*	*
	*%	*%	-%	*%	*%	*%

Columns Tested:: a,b - a,b,c
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Net: >£100,000	6	6	-	5	*	1
	*%	*%	-%	*%	*%	*%
Net: £5,000+	32	30	2	21	2	9
	2%	2%	4%	2%	1%	2%
Answered	2000	1946	54	1276	277	445
Mean score	1230.0	1245.1	690.8	1558.7	302.6	869.0

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Under£10 (under£120 pa)	996	996	-	-	-	-	-	-	-	996	-	-	996	-	-
	50%	58% bceijk	-%	-%	-%	-%	-%	-%	-%	51% bcejk	-%	-%	100% bc	-%	-%
£10 -£24 (£120 -£299 pa)	370	370	-	-	-	-	-	-	-	370	-	-	-	370	-
	19%	22% bj	-%	-%	-%	-%	-%	-%	-%	19% bj	-%	-%	-%	52% ac	-%
£25 -£49 (£300 -£599 pa)	182	182	-	-	-	-	-	-	-	182	-	-	-	182	-
	9%	11% b	-%	-%	-%	-%	-%	-%	-%	9% b	-%	-%	-%	26% ac	-%
£50 -£99 (£600 -£1,199 pa)	158	158	-	-	-	-	-	-	-	158	-	-	-	158	-
	8%	9% b	-%	-%	-%	-%	-%	-%	-%	8% b	-%	-%	-%	22% ac	-%
£100 -£199 (£1,200 -£2,399 pa)	117	-	117	-	-	-	-	-	-	117	-	-	-	-	117
	6%	-%	51% aceijk	-%	-%	-%	-%	-%	-%	6% a	-%	-%	-%	-%	40% ab
£200 -£499 (£2,400 -£5,999 pa)	82	-	82	-	-	-	-	-	-	82	-	-	-	-	82
	4%	-%	35% aceijk	-%	-%	-%	-%	-%	-%	4% a	-%	-%	-%	-%	28% ab
£500 -£999 (£6,000 -£11,999 pa)	31	-	31	-	-	-	-	-	-	31	-	-	-	-	31
	2%	-%	14% aij	-%	-%	-%	-%	-%	-%	2% a	-%	-%	-%	-%	11% ab
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	-	-	23	-	-	-	-	-	-	23	-	-	-	23
	1%	-%	-%	74% abeijk	-%	-%	-%	-%	-%	-%	36% abik	-%	-%	-%	8% ab
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	-	-	7	-	-	-	-	-	-	7	-	-	-	7
	*%	-%	-%	22% abi	-%	-%	-%	-%	-%	-%	11% abi	-%	-%	-%	2% ab

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	-	-	1	-	-	-	-	-	-	1	-	-	-	1
	*%	-%	-%	4% ai	-%	-%	-%	-%	-%	-%	2% ai	-%	-%	-%	*%
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	-	-	-	10	-	-	-	-	-	10	10	-	-	10
	*%	-%	-%	-%	78%	-%	-%	-%	-%	-%	16% abi	31% abci	-%	-%	3% ab
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	-	-	-	3	-	-	-	-	-	3	3	-	-	3
	*%	-%	-%	-%	22%	-%	-%	-%	-%	-%	4% ai	9% abi	-%	-%	1%
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	-	-	-	-	4	-	-	-	-	4	4	-	-	4
	*%	-%	-%	-%	-%	38% abcij	-%	-%	-%	-%	6% ai	12% abi	-%	-%	1%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	-	-	-	-	2	-	-	-	-	2	2	-	-	2
	*%	-%	-%	-%	-%	23% abci	-%	-%	-%	-%	4% ai	7% abi	-%	-%	1%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	-	-	-	-	4	-	-	-	-	4	4	-	-	4
	*%	-%	-%	-%	-%	39% abcij	-%	-%	-%	-%	6% ai	12% abi	-%	-%	1%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	-	-	-	-	-	2	-	-	-	2	2	-	-	2
	*%	-%	-%	-%	-%	-%	82%	-%	-%	-%	4% ai	8% abi	-%	-%	1%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	-	-	-	-	-	*	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	-%	5%	-%	-%	-%	*%	1%	-%	-%	*%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	-	-	-	-	*	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	-%	13%	-%	-%	-%	1%	1%	-%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	-	-	-	-	-	-	*	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	-%	-%	100%	-%	-%	1%	1% i	-%	-%	*%
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	-	-	-	-	-	-	*	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	-%	*%
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	-	-	-	-	-	-	-	4	-	4	4	-	-	4
	*%	-%	-%	-%	-%	-%	-%	-%	66%	-%	6% ai	12% abi	-%	-%	1%
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	-	-	-	-	-	-	-	*	-	*	*	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%	-%	*%
£500,000+ (£6,000,000+ pa)	2	-	-	-	-	-	-	-	2	-	2	2	-	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	34%	-%	3% ai	6% ai	-%	-%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	1707	-	-	-	-	-	-	-	1707	-	-	996	711	-
	85%	100% bceijk	-%	-%	-%	-%	-%	-%	-%	88% bcejk	-%	-%	100% c	100% c	-%
Net:£100 -<£1000	230	-	230	-	-	-	-	-	-	230	-	-	-	-	230
	12%	-%	100% aceijk	-%	-%	-%	-%	-%	-%	12% a	-%	-%	-%	-%	79% ab
Net:£1000 -<£5000	31	-	-	31	-	-	-	-	-	-	31	-	-	-	31
	2%	-%	-%	100% abeijk	-%	-%	-%	-%	-%	-%	49% abeik	-%	-%	-%	11% ab
Net:£5000 -<£10,000	13	-	-	-	13	-	-	-	-	-	13	13	-	-	13
	1%	-%	-%	-%	100%	-%	-%	-%	-%	-%	20% abi	39% abci	-%	-%	4% ab
Net:£10,000 - <£25,000	10	-	-	-	-	10	-	-	-	-	10	10	-	-	10
	1%	-%	-%	-%	-%	100% abcijk	-%	-%	-%	-%	16% abi	32% abci	-%	-%	3% ab

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Net:£25,000 <£50,000	3	-	-	-	-	-	3	-	-	-	3	3	-	-	3
	*%	-%	-%	-%	-%	-%	100%	-%	-%	-%	5% ai	10% abi	-%	-%	1%
Net:£50,000 - <£100,000	*	-	-	-	-	-	-	*	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	-%	-%	100%	-%	-%	1%	1% i	-%	-%	*%
Net: >£100,000	6	-	-	-	-	-	-	-	6	-	6	6	-	-	6
	*%	-%	-%	-%	-%	-%	-%	-%	100%	-%	9% abi	18% abi	-%	-%	2% ab
Net: £5,000+	32	-	-	-	13	10	3	*	6	-	32	32	-	-	32
	2%	-%	-%	-%	100%	100% abcij	100%	100%	100%	-%	51% abci	100% abcij	-%	-%	11% ab
Answered	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Mean score	1230.0	17.5	302.6 ai	1827.9 abi	6795.2	17573.8 abci	30160.8	62602.7	336521.3	51.4 a	37481 abi	72409 abi	5.0	35.0	8290.2 b

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Under£10 (under£120 pa)	996	609	224	676	207	61	120	649	15	9	-	-	3	-
	50%	52% bdef	30%	47% bdef	24%	25%	28%	52% bcdeg	17%	19%	-%	-%	23%	-%
£10 -£24 (£120 -£299 pa)	370	236	184	296	224	58	97	265	19	9	2	2	*	*
	19%	20%	25%	21%	26% a	24%	23%	21%	20%	17%	6%	21%	1%	*%
£25 -£49 (£300 -£599 pa)	182	121	99	144	121	28	55	126	10	7	1	*	*	-
	9%	10%	13%	10%	14%	12%	13%	10%	11%	15%	2%	*%	1%	-%
£50 -£99 (£600 -£1,199 pa)	158	77	79	107	108	29	62	75	13	12	4	*	*	2
	8%	7%	11% a	7%	13% ac	12% a	14% ac	6%	14%	25% a	15%	5%	*%	44% a
£100 -£199 (£1,200 -£2,399 pa)	117	53	56	78	83	24	37	59	15	1	2	*	1	*
	6%	5%	8%	5%	10% ac	10% a	9% a	5%	16% a	2%	9%	1%	5%	1%
£200 -£499 (£2,400 -£5,999 pa)	82	24	52	62	62	15	27	44	6	7	2	1	1	-
	4%	2%	7% a	4% a	7% a	6% a	6% a	4%	7%	14% a	9%	13%	11%	-%
£500 -£999 (£6,000 -£11,999 pa)	31	10	18	22	28	7	6	9	3	1	*	3	6	*
	2%	1%	2%	2%	3% a	3%	1%	1%	3%	1%	2%	33% abc	50% abcd	1%
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	12	11	18	16	1	9	12	4	*	2	*	*	*
	1%	1%	2%	1%	2%	*%	2%	1%	4%	1%	7%	1%	1%	1%
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	6	6	6	4	2	3	1	*	*	3	2	*	-
	*%	*%	1%	*%	*%	1%	1%	*%	*%	*%	13% a	19% ab	3%	-%
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	1	*	1	1	1	1	-	*	*	*	1	-	*
	*%	*%	*%	*%	*%	*%	*%	-%	*%	1%	*%	5% a	-%	3% a

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	7	3	10	3	3	10	*	3	*	7	*	-	-
	*%	1%	*%	1%	*%	1%	2% d	*%	3% a	*%	27% abc	*%	-%	-%
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	*	2	2	3	*	*	*	-	*	2	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	8% a	-%	*%	4% a
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	3	*	3	1	1	*	-	1	-	*	*	*	2
	*%	*%	*%	*%	*%	*%	*%	-%	1%	-%	1%	*%	*%	32% abc
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	*	*	*	*	2	*	-	-	*	-	*	*	*
	*%	*%	*%	*%	*%	1% c	*%	-%	-%	*%	-%	*%	*%	1%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	3	1	3	2	*	*	-	1	2	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	-%	1% a	4% a	*%	-%	*%	5% a
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	*	*	*	1	2	-	-	-	-	-	-	-	*
	*%	*%	*%	*%	*%	1% ac	-%	-%	-%	-%	-%	-%	-%	*%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	*	*	*	*	*	*	*	-	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	1%	*%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	*	*	-	-	-	-	-	-	-	-	-	*
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2% a
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	*	*	*	*	*	*	*	-	-	*	*	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	1%	-%	*%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	*	*	*	-	-	-	-	-	-	-	-	-	*
	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	4	4	4	1	4	1	*	3	-	-	*	1	*
	*%	*%	*%	*%	*%	2%	*%	*%	3%	-%	-%	*%	4%	6%
									a				a	a
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	*	*	*	*	*	*	-	-	-	-	*	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
£500,000+ (£6,000,000+ pa)	2	-	-	-	-	2	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
						c								
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	1043	585	1223	660	176	335	1116	57	37	6	2	3	3
	85%	89%	79%	85%	76%	73%	78%	90%	61%	76%	23%	26%	24%	44%
		bcdef		bdef				bcdefg	d	def				
Net:£100 -<£1000	230	87	127	162	172	46	70	112	25	9	5	4	8	*
	12%	7%	17%	11%	20%	19%	16%	9%	27%	18%	20%	47%	66%	2%
			ac	a	ac	ac	a		a			a	acg	
Net:£1000 -<£5000	31	19	18	26	21	4	13	13	4	1	5	2	*	*
	2%	2%	2%	2%	2%	2%	3%	1%	4%	2%	20%	25%	4%	3%
											a	a		
Net:£5000 -<£10,000	13	7	5	12	6	4	10	*	3	*	9	*	*	*
	1%	1%	1%	1%	1%	2%	2%	*%	3%	*%	35%	*%	*%	4%
									a		abc			a
Net:£10,000 - <£25,000	10	6	2	6	3	3	1	-	2	2	*	*	*	2
	1%	1%	*%	*%	*%	1%	*%	-%	2%	4%	1%	1%	*%	38%
									a	a				abc

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Net:£25,000 <£50,000	3	*	*	*	1	2	*	*	-	-	*	-	*	*
	*%	*%	*%	*%	*%	1%	*%	*%	-%	-%	*%	-%	1%	3%
						ac								a
Net:£50,000 - <£100,000	*	*	*	*	*	*	*	*	-	-	*	*	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	1%	-%	*%
Net: >£100,000	6	4	4	4	1	6	1	*	3	-	-	*	1	*
	*%	*%	*%	*%	*%	2%	*%	*%	3%	-%	-%	*%	4%	6%
						acd			a				a	a
Net: £5,000+	32	18	12	23	12	15	11	*	8	2	9	*	1	3
	2%	2%	2%	2%	1%	6%	3%	*%	8%	5%	37%	3%	6%	50%
						abcd			a	a	abc	a	a	abc
Answered	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Mean score	1230.0	861.6	1272.7	762.1	526.3	8728.9	645.3	68.8	6709	1080	3159.8	3280.1	9791.8	18383.7
						abcd			a	a	a	a	a	a

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Under£10 (under£120 pa)	996	199	5	3	-	-	-	-	-	482	108	84	2	*
	50%	26% h	12%	13%	-%	-%	-%	-%	-%	76% bcde	36% cde	24% d	2%	1%
£10 -£24 (£120 -£299 pa)	370	211	10	3	1	-	*	-	*	91	111	74	18	2
	19%	27% h	22% h	13%	4%	-%	1%	-%	*%	14%	37% acd	21%	14%	11%
£25 -£49 (£300 -£599 pa)	182	109	4	5	2	1	*	-	1	23	37	69	15	*
	9%	14%	9%	21%	17%	15%	*%	-%	5%	4%	12% a	20% a	11% a	1%
£50 -£99 (£600 -£1,199 pa)	158	94	10	1	*	*	*	2	3	11	19	41	35	1
	8%	12%	23%	5%	2%	3%	1%	40%	17%	2%	6% a	12% a	27% abc	6%
£100 -£199 (£1,200 -£2,399 pa)	117	78	1	3	*	-	1	-	1	11	12	33	21	1
	6%	10%	1%	13%	3%	-%	18%	-%	4%	2%	4%	9% a	16% ab	4%
£200 -£499 (£2,400 -£5,999 pa)	82	49	6	1	2	3	*	-	3	1	1	28	28	4
	4%	6%	15%	6%	17%	46%	6%	-%	18%	*%	*%	8% ab	21% abc	20% ab
£500 -£999 (£6,000 -£11,999 pa)	31	16	3	5	2	1	*	*	1	2	2	6	5	7
	2%	2%	7%	25% a	18% a	20%	*%	4%	9%	*%	1%	2%	4% a	33% abcd
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	11	3	*	1	*	*	-	*	6	*	9	3	*
	1%	1%	7%	1%	11% a	3%	*%	-%	1%	1%	*%	2%	2%	1%
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	*	1	*	1	*	2	*	2	*	1	*	4	2
	*%	*%	2%	*%	4% a	5%	50% ab	*%	14% a	*%	*%	*%	3% a	9% abc

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	1	*	*	*	-	*	-	*	-	-	*	1	-
	*%	*%	*%	*%	*%	-%	4%	-%	1%	-%	-%	*%	1%	-%
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	3	*	*	*	*	*	-	*	*	3	7	*	*
	*%	*%	1%	*%	1%	2%	2%	-%	1%	*%	1%	2% a	*%	1%
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	*	*	-	2	-	*	*	*	*	-	*	*	2
	*%	*%	*%	-%	19% a	-%	1%	4%	2%	*%	-%	*%	*%	10% abcd
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	*	-	-	*	-	-	1	1	2	1	*	*	*
	*%	*%	-%	-%	3% a	-%	-%	12%	5% a	*%	*%	*%	*%	2%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	-	-	-	-	*	-	*	*	-	*	-	*	-
	*%	-%	-%	-%	-%	1%	-%	1%	1%	-%	*%	-%	*%	-%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	-	-	1	-	*	-	1	1	3	-	*	-	-
	*%	-%	-%	3% a	-%	1%	-%	18%	8% a	*%	-%	*%	-%	-%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	-	-	-	*	-	-	1	1	*	-	-	-	*
	*%	-%	-%	-%	*%	-%	-%	16%	6% a	*%	-%	-%	-%	*%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	*	*	-	*	-	*	*	*	-	*	*	*	-
	*%	*%	*%	-%	*%	-%	1%	*%	*%	-%	*%	*%	*%	-%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	*	-	-	*	*	*	*	*	*	*	-	*	*
	*%	*%	-%	-%	*%	2%	*%	*%	1%	*%	*%	-%	*%	*%
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	-	-	-	-	-	1	*	1	-	3	-	1	*
	*%	-%	-%	-%	-%	-%	15% a	5%	6% a	-%	1%	-%	*%	2%
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	-	-	-	-	-	*	-	*	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	1%	-%	*%	-%	-%	-%	*%	-%
£500,000+ (£6,000,000+ pa)	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	613	30	11	3	1	*	2	4	607	274	269	70	4
	85%	79% dfh	67% dfh	52%	24%	18%	2%	40%	23%	96% cde	92% cde	76% de	53%	19%
Net:£100 -<£1000	230	143	10	9	5	4	1	*	5	15	15	68	54	12
	12%	19%	23%	43%	38%	67%	24%	4%	31%	2%	5%	19% ab	41% abc	57% abc
Net:£1000 -<£5000	31	12	4	*	2	*	2	*	2	7	1	9	7	2
	2%	2%	9% a	1%	15% a	9%	54% a	*%	16% a	1%	*%	3%	5% ab	9% b
Net:£5000 -<£10,000	13	3	*	*	2	*	*	*	*	*	3	7	*	2
	1%	*%	1%	*%	20% a	2%	3%	4%	3%	*%	1%	2% a	*%	11% ad
Net:£10,000 - <£25,000	10	*	-	1	*	*	-	2	2	5	1	*	*	*
	1%	*%	-%	3% a	3% a	2%	-%	31%	13% a	1%	*%	*%	*%	2%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Net:£25,000 <£50,000	3	*	*	-	*	-	*	1	1	*	*	*	*	*
	*%	*%	*%	-%	*%	-%	1%	16%	7% a	*%	*%	*%	*%	*%
Net:£50,000 - <£100,000	*	*	-	-	*	*	*	*	*	*	*	-	*	*
	*%	*%	-%	-%	*%	2%	*%	*%	1%	*%	*%	-%	*%	*%
Net: >£100,000	6	-	-	-	-	-	1	*	1	-	3	-	1	*
	*%	-%	-%	-%	-%	-%	16% a	5%	6% a	-%	1%	-%	*%	2%
Net: £5,000+	32	3	*	1	3	*	1	4	5	5	7	7	1	3
	2%	*%	1%	4%	23% a	7%	20% a	56%	30% ab	1%	2%	2%	1%	14% acd
Answered	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Mean score	1230.0	142.6	352.2	1045	2682.9 a	2387.7	35177.1 a	20952.5	17717 a	202.0	2043.1	245.3	1319.0	4911.6

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Under£10 (under£120 pa)	996	173	21	10	3	-	99	18	89	953	43	659	17
	50%	49% bcde	11%	5%	4%	-%	17%	30%	43% a	53% b	21%	49% b	23%
£10 -£24 (£120 -£299 pa)	370	107	74	33	8	2	157	16	50	332	39	273	23
	19%	30% cd	38% cd	15%	11%	13%	27%	26%	24%	18%	19%	20%	30%
£25 -£49 (£300 -£599 pa)	182	48	38	30	3	1	78	8	35	173	10	140	4
	9%	13%	20% d	13%	4%	9%	13%	14%	17%	10%	5%	10%	5%
£50 -£99 (£600 -£1,199 pa)	158	10	27	52	14	6	89	4	16	129	30	95	12
	8%	3%	14% a	23% a	20% a	40% a	15%	6%	8%	7%	15% a	7%	16%
£100 -£199 (£1,200 -£2,399 pa)	117	13	14	41	15	*	65	10	8	95	23	75	3
	6%	4%	7%	18% ab	20% ab	2%	11% c	16% c	4%	5%	11% a	6%	4%
£200 -£499 (£2,400 -£5,999 pa)	82	1	10	36	14	1	52	1	9	52	30	53	9
	4%	*%	5% a	16% ab	19% ab	4%	9%	1%	4%	3%	15% a	4%	12%
£500 -£999 (£6,000 -£11,999 pa)	31	1	3	14	9	2	26	*	1	23	9	20	2
	2%	*%	1%	6% a	12% ab	12% a	4%	1%	1%	1%	4% a	1%	2%
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	*	1	10	5	*	16	*	*	22	1	17	1
	1%	*%	1%	4% a	6% a	1%	3%	*%	*%	1%	1%	1%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	1	*	*	*	2	4	*	*	6	1	6	*
	*%	*%	*%	*%	1%	13% abc	1%	*%	*%	*%	*%	*%	*%
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	-	-	*	*	-	1	*	*	1	*	1	*
	*%	-%	-%	*%	*%	-%	*%	*%	*%	*%	*%	*%	1%
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	*	3	-	*	*	3	-	*	3	7	10	-
	*%	*%	1%	-%	*%	2%	1%	-%	*%	*%	3% a	1%	-%
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	*	2	*	*	*	1	2	*	3	*	2	*
	*%	*%	1%	*%	1%	*%	*%	3% a	*%	*%	*%	*%	*%
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	*	*	-	1	-	1	*	*	4	*	3	*
	*%	*%	*%	-%	1%	-%	*%	*%	*%	*%	*%	*%	*%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	-	-	-	*	*	*	*	-	*	2	*	*
	*%	-%	-%	-%	*%	*%	*%	*%	-%	*%	1% a	*%	*%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	-	-	1	1	*	2	*	-	3	1	3	*
	*%	-%	-%	1%	1%	*%	*%	*%	-%	*%	*%	*%	*%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	-	1	-	*	-	*	1	-	*	2	*	*
	*%	-%	1%	-%	*%	-%	*%	2%	-%	*%	1% a	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	*	*	*	-	*	*	*	*	*	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	-	-	-	-	-	-	-	*	*	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	*	*	-	-	*	*	-	*	*	*	*	*
	*%	*%	*%	-%	-%	1%	*%	-%	*%	*%	*%	*%	*%
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	-	-	-	1	*	*	-	1	*	3	*	3
	*%	-%	-%	-%	1%	2%	*%	-%	*%	*%	2% a	*%	5% a
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	-	-	-	-	*	*	-	-	-	*	*	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	*%	-%
£500,000+ (£6,000,000+ pa)	2	-	-	-	-	-	-	-	-	-	2	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1% a	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	337	160	126	28	9	423	45	190	1586	121	1167	56
	85%	95% bcde	83% cd	55%	38%	61%	71%	76%	91% ab	88% b	60%	86%	75%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Net:£100 -<£1000	230	15	26	90	38	3	143	11	18	169	61	149	14
	12%	4%	13% a	40% ab	51% ab	18%	24% c	18%	8%	9%	30% a	11%	18%
Net:£1000 -<£5000	31	1	2	11	5	2	20	*	*	29	2	24	1
	2%	*%	1%	5% a	7% a	15% a	3%	1%	*%	2%	1%	2%	2%
Net:£5000 -<£10,000	13	*	5	*	1	*	4	2	*	6	7	12	*
	1%	*%	3%	*%	1%	2%	1%	3%	*%	*%	3% a	1%	*%
Net:£10,000 - <£25,000	10	*	*	1	2	*	3	*	*	7	3	6	1
	1%	*%	*%	1%	3%	*%	1%	*%	*%	*%	1%	*%	1%
Net:£25,000 <£50,000	3	*	1	*	*	*	*	1	*	*	3	*	*
	*%	*%	1%	*%	*%	*%	*%	2%	*%	*%	1% a	*%	*%
Net:£50,000 - <£100,000	*	*	*	-	-	*	*	-	*	*	*	*	*
	*%	*%	*%	-%	-%	1%	*%	-%	*%	*%	*%	*%	*%
Net: >£100,000	6	-	-	-	1	*	*	-	1	*	5	*	3
	*%	-%	-%	-%	1%	2%	*%	-%	*%	*%	3% a	*%	5% a
Net: £5,000+	32	1	6	1	3	1	8	3	1	14	18	19	4
	2%	*%	3%	1%	4%	6%	1%	5%	*%	1%	9% a	1%	5%
Answered	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Mean score	1230.0	82.4	413.4	356.5	2322.6	6564.3	452.1	845.4	652.9	212.9	10281.3 a	290.6	9282.7 a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Under£10 (under£120 pa)	996	33	20	58	14	181	26	184	562	29	113	187	30	1
	50%	17%	14%	22%	23%	27%	14%	41%	54%	23%	28%	30%	21%	100%
						b		c	ac					
£10 -£24 (£120 -£299 pa)	370	50	39	68	12	177	46	107	211	44	113	138	35	-
	19%	26%	28%	26%	19%	26%	25%	24%	20%	35%	28%	22%	24%	-%
										b				
£25 -£49 (£300 -£599 pa)	182	26	7	33	4	109	12	62	105	15	45	88	15	-
	9%	13%	5%	13%	7%	16%	6%	14%	10%	12%	11%	14%	10%	-%
						b								
£50 -£99 (£600 -£1,199 pa)	158	21	18	25	6	81	27	30	70	10	50	73	16	-
	8%	11%	13%	9%	10%	12%	15%	7%	7%	8%	12%	12%	11%	-%
£100 -£199 (£1,200 -£2,399 pa)	117	24	19	25	2	55	28	23	53	10	23	55	17	-
	6%	12%	14%	9%	4%	8%	15%	5%	5%	8%	6%	9%	12%	-%
£200 -£499 (£2,400 -£5,999 pa)	82	12	23	19	10	34	27	11	22	2	36	43	22	-
	4%	6%	17%	7%	17%	5%	15%	2%	2%	1%	9%	7%	15%	-%
							a							
£500 -£999 (£6,000 -£11,999 pa)	31	14	7	16	*	19	9	6	5	2	8	15	3	-
	2%	7%	5%	6%	*%	3%	5%	1%	*%	2%	2%	2%	2%	-%
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	9	2	10	*	14	2	4	10	3	8	7	4	-
	1%	4%	1%	4%	*%	2%	1%	1%	1%	2%	2%	1%	3%	-%
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	1	3	3	*	1	3	3	5	2	4	5	*	-
	*%	*%	2%	1%	*%	*%	2%	1%	1%	1%	1%	1%	*%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	*	*	*	*	*	1	1	1	*	*	*	*	-
	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	3	*	3	6	3	*	7	*	7	*	3	*	-
	*%	2%	*%	1%	11%	*%	*%	2%	*%	5%	*%	*%	*%	-%
					a			b		b				
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	1	*	*	*	2	*	*	*	*	2	*	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	*	*	2	*	1	*	3	*	*	*	*	*	-
	*%	*%	*%	1%	*%	*%	*%	1%	*%	*%	*%	*%	*%	-%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	*	-	-	*	*	*	*	*	*	*	*	-	-
	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	2	*	2	1	1	1	3	*	*	1	1	-	-
	*%	1%	*%	1%	2%	*%	*%	1%	*%	*%	*%	*%	-%	-%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	-	-	-	*	*	1	*	*	-	*	*	*	-
	*%	-%	-%	-%	*%	*%	1%	*%	*%	-%	*%	*%	*%	-%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	-	*	*	*	*	*	*	*	*	*	*	*	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	-	*	*	*	*	*	*	*	*	*	*	*	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	-	-	-	*	-	-	*	*	-	*	*	-	-
	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	*%	-%	-%
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	*	*	*	3	*	1	4	1	4	4	4	1	-
	*%	*%	*%	*%	5%	*%	*%	1%	*%	3% b	1%	1%	1%	-%
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	-	*	*	-	-	*	-	*	-	-	*	-	-
	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%	*%	-%	-%
£500,000+ (£6,000,000+ pa)	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	130	84	185	36	549	111	384	948	98	321	485	96	1
	85%	66%	61%	70%	59%	81% b	60%	85%	91% c	77%	78%	78%	67%	100%
Net:£100 -<£1000	230	51	49	59	13	108	64	40	79	14	68	114	42	-
	12%	26%	35%	22%	21%	16%	35% a	9%	8%	11%	17%	18%	29% a	-%
Net:£1000 -<£5000	31	10	5	13	1	15	6	8	17	5	13	12	4	-
	2%	5%	4%	5%	1%	2%	3%	2%	2%	4%	3%	2%	3%	-%
Net:£5000 -<£10,000	13	4	*	3	7	5	1	7	*	7	2	3	*	-
	1%	2%	*%	1%	11% a	1%	1%	2% b	*%	5% b	1%	*%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Net:£10,000 - <£25,000	10	2	*	4	2	2	1	6	*	*	2	1	*	-
	1%	1%	*%	1%	3%	*%	*%	1% b	*%	*%	1%	*%	*%	-%
Net:£25,000 <£50,000	3	-	*	*	*	*	1	*	*	*	*	*	*	-
	*%	-%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	-%
Net:£50,000 - <£100,000	*	-	*	*	*	*	*	*	*	*	*	*	*	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Net: >£100,000	6	*	*	*	3	*	1	4	1	4	4	4	1	-
	*%	*%	*%	*%	5%	*%	*%	1%	*%	3% b	1%	1%	1%	-%
Net: £5,000+	32	6	1	7	11	8	4	17	2	10	8	8	1	-
	2%	3%	*%	3%	19% a	1%	2%	4% b	*%	8% b	2%	1%	1%	-%
Answered	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Mean score	1230.0	819.5	484.2	762.3	10886.9	344.2	1199.7	2101.9	260.7	6246.4 b	2112.1	1417.2	1472.8	5.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Under£10 (under£120 pa)	996	132	133	12	*	608	217	183	488	376	6
	50%	22%	24%	8%	32%	53%	31%	26%	46%	47%	69%
		c	c			bc					
£10 -£24 (£120 -£299 pa)	370	159	156	45	-	235	174	186	227	175	-
	19%	26%	28%	28%	-%	20%	25%	27%	22%	22%	-%
								a			
£25 -£49 (£300 -£599 pa)	182	72	78	19	-	120	97	101	101	80	*
	9%	12%	14%	12%	-%	10%	14%	14%	10%	10%	3%
£50 -£99 (£600 -£1,199 pa)	158	90	66	29	-	76	74	82	78	56	*
	8%	15%	12%	18%	-%	7%	11%	12%	7%	7%	*%
							a	a			
£100 -£199 (£1,200 -£2,399 pa)	117	49	56	19	-	53	56	62	64	41	1
	6%	8%	10%	12%	-%	5%	8%	9%	6%	5%	8%
							a	a			
£200 -£499 (£2,400 -£5,999 pa)	82	53	34	21	1	23	50	41	43	33	*
	4%	9%	6%	13%	68%	2%	7%	6%	4%	4%	3%
							a	a			
£500 -£999 (£6,000 -£11,999 pa)	31	24	11	6	-	10	18	21	19	17	*
	2%	4%	2%	4%	-%	1%	3%	3%	2%	2%	1%
								a			
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	10	11	5	-	11	10	16	16	8	*
	1%	2%	2%	3%	-%	1%	1%	2%	1%	1%	1%
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	4	3	1	-	5	4	1	6	3	*
	*%	1%	1%	1%	-%	*%	1%	*%	1%	*%	*%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	*	*	*	-	1	*	1	1	1	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	1	3	*	-	7	*	3	7	*	*
	*%	*%	1%	*%	-%	1%	*%	*%	1%	*%	3%
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	3	*	*	-	*	*	3	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	1	*	*	-	3	*	*	2	1	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	3%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	*	*	-	-	*	*	*	*	*	*
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	2	2	1	-	3	1	2	3	1	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	3%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	1	*	-	-	-	*	*	*	*	-
	*%	*%	*%	-%	-%	-%	*%	*%	*%	*%	-%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	*	*	*	-	*	*	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	-	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	*	*	*	-	*	*	*	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	1	1	1	-	*	*	*	*	*	*
	*%	*%	*%	1%	-%	*%	*%	*%	*%	*%	4%
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	*	-	-	-	*	*	-	*	*	-
	*%	*%	-%	-%	-%	*%	*%	-%	*%	*%	-%
£500,000+ (£6,000,000+ pa)	2	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	453	433	105	*	1039	562	552	893	688	6
	85%	75%	78%	66%	32%	90%	80%	79%	85%	87%	72%
			c			bc					
Net:£100 -<£1000	230	126	100	46	1	86	124	124	125	91	1
	12%	21%	18%	29%	68%	7%	18%	18%	12%	11%	12%
							a	a			
Net:£1000 -<£5000	31	15	14	6	-	18	15	18	22	12	*
	2%	2%	3%	4%	-%	2%	2%	3%	2%	2%	1%
Net:£5000 -<£10,000	13	3	3	*	-	7	1	6	7	*	*
	1%	1%	1%	*%	-%	1%	*%	1%	1%	*%	3%
Net:£10,000 - <£25,000	10	3	2	1	-	6	2	2	6	2	1
	1%	1%	*%	*%	-%	1%	*%	*%	1%	*%	7%
Net:£25,000 <£50,000	3	1	*	*	-	*	*	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Net:£50,000 - <£100,000	*	*	*	*	-	*	*	*	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Net: >£100,000	6	1	1	1	-	*	*	*	*	*	*
	*%	*%	*%	1%	-%	*%	*%	*%	*%	*%	4%
Net: £5,000+	32	9	6	2	-	14	4	9	14	4	1
	2%	1%	1%	1%	-%	1%	*%	1%	1%	*%	14%
Answered	2000	603	553	159	1	1156	704	702	1054	795	8
Mean score	1230.0	655.7	563.9	1356.6	240.4	287.2	334.0	328.8	331.6	267.1	9753.7

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Under£10 (under£120 pa)	996	93	94	87	4	2	424	353	28	11	10	2
	50%	27% de	27% de	26% de	4%	4%	48%	48%	28%	27%	20%	13%
£10 -£24 (£120 -£299 pa)	370	95	111	80	28	24	188	167	21	8	6	5
	19%	27%	32%	24%	31%	45% c	21%	23%	21%	20%	13%	36%
£25 -£49 (£300 -£599 pa)	182	47	32	49	8	8	86	74	8	6	8	*
	9%	14%	9%	15%	8%	15%	10%	10%	7%	14%	16%	2%
£50 -£99 (£600 -£1,199 pa)	158	33	37	51	19	6	69	49	27	9	4	*
	8%	9%	11%	15%	21%	11%	8%	7%	27%	23%	9%	*%
£100 -£199 (£1,200 -£2,399 pa)	117	37	34	26	9	6	61	40	1	2	3	3
	6%	11%	10%	8%	10%	12%	7%	5%	1%	4%	7%	22%
£200 -£499 (£2,400 -£5,999 pa)	82	23	15	25	15	4	33	34	7	2	8	*
	4%	7%	4%	7%	16% b	7%	4%	5%	7%	6%	17%	1%
£500 -£999 (£6,000 -£11,999 pa)	31	7	14	8	3	*	13	15	2	*	2	3
	2%	2%	4%	2%	4%	1%	1%	2%	2%	1%	4%	22%
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	9	8	5	3	3	5	4	1	*	*	-
	1%	2%	2%	1%	4%	6%	1%	1%	1%	*%	*%	-%
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	1	1	1	1	*	5	1	3	1	*	*
	*%	*%	*%	*%	1%	*%	1%	*%	3%	2%	*%	*%
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	*	1	*	-	-	1	1	*	-	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	*	3	*	-	-	*	3	*	*	-	*
	*%	*%	1%	*%	-%	-%	*%	*%	*%	*%	-%	3%
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	*	*	3	-	-	*	*	*	*	-	-
	*%	*%	*%	1%	-%	-%	*%	*%	*%	*%	-%	-%
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	-	-	*	*	-	*	*	2	*	2	-
	*%	-%	-%	*%	*%	-%	*%	*%	2%	*%	4%	-%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	*	*	*	-	-	*	*	-	*	*	-
	*%	*%	*%	*%	-%	-%	*%	*%	-%	1%	*%	-%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	2	1	*	-	-	1	*	-	1	2	-
	*%	1%	*%	*%	-%	-%	*%	*%	-%	3%	5%	-%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	-	-	*	-	-	*	*	-	-	*	-
	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	*	*	*	*	-	*	*	*	*	-	*
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	*	*	*	*	-	*	*	*	*	-	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	*	*	*	*	-	*	*	*	-	*	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	1%	-%
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	-	-	-	-	-	*	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)	2	-	-	-	-	-	-	-	-	-	2	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	268	274	268	58	39	767	643	84	33	27	7
	85%	77%	78%	79%	64%	74%	86%	87%	83% c	83%	58%	51%
Net:£100 -<£1000	230	67	64	59	28	11	107	89	10	4	13	6
	12%	19%	18%	18%	31%	20%	12%	12%	10%	11%	28%	45%
Net:£1000 -<£5000	31	10	10	7	4	3	11	5	4	1	*	*
	2%	3%	3%	2%	5%	6%	1%	1%	4%	2%	*%	*%
Net:£5000 -<£10,000	13	*	3	3	-	-	*	3	*	*	-	*
	1%	*%	1%	1%	-%	-%	*%	*%	*%	*%	-%	3%
Net:£10,000 - <£25,000	10	2	1	1	*	-	1	*	2	2	4	-
	1%	1%	*%	*%	*%	-%	*%	*%	2%	4%	9%	-%
Net:£25,000 <£50,000	3	*	*	*	*	-	*	*	*	*	*	*
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	1%
Net:£50,000 - <£100,000	*	*	*	*	*	-	*	*	*	*	-	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%
Net: >£100,000	6	*	*	*	*	-	*	*	*	-	2	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	5%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Net: £5,000+	32	2	4	4	*	-	2	4	2	2	7	1
	2%	1%	1%	1%	*%	-%	*%	1%	2%	4%	14%	4%
Answered	2000	347	352	337	91	53	887	741	101	40	47	14
Mean score	1230.0	407.2	410.5	375.4	778.5	162.0	199.4	226.5	476.1	956.6	27898.6	869.4

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Under£10 (under£120 pa)	996	865	415	879	441	521	344	889	63	3	831	30	173	806
	50%	51%	41%	49%	39%	46%	41%	50%	29%	65%	52%	31%	35%	57%
		bd		bd		d		ac			b			a
£10 -£24 (£120 -£299 pa)	370	320	230	342	256	218	170	333	42	1	286	16	111	247
	19%	19%	23%	19%	23%	19%	20%	19%	20%	29%	18%	16%	23%	17%
£25 -£49 (£300 -£599 pa)	182	167	107	174	127	109	89	174	21	-	153	14	57	121
	9%	10%	11%	10%	11%	10%	10%	10%	10%	-%	10%	15%	12%	8%
£50 -£99 (£600 -£1,199 pa)	158	135	95	152	115	111	95	144	25	*	117	11	52	89
	8%	8%	9%	9%	10%	10%	11%	8%	12%	5%	7%	12%	11%	6%
													b	
£100 -£199 (£1,200 -£2,399 pa)	117	91	62	92	85	73	54	108	27	-	91	9	26	78
	6%	5%	6%	5%	8%	6%	6%	6%	13%	-%	6%	9%	5%	6%
									ab					
£200 -£499 (£2,400 -£5,999 pa)	82	65	55	71	61	45	49	65	24	-	51	12	28	41
	4%	4%	5%	4%	5%	4%	6%	4%	11%	-%	3%	13%	6%	3%
									b			a		
£500 -£999 (£6,000 -£11,999 pa)	31	29	19	30	23	22	17	26	2	-	23	2	10	19
	2%	2%	2%	2%	2%	2%	2%	1%	1%	-%	1%	3%	2%	1%
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	15	6	15	10	10	9	16	3	-	17	2	16	7
	1%	1%	1%	1%	1%	1%	1%	1%	2%	-%	1%	2%	3%	*%
													b	
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	6	6	7	4	*	4	7	1	-	4	-	3	4
	*%	*%	1%	*%	*%	*%	*%	*%	*%	-%	*%	-%	1%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	1	*	1	1	1	1	1	*	-	1	-	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	3	3	3	3	*	*	3	*	-	10	-	*	10
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	1%	-%	*%	1%
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	1	*	1	3	1	3	2	-	-	3	-	2	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	*	3	4	*	*	4	*	*	-	1	*	4	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	1% b	*%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	*	*	*	*	2	*	*	-	-	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	4	2	4	2	1	4	2	1	-	1	-	3	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	1%	*%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	*	1	1	*	1	1	-	1	-	*	-	*	-
	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	-%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	-	-	*	-	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	*	*	*	-	-	*	*	*	-	-	-	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%	-%	-%	-%	-%
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	1	4	4	1	3	4	*	3	-	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	1% b	-%	*%	*%	*%	*%
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	*	*	*	*	*	*	*	-	-	*	-	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
£500,000+ (£6,000,000+ pa)	2	-	-	-	2	2	2	-	-	-	2	-	2	-
	*%	-%	-%	-%	*%	*%	*%	-%	-%	-%	*%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	1487	846	1548	939	958	698	1540	151	4	1386	71	394	1264
	85%	87% d	84%	87% d	83%	86%	82% c	87% ac	71%	100%	87% b	73%	81%	89% a
Net:£100 -<£1000	230	186	136	193	169	140	119	199	54	-	165	23	64	138
	12%	11%	13%	11%	15% ac	12%	14%	11%	25% ab	-%	10%	24% a	13%	10%
Net:£1000 -<£5000	31	22	13	23	15	11	14	23	4	-	22	2	19	12
	2%	1%	1%	1%	1%	1%	2%	1%	2%	-%	1%	2%	4% b	1%
Net:£5000 -<£10,000	13	4	4	4	6	1	3	6	*	-	12	-	2	10
	1%	*%	*%	*%	1%	*%	*%	*%	*%	-%	1%	-%	*%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Net:£10,000 - <£25,000	10	5	6	8	2	3	8	3	1	-	3	1	7	1
	1%	*%	1%	*%	*%	*%	1%	*%	*%	-%	*%	1%	1% b	*%
Net:£25,000 <£50,000	3	*	1	1	*	2	1	*	1	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%	*%	*%
Net:£50,000 - <£100,000	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Net: >£100,000	6	1	4	4	3	5	6	*	3	-	2	*	2	*
	*%	*%	*%	*%	*%	*%	1% b	*%	1% b	-%	*%	*%	*%	*%
Net: £5,000+	32	10	14	17	12	12	17	9	5	-	18	1	12	12
	2%	1%	1%	1%	1%	1%	2% b	1%	2%	-%	1%	1%	2%	1%
Answered	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Mean score	1230.0	276.8	997.9	619.1	1380.0	1853.5	2559.6 b	190.3	3257.0 b	12.2	957.8	252.6	2976.9	148.7

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Under£10 (under£120 pa)	996	90	2	27	87	35	688	258	69	64	826	389	607
	50%	22%	10%	18%	25%	16%	57% ac	47% a	32%	29%	56% ab	50%	49%
£10 -£24 (£120 -£299 pa)	370	101	4	34	76	28	218	124	46	40	272	148	222
	19%	24%	16%	23%	22%	13%	18%	23% a	21%	18%	18%	19%	18%
£25 -£49 (£300 -£599 pa)	182	41	1	12	34	27	106	47	20	24	132	72	110
	9%	10%	5%	8%	10%	12%	9%	9%	9%	11%	9%	9%	9%
£50 -£99 (£600 -£1,199 pa)	158	51	1	13	45	37	69	53	18	32	95	75	83
	8%	12%	4%	9%	13%	16% b	6%	10%	8%	14% c	6%	10%	7%
£100 -£199 (£1,200 -£2,399 pa)	117	39	7	15	38	25	63	29	26	18	68	33	84
	6%	9%	34%	10%	11%	11% b	5%	5%	12% c	8%	5%	4%	7%
£200 -£499 (£2,400 -£5,999 pa)	82	42	*	10	40	26	31	24	20	16	43	25	57
	4%	10%	1%	7%	11%	11% bc	3%	4%	9% c	7% c	3%	3%	5%
£500 -£999 (£6,000 -£11,999 pa)	31	19	2	11	12	11	12	8	8	5	15	10	22
	2%	5%	9%	7%	4%	5% b	1%	1%	4% c	2%	1%	1%	2%
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	10	-	3	8	15	5	3	3	2	18	1	22
	1%	2%	-%	2%	2%	7% bc	*%	*%	1%	1%	1%	*%	2% a
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	3	1	3	1	5	2	*	*	*	4	3	4
	*%	1%	4%	2%	*%	2% bc	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	*	-	1	*	1	*	1	-	1	1	1	1
	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	10	-	6	3	7	3	*	*	7	3	*	10
	*%	2%	-%	4%	1%	3%	*%	*%	*%	3%	*%	*%	1%
						bc				c			
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	1	-	*	*	1	2	-	*	2	*	*	3
	*%	*%	-%	*%	*%	*%	*%	-%	*%	1%	*%	*%	*%
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	*	2	2	*	2	2	*	2	2	*	3	1
	*%	*%	8%	1%	*%	1%	*%	*%	1%	1%	*%	*%	*%
									c	c			
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	2	-	2	-	*	*	2	*	2	-	2	*
	*%	1%	-%	2%	-%	*%	*%	*%	*%	1%	-%	*%	*%
										c			
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	*	2	4	*	1	3	*	1	3	*	2	2
	*%	*%	8%	2%	*%	*%	*%	*%	*%	1%	*%	*%	*%
										c			
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	2	*	2	-	2	*	-	1	1	-	2	*
	*%	1%	1%	2%	-%	1%	*%	-%	1%	1%	-%	*%	*%
						b							
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	*	-	*	-	*	*	*	*	*	*	*	*
	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	*	-	*	-	-	*	-	-	*	*	*	*
	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	*	*	*	*	*	*	*	*	-	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	*	-	*	-	-	*	-	*	-	-	*	-
	*%	*%	-%	*%	-%	-%	*%	-%	*%	-%	-%	*%	-%
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	4	-	*	3	*	4	-	*	3	1	3	*
	*%	1%	-%	*%	1%	*%	*%	-%	*%	1% c	*%	*%	*%
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	*	-	-	*	-	-	*	-	-	*	-	*
	*%	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%
£500,000+ (£6,000,000+ pa)	2	2	-	2	-	2	-	-	2	-	-	2	-
	*%	*%	-%	1%	-%	1% b	-%	-%	1% c	-%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	282	8	85	241	128	1080	482	152	159	1325	684	1023
	85%	68%	35%	58%	69%	57%	89% a	88% a	70%	72%	90% ab	89% b	83%
Net:£100 -<£1000	230	99	10	35	90	62	106	61	55	40	125	67	163
	12%	24%	44%	24%	26%	28% bc	9%	11%	25% c	18% c	8%	9%	13% a
Net:£1000 -<£5000	31	14	1	7	8	21	7	3	3	3	23	5	27
	2%	3%	4%	5%	2%	9% bc	1%	1%	1%	1%	2%	1%	2%
Net:£5000 -<£10,000	13	11	-	7	4	7	5	*	*	9	4	*	12
	1%	3%	-%	5%	1%	3% bc	*%	*%	*%	4% c	*%	*%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Net:£10,000 - <£25,000	10	3	4	8	*	3	5	2	3	7	*	7	3
	1%	1%	16%	5%	*%	1%	*%	*%	1%	3%	*%	1%	*%
				b					c	c			
Net:£25,000 <£50,000	3	3	*	3	-	2	1	*	1	1	*	3	*
	*%	1%	1%	2%	-%	1%	*%	*%	1%	1%	*%	*%	*%
Net:£50,000 - <£100,000	*	*	*	*	*	*	*	*	*	-	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%
Net: >£100,000	6	6	-	2	3	2	4	*	2	3	1	5	*
	*%	1%	-%	2%	1%	1%	*%	*%	1%	1%	*%	1%	*%
									c	c			
Net: £5,000+	32	22	4	20	8	15	14	2	6	20	6	16	16
	2%	5%	17%	13%	2%	7%	1%	*%	3%	9%	*%	2%	1%
				b		bc			c	c			
Answered	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Mean score	1230.0	5225.1	3444.4	10440.4	2206.7	6272.8	782.9	177.1	5996.5	3674.8	227.9	2732.0	287.1
						b			c	c			

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Under£10 (under£120 pa)	996	243	230	263	260	473	523
	50%	49%	46%	53%	52%	47%	52%
£10 -£24 (£120 -£299 pa)	370	93	97	80	101	190	180
	19%	19%	19%	16%	20%	19%	18%
£25 -£49 (£300 -£599 pa)	182	51	50	52	29	101	81
	9%	10%	10%	10%	6%	10%	8%
£50 -£99 (£600 -£1,199 pa)	158	42	44	37	35	86	72
	8%	8%	9%	7%	7%	9%	7%
£100 -£199 (£1,200 -£2,399 pa)	117	31	30	23	33	62	56
	6%	6%	6%	5%	7%	6%	6%
£200 -£499 (£2,400 -£5,999 pa)	82	18	28	17	19	46	35
	4%	4%	6%	3%	4%	5%	4%
£500 -£999 (£6,000 -£11,999 pa)	31	9	5	7	10	14	17
	2%	2%	1%	1%	2%	1%	2%
£1,000 -£1,999 (£12,000 -£23,999 pa)	23	10	6	3	4	16	7
	1%	2%	1%	1%	1%	2%	1%
£2,000 -£2,999 (£24,000 -£35,999 pa)	7	*	1	1	4	1	6
	*%	*%	*%	*%	1%	*%	1%
£3,000 -£4,999 (£36,000 -£59,999 pa)	1	*	1	*	*	1	*
	*%	*%	*%	*%	*%	*%	*%
£5,000 -£7,499 (£60,000 -£89,999 pa)	10	*	*	9	*	*	9
	*%	*%	*%	2%	*%	*%	1%
				d			
£7,500 -£9,999 (£90,000 -£119,999 pa)	3	*	*	2	1	*	3
	*%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
£10,000 -£14,999 (£120,000 -£179,999 pa)	4	*	*	1	2	1	3
	*%	*%	*%	*%	*%	*%	*%
£15,000 -£19,999 (£180,000 -£239,999 pa)	2	-	*	*	2	*	2
	*%	-%	*%	*%	*%	*%	*%
£20,000 -£24,999 (£240,000 -£299,999 pa)	4	-	3	*	1	3	1
	*%	-%	1%	*%	*%	*%	*%
£25,000 -£29,999 (£300,000 -£359,999 pa)	2	*	1	1	-	1	1
	*%	*%	*%	*%	-%	*%	*%
£30,000 -£39,999 (£360,000 -£479,999 pa)	*	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	*%
£40,000 -£49,999 (£480,000 -£599,999 pa)	*	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%
£50,000 -£74,999 (£600,000 -£899,999 pa)	*	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	*%
£75,000 -£99,999 (£900,000 -£1,199,999 pa)	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
£100,000 -£299,999 (£1,200,000 -£3,599,999 pa)	4	*	*	3	*	*	3
	*%	*%	*%	1%	*%	*%	*%
£300,000 -£499,999 (£3,600,000 -£5,999,999 pa)	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
£500,000+ (£6,000,000+ pa)	2	-	2	-	-	2	-
	*%	-%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 11 (continuation)

QV1b On average, how much money does your organisation spend in total per month on sending postal items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Net: <£100	1707	429	421	432	425	851	856
	85%	86%	84%	86%	85%	85%	86%
Net:£100 -<£1000	230	58	64	47	61	122	108
	12%	12%	13%	9%	12%	12%	11%
Net:£1000 -<£5000	31	11	8	4	8	19	12
	2%	2%	2%	1%	2%	2%	1%
Net:£5000 -<£10,000	13	*	*	11	1	*	12
	1%	*%	*%	2%	*%	*%	1%
				abd			a
Net:£10,000 - <£25,000	10	*	3	2	5	4	6
	1%	*%	1%	*%	1%	*%	1%
Net:£25,000 <£50,000	3	*	1	1	*	2	1
	*%	*%	*%	*%	*%	*%	*%
Net:£50,000 - <£100,000	*	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	*%
Net: >£100,000	6	*	2	3	*	2	3
	*%	*%	*%	1%	*%	*%	*%
Net: £5,000+	32	1	7	17	6	8	23
	2%	*%	1%	3%	1%	1%	2%
				a			
Answered	2000	500	500	500	500	1000	1000
Mean score	1230.0	263.3	2671.8	1656.5	328.5	1467.5	992.5

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Letters	1167	466	701	1099	56	8	4	68
	58%	54%	62%	58%	73%	86%	82%	75%
			a		a	a	a	a
Large letters	742	220	522	700	33	6	3	42
	37%	26%	46%	37%	43%	66%	62%	47%
			a			abe	abe	a
Parcels and packets	864	270	595	827	30	5	3	37
	43%	31%	52%	43%	39%	51%	54%	41%
			a				abe	
Advertising and promotional material, such as catalogues, brochures and direct mail	111	22	89	100	8	2	1	11
	6%	3%	8%	5%	11%	22%	19%	13%
			a		a	a	ab	a
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	75	46	106	13	3	1	16
	6%	9%	4%	6%	17%	28%	18%	18%
		b			a	a	a	a
Other everyday correspondence, such as invoices, one off bills etc.	310	119	191	284	23	2	1	26
	16%	14%	17%	15%	30%	23%	27%	29%
					a		a	a
Publications, such as magazines, periodicals, customer newsletters	59	24	35	53	5	1	1	6
	3%	3%	3%	3%	6%	6%	13%	7%
					a		abe	a
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	54	126	172	7	1	1	8
	9%	6%	11%	9%	9%	8%	11%	9%
			a					
Refused	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	1%	*%
							a	
None of These	212	154	58	208	5	-	*	5
	11%	18%	5%	11%	6%	-%	*%	5%
		b		bcde	d			d
Other	3	1	2	3	-	*	*	*
	*%	*%	*%	*%	-%	*%	2%	*%
							a	
Don't Know	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	1716	674	1042	1634	69	8	5	82
	86%	78%	91%	86%	91%	94%	96%	92%
			a		a		a	a
Net: Bulk mailings	242	107	135	219	17	3	2	22
	12%	12%	12%	11%	23%	37%	32%	25%
					a	a	a	a
Net: Letters, Large letters	1434	541	893	1361	60	8	4	73
	72%	63%	78%	71%	79%	88%	90%	81%
			a		a	a	abe	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Letters	1167	682	297	120	33	31	4	1099	56	12
	58%	55%	59%	68%	70%	81%	82%	58%	73%	85%
				ag	abg	abcdg	abcdg		abg	abcdgh
Large letters	742	423	211	65	21	18	3	700	33	9
	37%	34%	42%	37%	44%	48%	62%	37%	43%	64%
			a		a	ag	abcdegh		a	abcdegh
Parcels and packets	864	556	209	62	19	16	3	827	30	7
	43%	45%	42%	35%	40%	42%	54%	43%	39%	52%
		c					bcdgh			c
Advertising and promotional material, such as catalogues, brochures and direct mail	111	48	42	10	4	6	1	100	8	3
	6%	4%	8%	6%	9%	16%	19%	5%	11%	21%
			a		a	abcg	abcdgh		ag	abcdgh
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	43	53	10	8	8	1	106	13	3
	6%	4%	10%	5%	16%	20%	18%	6%	17%	24%
			ag		acg	abcg	abcg		acg	abcg
Other everyday correspondence, such as invoices, one off bills etc.	310	146	102	36	13	12	1	284	23	3
	16%	12%	20%	20%	28%	31%	27%	15%	30%	24%
			a	a	ag	abg	ag		abcg	ag
Publications, such as magazines, periodicals, customer newsletters	59	18	27	8	2	3	1	53	5	1
	3%	1%	5%	5%	4%	9%	13%	3%	6%	9%
			ag	a	a	ag	abcdgh		ag	ag
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	127	36	9	5	3	1	172	7	1
	9%	10%	7%	5%	10%	8%	11%	9%	9%	9%
Refused	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
							g			
None of These	212	147	47	14	4	*	*	208	5	*
	11%	12%	9%	8%	9%	1%	*%	11%	6%	*%
		efhi	efi	efi	efi			efhi	efi	
Other	3	2	*	-	-	*	*	3	-	*
	*%	*%	*%	-%	-%	*%	2%	*%	-%	1%
							g			
Don't Know	*	-	-	*	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Net: Letters, large letters, packets and parcels	1716	1041	437	156	42	36	5	1634	69	13
	86%	84%	87%	89%	88%	96%	96%	86%	91%	95%
						abcdg	abcdg		ag	ag
Net: Bulk mailings	242	94	99	25	10	11	2	219	17	5
	12%	8%	20%	14%	22%	28%	32%	11%	23%	35%
			ag	a	ag	acg	abcg	a	ag	abcdg
Net: Letters, Large letters	1434	857	370	134	36	32	4	1361	60	12
	72%	70%	74%	76%	76%	86%	90%	71%	79%	89%
						abdg	abcdgh		ag	abcdg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Letters	1167	654	160	27	16	45
	58%	55%	68%	64%	74%	74%
			a			a
Large letters	742	473	103	19	3	25
	37%	40%	44%	45%	16%	42%
Parcels and packets	864	585	96	29	7	20
	43%	49%	41%	69%	33%	34%
				abe		
Advertising and promotional material, such as catalogues, brochures and direct mail	111	68	14	3	1	9
	6%	6%	6%	7%	5%	14%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	43	18	7	2	11
	6%	4%	8%	16%	10%	18%
				a		a
Other everyday correspondence, such as invoices, one off bills etc.	310	169	51	11	12	19
	16%	14%	22%	26%	55%	31%
					ab	a
Publications, such as magazines, periodicals, customer newsletters	59	26	15	2	2	3
	3%	2%	6%	5%	8%	4%
			a			
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Legal / accounts documents / tax forms	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	136	9	5	8	2
	9%	11%	4%	12%	36%	4%
		b			abe	
Refused	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%
None of These	212	129	14	*	*	7
	11%	11%	6%	1%	2%	11%
Other	3	3	-	-	*	-
	*%	*%	-%	-%	*%	-%
Don't Know	*	-	*	-	-	-
	*%	-%	*%	-%	-%	-%
Net: Letters, large letters, packets and parcels	1716	1033	215	41	20	50
	86%	86%	91%	99%	95%	83%
				a		
Net: Bulk mailings	242	121	32	9	4	16
	12%	10%	14%	22%	20%	27%
						a
Net: Letters, Large letters	1434	847	188	33	17	47
	72%	71%	80%	78%	79%	78%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Letters	1167	91	94	187	52	101	182	149	66	97	1021	73	48	25
	58%	54%	58%	58%	59%	63% h	61% h	58%	44%	64% h	58% h	61% h	60% h	62% h
Large letters	742	70	71	102	24	59	132	100	67	45	670	33	28	11
	37%	41% km	44% km	32%	27%	37%	44% dkm	39%	45% dkm	29%	38% km	27%	35%	28%
Parcels and packets	864	81	68	150	37	62	109	121	78	67	772	46	33	13
	43%	48% m	42%	46%	42%	39%	36%	47%	52% fkm	44%	44% m	38%	41%	33%
Advertising and promotional material, such as catalogues, brochures and direct mail	111	26	12	18	4	5	21	2	8	5	101	6	3	2
	6%	15% cegijklm	7% g	6%	5%	3%	7% g	1%	5%	4%	6%	5%	3%	4%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	10	15	14	7	18	21	7	7	7	104	11	3	4
	6%	6%	9%	4%	8%	11% gl	7%	3%	5%	5%	6%	9% l	4%	9%
Other everyday correspondence, such as invoices, one off bills etc.	310	34	18	57	18	32	61	32	11	16	279	17	9	5
	16%	20% h	11%	18%	21% h	20% h	20% hl	13%	7%	11%	16%	14%	12%	12%
Publications, such as magazines, periodicals, customer newsletters	59	6	5	14	1	7	11	8	1	*	54	3	2	1
	3%	3%	3%	4%	2%	4%	4%	3%	1%	*%	3%	2%	2%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	12	13	17	6	20	37	28	21	8	162	12	6	1
	9%	7%	8%	5%	7%	12%	12%	11%	14%	5%	9%	10%	7%	2%
			m			m	m	m	m		m	m		
Refused	*	-	-	-	-	-	-	-	*	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%
None of These	212	22	13	37	9	10	30	27	9	23	180	17	8	7
	11%	13%	8%	12%	10%	6%	10%	11%	6%	15%	10%	14%	10%	18%
														ehj
Other	3	-	-	-	-	2	*	-	-	-	2	-	1	*
	*%	-%	-%	-%	-%	1%	*%	-%	-%	-%	*%	-%	1%	*%
						j								
Don't Know	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Net: Letters, large letters, packets and parcels	1716	139	146	273	73	143	252	229	135	128	1518	98	67	32
	86%	82%	90%	85%	83%	89%	84%	89%	91%	85%	86%	82%	84%	81%
Net: Bulk mailings	242	35	23	39	11	26	41	13	11	12	212	19	6	5
	12%	21%	14%	12%	13%	16%	14%	5%	7%	8%	12%	16%	7%	12%
		ghijl	gl			gl					l	gl		
Net: Letters, Large letters	1434	114	122	221	64	127	227	185	99	113	1272	80	55	27
	72%	67%	75%	69%	72%	79%	76%	72%	67%	74%	72%	67%	68%	69%
						k								

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Letters	1167	53	69	10	170	189	42	113	452	960	206	1111	56
	58%	77% be	39%	77%	70% beh	45%	65% be	87% bdefh	58% be	58%	62%	58%	62%
Large letters	742	18	47	6	69	165	14	84	285	609	133	696	45
	37%	26%	26%	42%	29%	39% f	22%	64% abdefh	37% f	36%	40%	36%	50% a
Parcels and packets	864	21	105	1	68	240	20	44	306	724	141	820	44
	43%	30%	59% adfgh	8%	28%	57% adfgh	31%	34%	40% d	43%	42%	43%	49%
Advertising and promotional material, such as catalogues, brochures and direct mail	111	3	13	*	20	12	7	6	43	100	11	101	10
	6%	5%	8%	2%	8%	3%	11% e	4%	6%	6%	3%	5%	11%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	5	13	1	16	21	5	4	44	105	17	107	15
	6%	7%	8%	5%	7%	5%	8%	3%	6%	6%	5%	6%	17% a
Other everyday correspondence, such as invoices, one off bills etc.	310	13	26	1	40	61	6	32	108	251	60	288	22
	16%	19%	15%	7%	17%	14%	10%	25% fh	14%	15%	18%	15%	25% a
Publications, such as magazines, periodicals, customer newsletters	59	1	*	*	7	17	*	3	25	57	2	46	13
	3%	2%	*%	2%	3%	4%	*%	2%	3%	3% b	1%	2%	14% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	8	20	1	9	68	1	1	50	146	34	175	5
	9%	11% fg	12% fg	5%	4%	16% dfgh	1%	1%	6%	9%	10%	9%	5%
Refused	*	-	-	-	*	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	*%	-%
None of These	212	7	21	2	19	19	10	1	125	176	36	209	3
	11%	10% g	12% eg	18%	8% g	4%	16% eg	1%	16% deg	11%	11%	11% b	3%
Other	3	*	-	-	*	-	-	-	2	3	-	3	*
	*%	1%	-%	-%	*%	-%	-%	-%	*%	*%	-%	*%	*%
Don't Know	*	-	-	-	-	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Net: Letters, large letters, packets and parcels	1716	61	150	10	216	377	52	128	618	1431	285	1629	87
	86%	89%	85%	78%	89% h	90% h	81%	99% abdefh	80%	86%	86%	85%	96% a
Net: Bulk mailings	242	9	22	1	37	38	9	10	97	212	29	215	26
	12%	14%	12%	8%	15%	9%	14%	8%	13%	13%	9%	11%	29% a
Net: Letters, Large letters	1434	58	94	10	194	283	49	124	530	1187	247	1361	73
	72%	84% b	53%	77%	80% beh	67% b	76% b	95% bdefh	69% b	71%	74%	71%	80%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Letters	1167	1141	26	834	172	160
	58%	59%	48%	65%	62%	36%
				c	c	
Large letters	742	734	8	353	153	234
	37%	38%	14%	28%	55%	53%
		b			a	a
Parcels and packets	864	856	9	392	158	315
	43%	44%	16%	31%	57%	71%
		b			a	ab
Advertising and promotional material, such as catalogues, brochures and direct mail	111	108	3	61	28	22
	6%	6%	6%	5%	10%	5%
					a	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	120	1	55	31	35
	6%	6%	2%	4%	11%	8%
					a	
Other everyday correspondence, such as invoices, one off bills etc.	310	308	2	175	68	67
	16%	16%	3%	14%	24%	15%
					ac	
Publications, such as magazines, periodicals, customer newsletters	59	59	*	23	18	18
	3%	3%	*%	2%	6%	4%
					a	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	175	5	55	31	94
	9%	9%	9%	4%	11%	21%
					a	ab
Refused	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%
None of These	212	202	10	185	4	24
	11%	10%	19%	14%	1%	5%
				bc		b
Other	3	3	-	3	-	*
	*%	*%	-%	*%	-%	*%
Don't Know	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%
Net: Letters, large letters, packets and parcels	1716	1679	37	1045	260	410
	86%	86%	69%	82%	94%	92%
		b			a	a
Net: Bulk mailings	242	237	5	124	58	59
	12%	12%	9%	10%	21%	13%
					a	
Net: Letters, Large letters	1434	1400	34	918	217	297
	72%	72%	62%	72%	78%	67%
					c	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Letters	1167	1043	87	19	7	6	*	*	4	1130	37	18	609	434	123
	58%	61%	38%	61%	59%	60%	3%	90%	65%	58%	58%	55%	61%	61%	42%
		b								b			c	c	
Large letters	742	585	127	18	5	2	*	*	4	712	30	12	224	362	156
	37%	34%	55%	57%	42%	21%	7%	86%	65%	37%	47%	37%	22%	51%	53%
			ai											a	a
Parcels and packets	864	660	172	21	6	3	1	*	1	832	33	12	207	453	205
	43%	39%	75%	67%	48%	32%	38%	85%	16%	43%	52%	37%	21%	64%	70%
			aeijk	a										a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	111	80	20	2	1	3	1	*	5	100	11	10	29	51	32
	6%	5%	9%	6%	5%	26%	44%	28%	85%	5%	18%	30%	3%	7%	11%
						ai					ai	abi		a	a
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	90	24	3	1	1	1	*	1	115	7	4	26	64	31
	6%	5%	11%	10%	5%	10%	32%	37%	16%	6%	11%	12%	3%	9%	11%
			a											a	a
Other everyday correspondence, such as invoices, one off bills etc.	310	254	38	8	10	*	*	*	1	291	19	11	103	151	57
	16%	15%	16%	26%	77%	3%	2%	28%	12%	15%	30%	34%	10%	21%	19%
											a			a	a
Publications, such as magazines, periodicals, customer newsletters	59	34	16	2	3	1	*	*	3	50	9	7	11	23	25
	3%	2%	7%	6%	24%	6%	3%	28%	56%	3%	14%	22%	1%	3%	8%
			ai								ai	ai			ab
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	115	45	13	7	*	*	*	*	160	20	7	27	87	65
	9%	7%	20% ai	41% ai	54%	3%	1%	31%	2%	8%	32% ai	23% a	3%	12% a	22% ab
Refused	*	-	-	-	-	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%
None of These	212	211	1	-	-	-	*	-	-	212	*	*	198	14	1
	11%	12% b	*%	-%	-%	-%	8%	-%	-%	11% b	*%	1%	20% bc	2%	*%
Other	3	3	-	-	-	-	-	-	-	3	-	-	3	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
Don't Know	*	-	-	-	-	-	*	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	-%	9%	-%	-%	-%	*%	1%	-%	-%	*%
Net: Letters, large letters, packets and parcels	1716	1436	223	31	13	8	1	*	4	1659	57	26	748	688	280
	86%	84%	97% aeik	100%	100%	80%	42%	90%	65%	86%	91%	82%	75%	97% a	96% a
Net: Bulk mailings	242	176	46	4	4	3	2	*	6	222	19	15	61	116	65
	12%	10%	20% ai	12%	29%	34% a	77%	38%	100%	11%	30% ai	48% abi	6%	16% a	22% a
Net: Letters, Large letters	1434	1223	162	26	12	6	*	*	4	1386	48	23	676	547	211
	72%	72%	71%	82%	96%	64%	8%	90%	65%	72%	77%	72%	68%	77% a	72%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Letters	1167	1167	474	1167	411	160	292	1034	58	38	20	7	3	5
	58%	100%	64%	81%	48%	66%	68%	83%	63%	77%	81%	77%	28%	95%
		bcdef	d	bdef		d	d	bf						f
Large letters	742	474	742	742	429	119	232	601	75	32	11	9	11	4
	37%	41%	100%	52%	50%	49%	54%	48%	81%	65%	44%	94%	86%	64%
			acdef	a	a		a		ad			ad		
Parcels and packets	864	411	429	582	864	117	243	479	60	17	9	7	8	3
	43%	35%	58%	41%	100%	48%	57%	39%	65%	35%	36%	69%	65%	61%
			ac		abcef	a	ac		ac					
Advertising and promotional material, such as catalogues, brochures and direct mail	111	73	50	82	58	111	59	58	7	8	6	2	1	1
	6%	6%	7%	6%	7%	46%	14%	5%	8%	16%	26%	19%	5%	10%
						abcdf	abcd			a	a			
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	84	65	92	51	122	71	63	10	11	3	4	1	1
	6%	7%	9%	6%	6%	50%	17%	5%	11%	22%	13%	40%	8%	14%
						abcdf	abcd			a		a		
Other everyday correspondence, such as invoices, one off bills etc.	310	248	164	270	147	111	310	219	19	13	13	4	2	*
	16%	21%	22%	19%	17%	46%	72%	18%	21%	27%	52%	38%	14%	9%
						abcd	abcde				a			
Publications, such as magazines, periodicals, customer newsletters	59	48	45	56	31	59	33	28	13	8	*	4	2	2
	3%	4%	6%	4%	4%	24%	8%	2%	14%	16%	2%	38%	14%	34%
						abcdf	cd		a	a		ad		a

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	92	102	134	148	45	180	107	8	4	10	3	2	1
	9%	8%	14% ac	9%	17% ac	19% ac	42% abcde	9%	9%	7%	42% abc	26%	15%	24%
Refused	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	212	-	-	-	-	-	-	-	-	-	-	-	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	-	-	-	3	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	1% c	-%	-%	-%	-%	-%	-%	-%
Don't Know	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	1716	1167	742	1434	864	209	391	1240	93	49	25	10	12	6
	86%	100% ef	100% ef	100% ef	100% ef	86%	91%	100%	100%	100%	100%	100%	100%	100%
Net: Bulk mailings	242	160	119	182	117	242	126	124	25	18	7	4	3	2
	12%	14%	16%	13%	13%	100% abcdf	29% abcd	10%	27% a	36% a	27%	41% a	23%	43% a
Net: Letters, Large letters	1434	1167	742	1434	582	182	352	1240	93	49	25	10	12	6
	72%	100% def	100% def	100% def	67%	75%	82% d	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Letters	1167	367	15	11	6	4	3	4	11	563	248	261	86	8
	58%	48%	34%	54%	48%	64%	93%	68%	73%	89%	84%	74%	65%	41%
							b		b	cde	cde	e		
Large letters	742	371	27	10	12	2	3	4	10	218	160	245	104	15
	37%	48%	61%	47%	90%	40%	91%	65%	62%	34%	54%	69%	79%	75%
					a						a	ab	ab	a
Parcels and packets	864	771	44	21	13	5	4	6	15	176	131	188	71	16
	43%	100%	100%	100%	100%	100%	100%	100%	100%	28%	44%	53%	54%	78%
											a	a	a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	111	48	1	6	2	1	*	*	2	14	23	31	13	1
	6%	6%	2%	27%	14%	23%	11%	2%	12%	2%	8%	9%	10%	4%
				a							a	a	a	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	38	5	1	2	1	3	2	5	16	16	29	27	4
	6%	5%	11%	6%	13%	22%	68%	25%	34%	2%	5%	8%	20%	21%
							abc		a			a	abc	a
Other everyday correspondence, such as invoices, one off bills etc.	310	133	2	5	1	1	3	*	5	72	68	91	37	3
	16%	17%	5%	26%	9%	23%	90%	5%	32%	11%	23%	26%	28%	12%
							abd		b		a	a	a	
Publications, such as magazines, periodicals, customer newsletters	59	21	3	1	1	1	2	2	6	16	12	16	9	4
	3%	3%	6%	3%	10%	20%	68%	31%	36%	2%	4%	4%	7%	18%
							abc		ab					a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	132	9	1	2	*	2	1	4	34	16	68	13	4
	9%	17%	21%	5%	17%	7%	57%	19%	24%	5%	5%	19% ab	9%	18%
Refused	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	212	-	-	-	-	-	-	-	-	-	-	-	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	1716	771	44	21	13	5	4	6	15	633	296	353	132	20
	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Net: Bulk mailings	242	93	7	6	2	1	3	3	8	38	45	58	37	5
	12%	12%	17%	30%	16%	24%	92% abd	47%	50% ab	6%	15% a	16% a	28% ab	23%
Net: Letters, Large letters	1434	509	33	17	12	4	3	4	11	633	296	353	132	20
	72%	66%	75%	79%	91%	66%	94%	69%	74%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Letters	1167	221	82	84	16	7	218	35	156	1097	70	1122	45
	58%	63% bcd	42% d	37%	22%	49%	37%	59% a	75% a	61% b	35%	83% b	60%
Large letters	742	179	81	124	38	7	292	27	110	677	65	688	53
	37%	51%	42%	54%	52%	51%	49%	46%	53%	38%	32%	51%	71% a
Parcels and packets	864	354	194	229	74	14	594	59	209	728	137	544	38
	43%	100%	100%	100%	100%	100%	100%	100%	100%	40%	68% a	40%	51%
Advertising and promotional material, such as catalogues, brochures and direct mail	111	13	23	19	3	1	43	5	10	87	24	69	13
	6%	4%	12% a	8%	4%	4%	7%	8%	5%	5%	12% a	5%	18% a
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	19	5	13	11	4	38	3	10	104	18	77	15
	6%	5%	2%	6%	15% b	26% b	6%	6%	5%	6%	9%	6%	20% a
Other everyday correspondence, such as invoices, one off bills etc.	310	63	38	30	13	3	87	12	48	272	38	243	27
	16%	18%	19%	13%	18%	23%	15%	20%	23%	15%	19%	18%	36% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Publications, such as magazines, periodicals, customer newsletters	59	10	7	8	2	4	21	3	7	51	8	43	13
	3%	3%	4%	4%	3%	25% abc	4%	4%	3%	3%	4%	3%	18% a
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	51	22	58	14	3	142	1	5	136	44	126	8
	9%	15%	11%	25% ab	19%	24%	24% bc	2%	3%	8%	22% a	9%	10%
Refused	*	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
None of These	212	-	-	-	-	-	-	-	-	209	3	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	12% b	2%	-%	-%
Other	3	-	-	-	-	-	-	-	-	3	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%
Don't Know	*	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Net: Letters, large letters, packets and parcels	1716	354	194	229	74	14	594	59	209	1535	181	1359	75
	86%	100%	100%	100%	100%	100%	100%	100%	100%	85%	90%	100%	100%
Net: Bulk mailings	242	35	34	32	12	4	82	10	24	206	36	160	22
	12%	10%	17%	14%	16%	29%	14%	17%	12%	11%	18%	12%	30% a
Net: Letters, Large letters	1434	264	118	146	43	11	363	47	172	1328	106	1359	75
	72%	74% b	61%	64%	59%	80%	61%	79%	82% a	74% b	52%	100%	100%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Letters	1167	100	69	181	49	340	71	450	1046	128	260	413	78	-
	58%	51%	50%	68%	81%	50%	39%	100%	100%	100%	63%	67%	55%	-%
Large letters	742	118	80	199	34	344	85	268	433	92	410	619	142	1
	37%	60%	58%	75%	57%	51%	46%	60% b	41%	72% b	100%	100%	100%	100%
Parcels and packets	864	196	139	230	24	680	184	232	360	66	245	358	94	*
	43%	100%	100%	87% b	39%	100%	100%	52% b	34%	52% b	60%	58%	66%	54%
Advertising and promotional material, such as catalogues, brochures and direct mail	111	24	7	24	14	48	10	45	62	21	37	42	15	-
	6%	12%	5%	9%	23%	7%	5%	10%	6%	16% b	9%	7%	10%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	12	16	22	12	33	18	43	77	13	48	58	11	-
	6%	6%	11%	8%	20%	5%	10%	10%	7%	10%	12%	9%	7%	-%
Other everyday correspondence, such as invoices, one off bills etc.	310	51	35	79	26	116	31	134	227	43	109	142	35	-
	16%	26%	26%	30%	44%	17%	17%	30% b	22%	33%	27%	23%	25%	-%
Publications, such as magazines, periodicals, customer newsletters	59	16	5	21	6	26	6	35	41	14	31	38	6	-
	3%	8%	4%	8%	10%	4%	3%	8% b	4%	11% b	8%	6%	4%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	49	39	63	11	98	51	57	77	31	65	77	29	-
	9%	25%	28%	24%	17%	14%	27% a	13% b	7%	24% b	16%	12%	21%	-%
Refused	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	212	-	-	-	-	-	-	-	-	-	-	-	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	1716	196	139	265	60	680	184	450	1046	128	410	619	142	1
	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Net: Bulk mailings	242	37	21	49	20	89	27	90	142	33	82	101	22	-
	12%	19%	15%	19%	33%	13%	15%	20% b	14%	26% b	20%	16%	15%	-%
Net: Letters, Large letters	1434	151	103	265	60	477	105	450	1046	128	410	619	142	1
	72%	77%	74%	100%	100%	70% b	57%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Letters	1167	288	268	69	1	1156	461	342	885	659	5
	58%	48%	48%	43%	68%	100% bc	66% c	49%	84%	83%	63%
Large letters	742	313	295	86	*	467	704	370	565	424	8
	37%	52%	53%	54%	32%	40%	100% ac	53% a	54%	53%	97%
Parcels and packets	864	603	553	159	1	406	408	702	431	354	8
	43%	100%	100%	100%	100%	35%	58% a	100% ab	41%	45%	93%
Advertising and promotional material, such as catalogues, brochures and direct mail	111	43	46	26	-	69	46	46	70	62	8
	6%	7%	8%	16% a	-%	6%	7%	7%	7%	8%	91%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	38	38	8	-	82	63	32	75	53	4
	6%	6%	7%	5%	-%	7%	9% c	5%	7%	7%	53%
Other everyday correspondence, such as invoices, one off bills etc.	310	106	104	33	-	246	158	116	206	172	4
	16%	18%	19%	20%	-%	21%	22%	16%	20%	22%	50%
Publications, such as magazines, periodicals, customer newsletters	59	22	22	6	-	45	39	26	42	30	4
	3%	4%	4%	4%	-%	4%	6%	4%	4%	4%	46%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	123	105	51	-	91	98	112	104	84	4
	9%	20%	19%	32%	-%	8%	14%	16%	10%	11%	46%
				ab			a	a			
Refused	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	212	-	-	-	-	-	-	-	-	-	-
	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	1716	603	553	159	1	1156	704	702	1054	795	8
	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Net: Bulk mailings	242	83	89	33	-	154	111	86	146	113	8
	12%	14%	16%	21%	-%	13%	16%	12%	14%	14%	96%
Net: Letters, Large letters	1434	409	383	105	1	1156	704	490	1054	795	8
	72%	68%	69%	66%	100%	100%	100%	70%	100%	100%	100%
						c	c				

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Letters	1167	198	184	170	30	28	749	625	59	20	18	3
	58%	57%	52%	50%	33%	52%	84%	84%	58%	51%	38%	18%
		d	d									
Large letters	742	197	205	181	56	37	481	398	59	26	23	8
	37%	57%	58%	54%	62%	70%	54%	54%	58%	65%	50%	60%
Parcels and packets	864	347	352	337	91	53	351	315	70	20	34	10
	43%	100%	100%	100%	100%	100%	40%	43%	70%	49%	73%	74%
Advertising and promotional material, such as catalogues, brochures and direct mail	111	34	30	36	17	10	61	54	8	1	4	2
	6%	10%	8%	11%	19%	19%	7%	7%	8%	2%	9%	14%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	19	23	16	3	*	70	54	7	7	2	*
	6%	6%	6%	5%	3%	1%	8%	7%	7%	17%	5%	*%
Other everyday correspondence, such as invoices, one off bills etc.	310	69	68	66	13	8	183	166	16	10	4	*
	16%	20%	19%	19%	15%	15%	21%	22%	16%	24%	8%	*%
Publications, such as magazines, periodicals, customer newsletters	59	15	14	15	2	*	38	28	7	1	1	*
	3%	4%	4%	5%	2%	*%	4%	4%	7%	2%	3%	*%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	69	61	69	37	23	82	65	18	1	8	5
	9%	20%	17%	20%	41%	43%	9%	9%	18%	2%	17%	38%
					abc	abc						
Refused	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	212	-	-	-	-	-	-	-	2	-	3	-
	11%	-%	-%	-%	-%	-%	-%	-%	2%	-%	6%	-%
Other	3	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	1716	347	352	337	91	53	887	741	99	40	42	10
	86%	100%	100%	100%	100%	100%	100%	100%	98%	100%	90%	76%
Net: Bulk mailings	242	54	53	50	18	10	129	108	17	7	7	2
	12%	16%	15%	15%	20%	19%	14%	15%	17%	18%	14%	14%
Net: Letters, Large letters	1434	259	264	237	63	44	887	741	81	35	32	8
	72%	75%	75%	70%	69%	83%	100%	100%	80%	87%	69%	62%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Letters	1167	1105	642	1125	624	621	476	1078	113	4	959	54	289	871
	58%	65% de	64% de	63% de	55%	55%	56%	61%	53%	95%	60%	56%	59%	61%
Large letters	742	646	544	696	499	430	366	658	128	2	584	47	272	453
	37%	38%	54% acde	39%	44% a	38%	43% b	37%	60% ab	49%	37%	49%	56% b	32%
Parcels and packets	864	720	472	768	674	481	436	777	127	1	668	58	274	526
	43%	42%	47%	43%	59% abce	43%	51% b	44%	59% b	29%	42%	60% a	56% b	37%
Advertising and promotional material, such as catalogues, brochures and direct mail	111	84	68	90	75	87	58	82	16	-	92	7	41	62
	6%	5%	7%	5%	7%	8% ac	7%	5%	7%	-%	6%	8%	8% b	4%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	112	84	117	90	88	73	109	17	3	96	4	39	77
	6%	7%	8%	7%	8%	8%	9%	6%	8%	64%	6%	4%	8%	5%
Other everyday correspondence, such as invoices, one off bills etc.	310	290	193	292	208	243	170	278	49	1	246	24	95	208
	16%	17%	19%	16%	18%	22% ac	20%	16%	23%	15%	15%	24%	19%	15%
Publications, such as magazines, periodicals, customer newsletters	59	52	37	56	40	39	37	50	11	-	53	*	11	44
	3%	3%	4%	3%	3%	3%	4%	3%	5%	-%	3%	*%	2%	3%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	162	115	166	146	129	102	154	41	-	140	7	68	94
	9%	10%	11%	9%	13% c	11%	12%	9%	19% b	-%	9%	7%	14% b	7%
Refused	*	-	-	-	-	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%
None of These	212	158	74	159	85	155	83	173	20	*	179	7	31	181
	11%	9%	7%	9%	7%	14% abcd	10%	10%	9%	5%	11%	7%	6%	13% a
Other	3	3	*	3	*	3	*	3	-	-	3	-	2	1
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%
Don't Know	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: Letters, large letters, packets and parcels	1716	1496	911	1570	1012	912	731	1547	189	4	1359	88	446	1195
	86%	88% e	90% e	88% e	89% e	81%	86%	87%	88%	95%	85%	91%	91% b	84%
Net: Bulk mailings	242	205	150	216	168	171	130	200	27	3	196	12	71	157
	12%	12%	15%	12%	15%	15%	15% b	11%	13%	64%	12%	12%	15%	11%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Net: Letters, Large letters	1434	1302	805	1360	800	766	591	1304	161	4	1167	73	392	1022
	72%	76% de	80% de	76% de	71%	68%	70%	74%	76%	95%	73%	76%	80% b	72%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Letters	1167	204	10	58	176	97	734	325	90	103	935	503	664
	58%	49%	44%	40%	51%	43%	61%	59%	42%	46%	63%	65%	54%
							a	a			ab	b	
Large letters	742	211	10	81	166	113	421	207	95	107	527	280	462
	37%	51%	45%	55%	48%	50%	35%	38%	44%	48%	36%	36%	38%
						bc				c			
Parcels and packets	864	323	17	108	275	161	479	221	146	136	552	267	598
	43%	78%	76%	74%	79%	71%	40%	40%	68%	61%	37%	35%	49%
						bc			c	c			a
Advertising and promotional material, such as catalogues, brochures and direct mail	111	48	1	23	32	33	45	33	24	19	60	59	52
	6%	12%	6%	16%	9%	15%	4%	6%	11%	9%	4%	8%	4%
						bc			c			b	
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	41	*	18	26	22	68	32	17	19	68	47	75
	6%	10%	*%	12%	7%	10%	6%	6%	8%	9%	5%	6%	6%
Other everyday correspondence, such as invoices, one off bills etc.	310	111	*	31	90	39	170	100	35	44	220	146	165
	16%	27%	*%	21%	26%	17%	14%	18%	16%	20%	15%	19%	13%
												b	
Publications, such as magazines, periodicals, customer newsletters	59	27	2	8	21	9	32	17	7	5	44	32	27
	3%	6%	8%	5%	6%	4%	3%	3%	3%	2%	3%	4%	2%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	99	3	41	71	56	75	50	56	36	88	49	132
	9%	24%	12%	28%	20%	25%	6%	9%	26%	16%	6%	6%	11%
						bc			c	c			a
Refused	*	-	-	-	-	-	*	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%
None of These	212	10	1	3	12	2	149	57	21	7	183	69	144
	11%	2%	6%	2%	3%	1%	12%	10%	10%	3%	12%	9%	12%
							a	a			b		
Other	3	*	-	*	*	*	3	-	*	-	3	*	3
	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	*%	*%
Don't Know	*	*	-	*	-	-	*	-	-	-	*	-	*
	*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	*%
Net: Letters, large letters, packets and parcels	1716	389	21	138	324	215	1011	477	188	207	1257	672	1044
	86%	93%	94%	94%	93%	95%	84%	87%	87%	93%	85%	87%	85%
						bc				c			
Net: Bulk mailings	242	86	2	37	59	47	123	71	34	38	147	115	126
	12%	21%	8%	25%	17%	21%	10%	13%	16%	17%	10%	15%	10%
						b						b	
Net: Letters, Large letters	1434	291	14	103	238	147	873	404	134	153	1104	580	854
	72%	70%	61%	70%	69%	65%	72%	74%	62%	69%	75%	75%	69%
											a		

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Letters	1167	328	313	320	206	641	526
	58%	66%	63%	64%	41%	64%	53%
		d	d	d		b	
Large letters	742	206	187	194	154	393	348
	37%	41%	37%	39%	31%	39%	35%
		d					
Parcels and packets	864	236	237	214	178	473	392
	43%	47%	47%	43%	36%	47%	39%
		d	d			b	
Advertising and promotional material, such as catalogues, brochures and direct mail	111	29	30	34	18	59	52
	6%	6%	6%	7%	4%	6%	5%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	122	30	18	39	36	47	74
	6%	6%	4%	8%	7%	5%	7%
Other everyday correspondence, such as invoices, one off bills etc.	310	81	70	100	58	152	158
	16%	16%	14%	20%	12%	15%	16%
				d			
Publications, such as magazines, periodicals, customer newsletters	59	10	20	22	6	30	29
	3%	2%	4%	4%	1%	3%	3%
				d			
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 12 (continuation)

QV6a. Which of the following types of post does your organisation send regularly (this is once a month or more frequently than that)?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Legal / accounts documents / tax forms	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	180	46	45	51	38	92	88
	9%	9%	9%	10%	8%	9%	9%
Refused	*	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%
None of These	212	20	25	24	143	45	167
	11%	4%	5%	5%	29%	5%	17%
					abc		a
Other	3	2	-	*	*	2	1
	*%	*%	-%	*%	*%	*%	*%
Don't Know	*	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%
Net: Letters, large letters, packets and parcels	1716	472	463	456	325	935	781
	86%	94%	93%	91%	65%	94%	78%
		d	d	d		b	
Net: Bulk mailings	242	63	50	76	53	112	129
	12%	13%	10%	15%	11%	11%	13%
Net: Letters, Large letters	1434	396	382	388	268	778	656
	72%	79%	76%	78%	54%	78%	66%
		d	d	d		b	

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1659	749	910	1088	295	72	204	571
Effective base	615	266	355	558	178	30	110	233
Weighted Base	1434	541	893	1361	60	8	4	73
0-24%	167	49	118	162	4	1	*	5
	12%	9%	13%	12%	6%	10%	6%	7%
				be				
25-49%	140	35	105	132	6	1	1	8
	10%	7%	12%	10%	10%	15%	18%	11%
			a				ab	
50-74%	216	58	158	201	12	2	1	15
	15%	11%	18%	15%	20%	26%	26%	21%
			a				a	a
75-100%	911	399	512	866	39	4	2	45
	64%	74%	57%	64%	65%	49%	50%	62%
		b		d	d			d
Answered	1434	541	893	1361	60	8	4	73
Mean score	75.0	80.9	71.4	75.0	76.3	69.8	69.1	75.2
		b		d	d			d

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1659	597	322	169	170	197	204	1088	295	276
Effective base	615	316	166	104	106	101	110	558	178	68
Weighted Base	1434	857	370	134	36	32	4	1361	60	12
0-24%	167	110	40	12	3	2	*	162	4	1
	12%	13%	11%	9%	8%	5%	6%	12%	6%	8%
		efh						eh		
25-49%	140	83	35	14	3	4	1	132	6	2
	10%	10%	9%	11%	9%	11%	18%	10%	10%	16%
							abgh			
50-74%	216	122	63	16	7	7	1	201	12	3
	15%	14%	17%	12%	18%	22%	26%	15%	20%	26%
						a	acg			acg
75-100%	911	543	232	92	23	20	2	866	39	6
	64%	63%	63%	68%	65%	61%	50%	64%	65%	49%
		fi	f	fi	fi			fi	fi	
Answered	1434	857	370	134	36	32	4	1361	60	12
Mean score	75.0	74.8	74.3	77.8	75.7	75.4	69.1	75.0	76.3	69.5
		fi		fi	fi	fi		fi	fi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1659	552	218	78	45	194
Effective base	615	311	84	28	6	32
Weighted Base	1434	847	188	33	17	47
0-24%	167	124	14	3	*	7
	12%	15%	8%	10%	1%	14%
25-49%	140	90	11	5	8	5
	10%	11%	6%	16%	47%	12%
					abe	
50-74%	216	135	32	9	2	8
	15%	16%	17%	29%	12%	17%
75-100%	911	498	131	15	7	27
	64%	59%	70%	45%	40%	57%
			c			
Answered	1434	847	188	33	17	47
Mean score	75.0	71.9	79.7	62.2	63.1	69.1
		c	acde			

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1659	94	98	137	65	105	133	88	80	91	891	259	251	258
Effective base	615	59	62	68	37	67	76	57	43	54	494	159	163	72
Weighted Base	1434	114	122	221	64	127	227	185	99	113	1272	80	55	27
0-24%	167	10	12	27	3	25	29	25	12	14	156	6	4	1
	12%	9%	9%	12%	5%	20% dklm	13% m	13% m	12%	12%	12% lm	8%	7%	4%
25-49%	140	23	8	29	2	5	18	19	6	16	126	8	4	3
	10%	20% bdefhjkl	6%	13%	3%	4%	8%	10%	6%	14%	10%	10%	7%	9%
50-74%	216	23	19	26	18	15	38	28	13	13	193	11	8	4
	15%	20%	15%	12%	28% cejk	11%	17%	15%	13%	12%	15%	14%	15%	14%
75-100%	911	58	84	139	41	82	142	113	68	70	797	55	39	20
	64%	51%	69% a	63%	64%	65%	62%	61%	69%	62%	63%	68% a	71% a	73% a
Answered	1434	114	122	221	64	127	227	185	99	113	1272	80	55	27
Mean score	75.0	69.0	78.0 a	73.5	78.2	73.3	74.2	75.3	77.1	72.8	74.4	78.7 a	80.2 acij	82.5 acefgij

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1659	63	118	14	209	244	78	133	733	1298	361	1489	170
Effective base	615	23	39	4	73	89	35	54	297	486	137	573	48
Weighted Base	1434	58	94	10	194	283	49	124	530	1187	247	1361	73
0-24%	167	6	18	-	11	64	4	*	50	136	31	158	9
	12%	10%	20%	-%	6%	23%	8%	*%	9%	11%	13%	12%	12%
		g	dg			dgh	g		g				
25-49%	140	5	12	1	19	30	3	11	53	119	22	135	5
	10%	8%	12%	5%	10%	11%	6%	9%	10%	10%	9%	10%	7%
50-74%	216	8	18	*	17	39	8	19	85	180	36	195	21
	15%	14%	19%	5%	9%	14%	17%	16%	16%	15%	15%	14%	29%
													a
75-100%	911	39	46	9	147	150	34	93	342	753	158	873	38
	64%	68%	49%	90%	76%	53%	70%	75%	65%	63%	64%	64%	52%
					be			be	e				
Answered	1434	58	94	10	194	283	49	124	530	1187	247	1361	73
Mean score	75.0	76.8	66.7	94.5	82.6	66.2	79.0	84.7	75.9	75.0	75.0	75.3	69.0
		e			beh		be	abeh	be			b	

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1659	1631	28	1010	346	300
Effective base	615	600	14	384	104	127
Weighted Base	1434	1400	34	918	217	297
0-24%	167	162	5	58	22	87
	12%	12%	14%	6%	10%	29%
						ab
25-49%	140	140	*	83	32	25
	10%	10%	*%	9%	15%	9%
50-74%	216	216	-	111	47	58
	15%	15%	-%	12%	21%	20%
					a	a
75-100%	911	882	29	666	117	127
	64%	63%	86%	73%	54%	43%
				bc		
Answered	1434	1400	34	918	217	297
Mean score	75.0	74.7	87.2	81.8	69.3	58.0
				bc	c	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1659	1253	277	67	15	21	11	8	7	1530	129	62	600	653	406
Effective base	615	524	74	10	3	5	3	2	2	598	17	8	271	257	91
Weighted Base	1434	1223	162	26	12	6	*	*	4	1386	48	23	676	547	211
0-24%	167	112	43	8	3	*	-	*	*	155	12	4	38	73	55
	12%	9%	26%	32%	25%	6%	-%	5%	7%	11%	25%	16%	6%	13%	26%
			ai	ai							a			a	ab
25-49%	140	120	10	3	7	*	*	*	1	130	10	7	32	88	20
	10%	10%	6%	11%	55%	1%	24%	30%	15%	9%	21%	32%	5%	16%	9%
												abi		a	
50-74%	216	159	48	1	2	2	*	*	3	207	9	7	49	110	57
	15%	13%	30%	6%	20%	29%	21%	1%	77%	15%	18%	31%	7%	20%	27%
			ai											a	a
75-100%	911	832	62	13	-	4	*	*	*	893	18	5	557	275	79
	64%	68%	38%	52%	-%	64%	55%	64%	1%	64%	37%	20%	82%	50%	38%
		bjk								bjk			bc	c	
Answered	1434	1223	162	26	12	6	*	*	4	1386	48	23	676	547	211
Mean score	75.0	77.9	58.4	59.8	37.0	80.9	75.4	66.5	55.6	75.6	56.7	53.3	87.3	66.4	58.0
		bcijk								bcjk			bc	c	

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1659	1459	878	1659	666	328	435	1278	131	85	63	36	36	30
Effective base	615	522	323	615	249	94	151	534	38	21	9	7	4	5
Weighted Base	1434	1167	742	1434	582	182	352	1240	93	49	25	10	12	6
0-24%	167	102	116	167	140	31	81	139	22	2	1	*	1	1
	12%	9%	16%	12%	24%	17%	23%	11%	24%	4%	6%	4%	9%	10%
			a		abc	a	ac		a					
25-49%	140	115	93	140	125	39	79	114	9	3	7	3	2	3
	10%	10%	12%	10%	21%	21%	22%	9%	9%	6%	30%	32%	14%	48%
					abc	abc	abc				a	a		abc
50-74%	216	153	167	216	171	49	83	171	23	10	7	3	1	*
	15%	13%	23%	15%	29%	27%	24%	14%	25%	21%	27%	32%	12%	3%
			ac		ac	ac	ac							
75-100%	911	796	366	911	147	63	109	816	39	33	9	3	8	2
	64%	68%	49%	64%	25%	35%	31%	66%	42%	68%	37%	32%	65%	39%
		bdef	def	bdef				b						
Answered	1434	1167	742	1434	582	182	352	1240	93	49	25	10	12	6
Mean score	75.0	78.2	66.1	75.0	48.9	57.8	52.7	76.4	60.4	78.0	63.2	57.1	78.1	53.9
		bcdef	def	bdef		df	d	bdeg		bdeg			bdeg	

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	1659	508	38	31	30	10	32	17	59	579	340	422	258	60
Effective base	615	218	12	6	8	4	3	4	11	260	129	156	63	9
Weighted Base	1434	509	33	17	12	4	3	4	11	633	296	353	132	20
0-24%	167	118	17	2	1	2	*	1	2	63	23	65	13	3
	12%	23%	50%	9%	12%	42%	4%	12%	19%	10%	8%	18%	10%	16%
			a									ab		
25-49%	140	106	2	9	1	1	3	3	7	44	38	44	12	3
	10%	21%	7%	53%	7%	31%	96%	59%	61%	7%	13%	12%	9%	13%
				b			abd		abd					
50-74%	216	150	10	2	7	*	*	1	1	61	54	73	24	4
	15%	30%	29%	9%	64%	5%	*%	29%	13%	10%	18%	21%	18%	19%
					acfh						a	a		
75-100%	911	135	5	5	2	1	*	-	1	464	182	171	83	11
	64%	26%	15%	28%	17%	23%	*%	-%	7%	73%	61%	48%	63%	52%
										bc	c		c	
Answered	1434	509	33	17	12	4	3	4	11	633	296	353	132	20
Mean score	75.0	49.8	37.2	53.8	50.4	36.7	30.5	31.4	32.8	81.2	74.9	64.6	74.3	66.6
		bfh		bfh	bfh					bcde	ce		c	

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1659	222	133	183	93	35	372	62	226	1515	144	1554	105
Effective base	615	112	54	59	21	4	147	21	81	579	38	590	26
Weighted Base	1434	264	118	146	43	11	363	47	172	1328	106	1359	75
0-24%	167	41	15	65	14	6	120	8	12	129	37	147	20
	12%	16%	12%	44%	32%	50%	33%	18%	7%	10%	35%	11%	27%
				ab			c				a		a
25-49%	140	51	42	24	6	2	68	17	40	121	19	135	5
	10%	19%	36%	16%	14%	18%	19%	37%	23%	9%	18%	10%	7%
			ac										
50-74%	216	82	36	41	9	2	98	18	55	190	26	193	23
	15%	31%	31%	28%	22%	16%	27%	39%	32%	14%	24%	14%	30%
													a
75-100%	911	90	25	16	14	2	77	3	66	887	24	884	27
	64%	34%	21%	11%	32%	16%	21%	6%	38%	67%	22%	65%	36%
		c			c				ab	b		b	
Answered	1434	264	118	146	43	11	363	47	172	1328	106	1359	75
Mean score	75.0	56.2	47.9	37.3	48.8	36.0	44.7	44.6	58.7	77.3	46.1	76.0	57.4
		bcde	ce		ce				ab	b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1659	143	162	286	97	493	173	568	1298	187	477	722	156	2
Effective base	615	62	47	114	18	202	48	184	470	47	173	270	50	2
Weighted Base	1434	151	103	265	60	477	105	450	1046	128	410	619	142	1
0-24%	167	48	29	70	14	102	38	58	91	17	55	97	24	*
	12%	31%	28%	26%	24%	21%	36% a	13%	9%	14%	13%	16%	17%	54%
25-49%	140	40	17	54	11	105	20	78	94	19	63	73	17	-
	10%	27%	16%	20%	19%	22%	19%	17% b	9%	15%	15%	12%	12%	-%
50-74%	216	37	33	70	18	136	35	85	133	25	110	134	26	-
	15%	24%	32%	26%	29%	29%	33%	19% b	13%	19%	27%	22%	18%	-%
75-100%	911	26	24	72	17	134	14	228	727	66	181	315	75	*
	64%	17%	23%	27%	28%	28% b	13%	51%	70% ac	52%	44%	51%	53%	46%
Answered	1434	151	103	265	60	477	105	450	1046	128	410	619	142	1
Mean score	75.0	43.3	47.1	50.4	53.1	50.8 b	40.1	67.2	79.0 ac	68.7	64.5	66.6	66.8	57.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1659	474	426	145	2	1402	814	526	1223	937	27
Effective base	615	170	162	44	2	515	306	208	456	350	4
Weighted Base	1434	409	383	105	1	1156	704	490	1054	795	8
0-24%	167	112	83	30	*	100	111	118	106	113	6
	12%	28%	22%	29%	32%	9%	16% a	24% ab	10%	14%	77%
25-49%	140	102	81	22	-	113	88	103	106	92	1
	10%	25%	21%	21%	-%	10%	13%	21% ab	10%	12%	8%
50-74%	216	118	107	22	1	150	153	145	170	120	1
	15%	29%	28%	21%	68%	13%	22% a	30% ab	16%	15%	12%
75-100%	911	76	112	31	-	794	351	124	673	470	*
	64%	19%	29% a	29%	-%	69% bc	50% c	25%	64%	59%	4%
Answered	1434	409	383	105	1	1156	704	490	1054	795	8
Mean score	75.0	45.2	51.0 a	49.4	40.5	78.4 bc	66.2 c	49.1	75.8 b	71.8	24.9

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	1659	302	272	264	51	36	1050	874	103	48	43	15
Effective base	615	111	112	98	24	16	384	327	36	14	17	4
Weighted Base	1434	259	264	237	63	44	887	741	81	35	32	8
0-24%	167	49	56	64	22	14	86	94	9	2	16	3
	12%	19%	21%	27%	36%	33%	10%	13%	11%	6%	48% ab	38%
25-49%	140	60	64	66	15	8	78	75	17	4	3	*
	10%	23%	24%	28%	24%	18%	9%	10%	21%	13%	10%	*%
50-74%	216	84	86	65	10	3	152	112	19	2	5	5
	15%	32% e	33% e	28%	17%	6%	17%	15%	23%	6%	15%	57%
75-100%	911	66	58	41	15	19	571	460	37	26	8	*
	64%	26%	22%	17%	23%	43% c	64%	62%	45%	75% c	26%	4%
Answered	1434	259	264	237	63	44	887	741	81	35	32	8
Mean score	75.0	51.3 cd	49.3 c	44.5	43.4	52.1	76.4	73.9	65.3 c	78.2 ac	44.2	39.2

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1659	1518	1026	1580	1006	1001	833	1489	198	4	1372	73	405	1199
Effective base	615	565	363	589	359	347	285	564	63	3	501	32	164	442
Weighted Base	1434	1302	805	1360	800	766	591	1304	161	4	1167	73	392	1022
0-24%	167	159	93	164	122	125	86	156	23	-	136	18	58	108
	12%	12%	12%	12%	15%	16%	15%	12%	14%	-%	12%	25% a	15%	11%
25-49%	140	125	81	128	104	80	87	120	19	-	126	6	37	99
	10%	10%	10%	9%	13%	10%	15% b	9%	12%	-%	11%	8%	9%	10%
50-74%	216	177	150	199	168	133	117	185	39	1	183	10	84	124
	15%	14%	19% a	15%	21% ac	17%	20% b	14%	24% b	31%	16%	13%	21% b	12%
75-100%	911	840	481	869	405	429	301	843	80	3	723	40	212	691
	64%	65% de	60% d	64% de	51%	56%	51%	65% ac	50%	69%	62%	54%	54%	68% a
Answered	1434	1302	805	1360	800	766	591	1304	161	4	1167	73	392	1022
Mean score	75.0	75.2 de	73.2 de	74.9 de	66.8	70.0 d	67.4	75.3 ac	68.2	76.2	74.3 b	65.0	68.1	77.8 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1659	351	18	158	254	198	950	500	165	178	1239	837	822
Effective base	615	118	7	41	98	65	378	168	61	53	480	263	353
Weighted Base	1434	291	14	103	238	147	873	404	134	153	1104	580	854
0-24%	167	77	4	19	65	39	89	39	27	23	116	49	118
	12%	27%	27%	19%	27%	27%	10%	10%	20%	15%	11%	8%	14%
						bc			c				a
25-49%	140	67	-	21	47	33	65	42	24	25	89	54	86
	10%	23%	-%	21%	20%	23%	7%	10%	18%	17%	8%	9%	10%
						bc			c	c			
50-74%	216	76	6	37	55	26	127	62	37	32	140	84	132
	15%	26%	45%	36%	23%	18%	15%	15%	28%	21%	13%	14%	15%
									c				
75-100%	911	70	4	26	71	48	592	261	46	74	759	393	518
	64%	24%	29%	25%	30%	33%	68%	65%	34%	48%	69%	68%	61%
							a	a			ab		
Answered	1434	291	14	103	238	147	873	404	134	153	1104	580	854
Mean score	75.0	49.3	57.5	52.4	51.4	53.6	77.5	76.9	56.1	65.5	78.2	78.5	72.6
							a	a		a	ab	b	

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 13 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Letters and large letters

Base: All sending large letters (QV6a=1 or 2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1659	399	514	449	297	913	746
Effective base	615	141	178	170	137	313	305
Weighted Base	1434	396	382	388	268	778	656
0-24%	167	46	46	40	34	93	74
	12%	12%	12%	10%	13%	12%	11%
25-49%	140	49	37	28	27	85	55
	10%	12%	10%	7%	10%	11%	8%
50-74%	216	42	48	74	52	90	126
	15%	11%	13%	19%	19%	12%	19%
				a	a		a
75-100%	911	259	251	246	155	510	401
	64%	65%	66%	63%	58%	66%	61%
Answered	1434	396	382	388	268	778	656
Mean score	75.0	75.3	75.4	76.1	72.3	75.3	74.6

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	907	334	573	594	141	44	128	313
Effective base	360	127	235	331	84	23	66	118
Weighted Base	864	270	595	827	30	5	3	37
0-24%	181	40	140	170	9	1	1	11
	21%	15%	24%	21%	29%	26%	30%	28%
25-49%	151	37	114	141	7	2	1	9
	17%	14%	19%	17%	23%	37%	31%	25%
						a	a	
50-74%	157	40	117	152	3	1	1	5
	18%	15%	20%	18%	11%	16%	25%	13%
							be	
75-100%	376	153	224	364	11	1	*	12
	44%	57%	38%	44%	37%	21%	14%	34%
		b		cde	d			d
Answered	864	270	595	827	30	5	3	37
Mean score	60.3	69.5	56.1	60.7	53.1	42.0	40.7	50.8
		b		bcde	d			d

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	907	350	163	81	79	106	128	594	141	172
Effective base	360	209	88	42	49	56	66	331	84	52
Weighted Base	864	556	209	62	19	16	3	827	30	7
0-24%	181	108	49	13	5	5	1	170	9	2
	21%	19%	24%	21%	27%	30%	30%	21%	29%	27%
25-49%	151	95	38	8	4	5	1	141	7	3
	17%	17%	18%	13%	20%	30%	31%	17%	23%	35%
						acg	acg			abcg
50-74%	157	106	30	16	2	2	1	152	3	1
	18%	19%	14%	27%	12%	12%	25%	18%	11%	19%
				h			h			
75-100%	376	248	92	25	8	4	*	364	11	1
	44%	45%	44%	40%	42%	27%	14%	44%	37%	18%
		efi	efi	fi	fi			efi	fi	
Answered	864	556	209	62	19	16	3	827	30	7
Mean score	60.3	61.4	58.9	60.6	54.9	47.7	40.7	60.7	53.1	41.5
		efhi	efi	efi	fi			efhi	fi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	907	371	121	51	28	107
Effective base	360	217	45	17	9	17
Weighted Base	864	585	96	29	7	20
0-24%	181	105	39	3	1	4
	21%	18%	41%	10%	14%	18%
			ac			
25-49%	151	113	10	5	1	7
	17%	19%	11%	18%	21%	37%
						b
50-74%	157	102	19	10	1	4
	18%	17%	19%	34%	13%	21%
75-100%	376	265	28	11	4	5
	44%	45%	29%	39%	53%	24%
		b				
Answered	864	585	96	29	7	20
Mean score	60.3	61.7	48.1	63.9	67.1	46.1
		be		be		

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	907	53	49	86	33	49	68	47	62	49	496	137	134	140
Effective base	360	36	31	49	18	29	41	36	31	31	293	79	84	40
Weighted Base	864	81	68	150	37	62	109	121	78	67	772	46	33	13
0-24%	181	14	15	29	9	19	27	19	18	14	164	7	7	3
	21%	17%	22%	19%	25%	31%	25%	16%	23%	21%	21%	16%	20%	19%
25-49%	151	11	14	29	9	4	19	24	11	9	131	9	7	3
	17%	14%	21%	19%	25%	6%	17%	20%	14%	14%	17%	20%	22%	23%
50-74%	157	24	10	27	10	7	31	13	5	12	139	9	6	2
	18%	30%	15%	18%	26%	11%	28%	11%	6%	18%	18%	19%	19%	15%
		gh					h							
75-100%	376	31	29	65	9	32	33	64	44	31	337	21	13	6
	44%	38%	43%	43%	24%	51%	30%	53%	56%	47%	44%	45%	39%	42%
								df	df					
Answered	864	81	68	150	37	62	109	121	78	67	772	46	33	13
Mean score	60.3	61.9	58.9	60.3	50.8	58.4	52.9	66.1	66.2	60.3	60.2	64.2	57.6	59.1
								df	df			df		

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	907	35	103	7	71	183	32	51	377	727	180	803	104
Effective base	360	10	41	3	29	77	14	19	160	291	72	335	30
Weighted Base	864	21	105	1	68	240	20	44	306	724	141	820	44
0-24%	181	6	4	-	31	32	8	17	69	149	31	170	11
	21%	29%	4%	-%	46%	13%	39%	38%	23%	21%	22%	21%	24%
		b			beh		be	be	b				
25-49%	151	3	12	1	12	41	1	10	54	131	19	143	7
	17%	16%	12%	75%	18%	17%	5%	24%	18%	18%	14%	17%	16%
50-74%	157	1	20	*	11	30	4	10	68	128	29	148	9
	18%	7%	19%	6%	15%	13%	22%	23%	22%	18%	20%	18%	19%
75-100%	376	10	68	*	14	136	7	7	114	315	61	359	18
	44%	48%	65%	20%	21%	57%	34%	16%	37%	44%	44%	44%	40%
			dgh			dgh							
Answered	864	21	105	1	68	240	20	44	306	724	141	820	44
Mean score	60.3	56.3	76.9	49.9	41.1	68.9	54.2	40.6	57.1	60.3	60.1	60.3	59.2
		dg	adefgh			adfgh			dg				

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	907	900	7	393	240	274
Effective base	360	357	3	165	76	121
Weighted Base	864	856	9	392	158	315
0-24%	181	180	*	98	36	47
	21%	21%	4%	25%	23%	15%
				c		
25-49%	151	151	-	68	34	49
	17%	18%	-%	17%	22%	15%
50-74%	157	157	*	75	32	49
	18%	18%	*%	19%	21%	16%
75-100%	376	368	9	152	55	170
	44%	43%	96%	39%	35%	54%
						ab
Answered	864	856	9	392	158	315
Mean score	60.3	60.0	90.8	57.4	55.8	66.2
						ab

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	907	570	224	60	15	17	11	5	5	794	113	53	161	409	337
Effective base	360	275	67	12	3	4	1	2	2	342	20	9	86	189	85
Weighted Base	864	660	172	21	6	3	1	*	1	832	33	12	207	453	205
0-24%	181	151	24	4	*	*	*	*	*	175	5	1	53	98	30
	21%	23%	14%	21%	4%	11%	4%	67%	7%	21%	16%	8%	26%	22%	15%
25-49%	151	104	39	4	3	*	*	*	1	143	8	4	26	78	47
	17%	16%	23%	20%	52%	1%	3%	*%	60%	17%	24%	33%	12%	17%	23%
50-74%	157	137	15	1	2	1	-	*	*	152	5	4	38	100	19
	18%	21%	9%	5%	34%	41%	-%	33%	3%	18%	14%	30%	18%	22%	9%
		b								b				c	
75-100%	376	268	94	11	1	2	1	-	*	361	15	3	91	177	109
	44%	41%	55%	54%	9%	47%	93%	-%	29%	43%	45%	29%	44%	39%	53%
			a												b
Answered	864	660	172	21	6	3	1	*	1	832	33	12	207	453	205
Mean score	60.3	59.1	64.8	62.5	47.9	70.6	85.3	28.3	42.2	60.3	60.5	56.7	59.7	58.8	64.1
			a												b

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	907	551	494	666	907	215	282	442	74	44	37	28	22	19
Effective base	360	194	184	249	360	55	103	201	24	12	9	5	3	4
Weighted Base	864	411	429	582	864	117	243	479	60	17	9	7	8	3
0-24%	181	139	117	173	181	27	72	137	20	7	3	1	5	*
	21%	34%	27%	30%	21%	23%	30%	29%	33%	42%	36%	13%	68%	2%
		d		d										
25-49%	151	103	118	148	151	42	70	117	17	6	1	3	2	2
	17%	25%	28%	25%	17%	36%	29%	24%	28%	38%	9%	39%	31%	45%
		d	d	d		d	d							
50-74%	157	100	106	142	157	22	45	120	11	3	4	2	*	1
	18%	24%	25%	24%	18%	19%	19%	25%	19%	19%	44%	34%	*%	43%
75-100%	376	69	88	119	376	26	55	105	12	-	1	1	*	*
	44%	17%	21%	20%	44%	22%	23%	22%	20%	-%	11%	15%	*%	10%
					abcef									
Answered	864	411	429	582	864	117	243	479	60	17	9	7	8	3
Mean score	60.3	41.9	44.6	44.2	60.3	46.4	45.2	45.4	43.1	29.3	41.0	46.7	12.5	45.1
					abcef	a		c	c		c			

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	907	709	54	39	35	16	33	21	70	153	134	202	136	41
Effective base	360	316	18	8	9	6	3	6	16	79	53	83	28	7
Weighted Base	864	771	44	21	13	5	4	6	15	176	131	188	71	16
0-24%	181	159	7	9	4	1	1	*	2	47	35	51	33	7
	21%	21%	15%	44%	32%	15%	17%	1%	10%	27%	27%	27%	47%	45%
25-49%	151	137	6	2	1	*	3	1	4	34	42	48	20	4
	17%	18%	15%	8%	6%	3%	72%	23%	28%	19%	32%	25%	29%	22%
							abcd							
50-74%	157	136	7	4	7	*	*	3	3	57	43	33	5	3
	18%	18%	15%	21%	55%	8%	1%	41%	20%	33%	33%	18%	7%	20%
					ab					cd	cd			
75-100%	376	338	25	6	1	4	*	2	7	38	10	57	12	2
	44%	44%	56%	27%	7%	74%	10%	35%	43%	21%	8%	30%	17%	13%
		d	d							b		b		
Answered	864	771	44	21	13	5	4	6	15	176	131	188	71	16
Mean score	60.3	60.6	66.4	45.3	42.5	73.5	42.6	60.9	61.0	47.8	41.3	47.4	34.6	32.1
		cdf	cdf						cdf	bde	de	bde		

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	907	296	187	250	128	46	554	73	273	721	186	596	70
Effective base	360	151	83	85	36	7	233	27	102	299	61	233	16
Weighted Base	864	354	194	229	74	14	594	59	209	728	137	544	38
0-24%	181	112	30	20	16	2	99	8	74	166	15	160	13
	21%	32% bc	16%	9%	22%	15%	17%	13%	36% ab	23% b	11%	29%	34%
25-49%	151	56	38	40	13	4	97	14	38	143	7	142	6
	17%	16%	20%	17%	17%	29%	16%	24%	18%	20% b	5%	26%	14%
50-74%	157	68	44	38	6	*	92	14	51	134	23	134	8
	18%	19%	23% d	17%	8%	3%	15%	23%	24%	18%	17%	25%	22%
75-100%	376	118	81	131	39	7	306	23	45	285	91	108	11
	44%	33%	42%	57% ab	53% a	52%	52% c	39%	22%	39%	67% a	20%	29%
Answered	864	354	194	229	74	14	594	59	209	728	137	544	38
Mean score	60.3	52.6	62.0 a	69.9 abd	62.6 a	60.6	65.3 c	60.1 c	46.2	57.5	74.9 a	44.2	44.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	907	181	199	237	68	652	255	316	472	124	298	404	117	1
Effective base	360	77	62	97	11	277	84	103	169	32	106	154	37	1
Weighted Base	864	196	139	230	24	680	184	232	360	66	245	358	94	*
0-24%	181	35	29	54	7	156	25	72	125	23	59	108	32	-
	21%	18%	21%	23%	30%	23%	13%	31%	35%	35%	24%	30%	35%	-%
25-49%	151	41	32	70	4	119	31	60	92	17	81	104	23	-
	17%	21%	23%	30%	15%	18%	17%	26%	26%	26%	33%	29%	24%	-%
50-74%	157	47	24	56	6	122	35	60	87	18	59	75	18	-
	18%	24%	17%	24%	26%	18%	19%	26%	24%	26%	24%	21%	20%	-%
75-100%	376	74	54	51	7	283	93	40	56	8	45	71	20	*
	44%	38%	39%	22%	29%	42%	51%	17%	15%	13%	19%	20%	21%	100%
Answered	864	196	139	230	24	680	184	232	360	66	245	358	94	*
Mean score	60.3	58.8	55.5	46.7	49.1	58.6	66.5 a	42.6	40.8	40.5	43.7	42.8	42.5	80.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	907	649	561	185	2	514	453	700	503	404	19
Effective base	360	250	227	66	2	190	174	288	186	153	3
Weighted Base	864	603	553	159	1	406	408	702	431	354	8
0-24%	181	104	131	40	-	138	111	144	127	98	1
	21%	17%	24%	25%	-%	34% c	27%	21%	29%	28%	9%
25-49%	151	112	98	20	-	102	111	121	114	99	1
	17%	19%	18%	12%	-%	25% c	27% c	17%	26%	28%	12%
50-74%	157	119	102	26	1	98	98	134	110	74	3
	18%	20%	18%	16%	68%	24%	24%	19%	25%	21%	37%
75-100%	376	267	222	74	*	67	87	303	80	83	3
	44%	44%	40%	46%	32%	17%	21%	43% ab	19%	23%	42%
Answered	864	603	553	159	1	406	408	702	431	354	8
Mean score	60.3	61.6 b	57.6	61.5	59.5	41.7	44.9	60.5 ab	43.4	45.6	59.0

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	907	370	338	348	69	44	418	363	74	35	40	16
Effective base	360	142	146	138	34	21	152	139	28	8	17	5
Weighted Base	864	347	352	337	91	53	351	315	70	20	34	10
0-24%	181	85	68	54	16	21	108	100	11	8	4	*
	21%	24%	19%	16%	17%	40% bc	31%	32%	16%	40%	11%	3%
25-49%	151	68	84	54	9	1	101	91	22	2	6	5
	17%	20% e	24% e	16%	10%	2%	29%	29%	31%	8%	17%	45%
50-74%	157	78	62	81	23	16	91	58	11	3	5	*
	18%	23%	18%	24%	26%	30%	26%	18%	15%	17%	15%	1%
75-100%	376	115	138	149	42	15	52	67	26	7	20	5
	44%	33%	39%	44%	46%	29%	15%	21%	37%	35%	57%	51%
Answered	864	347	352	337	91	53	351	315	70	20	34	10
Mean score	60.3	54.7	57.6	62.6 abe	65.1 ae	52.2	41.1	42.9	55.5	50.2	69.9 ab	67.9

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	907	762	571	819	700	554	543	781	149	1	712	42	267	550
Effective base	360	306	208	326	277	208	197	321	49	1	284	21	113	219
Weighted Base	864	720	472	768	674	481	436	777	127	1	668	58	274	526
0-24%	181	170	117	177	141	88	68	178	40	-	128	18	69	106
	21%	24%	25%	23%	21%	18%	15%	23% a	32% a	-%	19%	31%	25%	20%
25-49%	151	132	102	138	129	102	91	128	28	-	138	3	57	93
	17%	18%	22%	18%	19%	21%	21%	16%	22%	-%	21%	6%	21%	18%
50-74%	157	128	100	145	124	81	83	141	14	1	138	6	47	103
	18%	18%	21%	19%	18%	17%	19%	18%	11%	100%	21%	11%	17%	20%
75-100%	376	289	154	308	279	210	195	330	44	-	264	30	101	225
	44%	40%	33%	40%	41% b	44% b	45%	43%	35%	-%	39%	52%	37%	43%
Answered	864	720	472	768	674	481	436	777	127	1	668	58	274	526
Mean score	60.3	57.4 b	52.6	57.5 b	58.8 b	60.2 b	62.0 c	59.1 c	49.0	50.0	58.8	58.3	53.8	60.8 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	907	370	19	162	277	182	488	232	171	157	544	393	514
Effective base	360	136	7	49	112	72	196	90	66	57	226	138	229
Weighted Base	864	323	17	108	275	161	479	221	146	136	552	267	598
0-24%	181	53	2	21	46	14	116	51	17	31	128	60	121
	21%	16%	12%	19%	17%	9%	24%	23%	12%	23%	23%	23%	20%
							a	a			a		
25-49%	151	61	5	25	49	20	83	47	32	19	98	51	99
	17%	19%	27%	23%	18%	13%	17%	21%	22%	14%	18%	19%	17%
50-74%	157	69	*	18	57	29	83	45	24	23	106	59	98
	18%	21%	*%	17%	21%	18%	17%	21%	17%	17%	19%	22%	16%
75-100%	376	140	10	45	122	98	197	78	72	63	220	97	280
	44%	43%	61%	41%	44%	61%	41%	35%	50%	46%	40%	36%	47%
						bc							a
Answered	864	323	17	108	275	161	479	221	146	136	552	267	598
Mean score	60.3	61.4	73.2	60.5	61.3	71.3	57.8	57.1	65.3	61.3	57.8	56.4	62.0
						bc			c				a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 15 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Parcels and packets

Base: All sending parcels and packets (QV6a=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	907	236	275	223	173	511	396
Effective base	360	96	95	92	78	190	170
Weighted Base	864	236	237	214	178	473	392
0-24%	181	58	38	58	27	96	84
	21%	25%	16%	27%	15%	20%	22%
25-49%	151	30	44	43	34	74	77
	17%	13%	19%	20%	19%	16%	20%
50-74%	157	49	41	37	30	89	68
	18%	21%	17%	17%	17%	19%	17%
75-100%	376	99	114	77	86	213	163
	44%	42%	48%	36%	49%	45%	42%
Answered	864	236	237	214	178	473	392
Mean score	60.3	60.1	63.8	54.1	63.4	61.9	58.3
			c		c		

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	701	294	407	395	151	42	113	306
Effective base	239	118	129	209	94	17	54	122
Weighted Base	544	208	337	507	31	4	2	37
0-24%	301	108	193	281	17	2	1	20
	55%	52%	57%	55%	55%	40%	48%	53%
25-49%	63	21	41	55	6	1	1	8
	12%	10%	12%	11%	21%	30%	24%	22%
					a	a	a	a
50-74%	70	24	45	64	4	*	*	5
	13%	12%	13%	13%	14%	12%	12%	14%
75-100%	112	54	58	107	3	1	*	4
	20%	26%	17%	21%	10%	18%	15%	11%
				be				
Answered	544	208	337	507	31	4	2	37
Mean score	34.7	38.9	32.1	34.9	31.2	38.3	34.8	32.2
		b						

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	701	185	139	71	88	105	113	395	151	155
Effective base	239	103	77	42	57	53	54	209	94	37
Weighted Base	544	281	175	51	19	16	2	507	31	6
0-24%	301	160	95	26	11	8	1	281	17	3
	55%	57%	54%	50%	59%	47%	48%	55%	55%	43%
25-49%	63	29	18	8	3	4	1	55	6	2
	12%	10%	10%	15%	17%	27%	24%	11%	21%	28%
						abg	abg		ag	abg
50-74%	70	24	37	3	3	2	*	64	4	1
	13%	8%	21%	7%	14%	15%	12%	13%	14%	12%
			ac							
75-100%	112	68	25	15	2	2	*	107	3	1
	20%	24%	14%	28%	10%	12%	15%	21%	10%	17%
		dh		deh				h		
Answered	544	281	175	51	19	16	2	507	31	6
Mean score	34.7	35.5	32.6	39.0	30.5	33.8	34.8	34.9	31.2	37.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	701	222	106	40	27	115
Effective base	239	117	35	13	4	20
Weighted Base	544	322	72	15	14	28
0-24%	301	200	35	10	5	12
	55%	62%	48%	69%	34%	44%
25-49%	63	31	14	4	1	3
	12%	10%	19%	23%	10%	11%
50-74%	70	36	9	1	7	8
	13%	11%	12%	7%	52%	28%
75-100%	112	55	15	*	1	5
	20%	17%	20%	1%	4%	18%
Answered	544	322	72	15	14	28
Mean score	34.7	30.0	35.4	18.4	40.6	41.4
		c	c			ac

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	*g	h	i	j	k	l	m
Unweighted Base	701	47	37	60	26	50	69	27	36	30	382	111	100	108
Effective base	239	29	23	29	17	28	37	13	14	15	192	62	56	24
Weighted Base	544	61	46	86	26	53	106	46	34	25	483	35	18	8
0-24%	301	36	24	45	13	29	51	31	22	15	267	23	7	3
	55%	59%	51%	53%	53%	55%	48%	67%	66%	61%	55%	65% l	40%	45%
25-49%	63	10	8	12	2	2	7	5	1	7	55	3	2	3
	12%	17%	18%	14%	9%	5%	6%	11%	3%	26% ef	11%	10%	9%	37% efhjkl
50-74%	70	5	5	10	2	7	18	9	2	3	62	4	3	1
	13%	8%	12%	12%	7%	13%	17%	20%	7%	12%	13%	12%	16%	7%
75-100%	112	10	9	18	8	15	31	1	8	*	100	5	6	1
	20%	17%	19%	22%	31%	28% i	29% i	2%	24%	*%	21%	13%	34% ijkm	11%
Answered	544	61	46	86	26	53	106	46	34	25	483	35	18	8
Mean score	34.7	31.9	31.3	37.5 i	43.2	39.1 i	42.0 ikm	19.1	31.2	23.0	34.7	28.4	48.1 abhijkm	29.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	701	25	66	9	74	113	30	49	310	564	137	614	87
Effective base	239	9	23	6	25	40	10	17	117	188	54	218	23
Weighted Base	544	19	54	2	65	130	12	38	194	450	95	507	38
0-24%	301	11	38	1	20	74	6	28	106	237	64	284	17
	55%	55%	71%	40%	31%	57%	49%	74%	55%	53%	67%	56%	45%
			d			d		d	d				
25-49%	63	4	5	*	11	5	1	6	18	54	8	54	8
	12%	18%	9%	17%	18%	4%	7%	16%	9%	12%	9%	11%	22%
50-74%	70	5	3	*	6	13	4	3	34	61	8	58	11
	13%	24%	6%	10%	10%	10%	30%	8%	18%	14%	9%	11%	30%
													a
75-100%	112	*	7	1	27	38	2	1	36	97	14	110	1
	20%	2%	13%	34%	42%	29%	15%	2%	18%	22%	15%	22%	3%
					bgh	g						b	
Answered	544	19	54	2	65	130	12	38	194	450	95	507	38
Mean score	34.7	27.5	23.2	47.1	53.3	37.5	37.3	17.8	35.7	36.2	27.7	35.0	30.3
					befgh	bg	g		bg	b			

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	701	690	11	319	198	182
Effective base	239	235	4	117	57	66
Weighted Base	544	533	11	271	113	159
0-24%	301	296	5	119	71	110
	55%	55%	44%	44%	63%	69%
					a	a
25-49%	63	63	-	32	11	20
	12%	12%	-%	12%	10%	12%
50-74%	70	70	-	47	10	12
	13%	13%	-%	17%	9%	8%
75-100%	112	105	6	73	21	18
	20%	20%	56%	27%	18%	11%
				c		
Answered	544	533	11	271	113	159
Mean score	34.7	34.2	56.4	42.6	31.0	24.0
				bc	c	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	701	431	170	46	14	14	10	6	10	601	100	54	139	292	270
Effective base	239	182	43	10	2	3	2	2	3	224	14	7	62	123	57
Weighted Base	544	417	92	14	10	3	2	*	6	509	36	22	162	255	127
0-24%	301	227	62	10	*	*	1	*	*	289	12	2	60	166	74
	55%	54%	68%	69%	4%	9%	45%	64%	7%	57%	33%	10%	37%	65%	58%
		k	jk	k						k				a	a
25-49%	63	47	10	2	*	1	*	*	3	57	6	4	17	30	16
	12%	11%	11%	17%	3%	16%	1%	4%	48%	11%	17%	17%	10%	12%	12%
50-74%	70	50	8	*	9	1	-	-	1	59	11	11	17	33	19
	13%	12%	9%	2%	93%	15%	-%	-%	10%	12%	30%	48%	11%	13%	15%
											i	abci			
75-100%	112	93	12	2	-	2	1	*	2	105	7	5	67	26	19
	20%	22%	13%	12%	-%	59%	54%	32%	35%	21%	20%	25%	42%	10%	15%
													bc		
Answered	544	417	92	14	10	3	2	*	6	509	36	22	162	255	127
Mean score	34.7	36.1	25.0	19.7	51.3	74.2	58.9	37.8	57.4	34.1	42.7	57.2	52.1	26.0	29.9
		bc								bc	bci	abcij	bc		

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	701	504	390	564	367	400	509	342	68	48	33	28	26	19
Effective base	239	163	127	185	124	126	179	146	17	9	5	4	5	4
Weighted Base	544	341	282	415	285	242	429	326	36	23	16	4	4	4
0-24%	301	221	193	268	203	124	255	222	21	13	7	2	2	2
	55%	65%	68%	65%	71%	51%	59%	68%	56%	55%	41%	39%	44%	54%
		e	e	e	ef									
25-49%	63	54	46	59	38	44	49	44	8	2	2	2	1	*
	12%	16%	16%	14%	13%	18%	11%	14%	21%	7%	13%	56%	19%	8%
50-74%	70	46	29	58	32	31	52	35	6	8	7	*	1	1
	13%	14%	10%	14%	11%	13%	12%	11%	16%	35%	45%	1%	14%	38%
										a	a			
75-100%	112	19	13	30	12	42	74	25	2	1	*	*	1	-
	20%	6%	5%	7%	4%	18%	17%	8%	7%	4%	1%	4%	23%	-%
						abcd	abcd							
Answered	544	341	282	415	285	242	429	326	36	23	16	4	4	4
Mean score	34.7	23.5	20.5	24.0	19.9	34.0	31.3	23.2	24.3	24.9	33.7	22.7	39.3	29.3
		d		bd		abcd	abcd				a			

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	701	252	23	21	18	8	31	14	53	89	121	184	132	38
Effective base	239	107	7	2	6	2	3	4	9	43	39	72	28	5
Weighted Base	544	250	16	7	3	1	3	4	9	110	88	152	60	5
0-24%	301	187	11	*	1	1	*	3	4	67	59	95	45	1
	55%	75%	69%	5%	28%	78%	8%	65%	45%	62%	66%	63%	76%	12%
		f								e	e	e	e	
25-49%	63	26	2	6	1	*	3	*	3	14	10	23	9	3
	12%	10%	13%	86%	24%	22%	76%	2%	33%	13%	11%	15%	15%	61%
							a							abcd
50-74%	70	27	2	1	*	-	1	1	2	9	16	26	5	1
	13%	11%	15%	9%	11%	-%	16%	33%	21%	8%	19%	17%	9%	27%
75-100%	112	10	1	-	1	-	-	-	-	20	4	7	*	-
	20%	4%	3%	-%	37%	-%	-%	-%	-%	18%	4%	4%	*%	-%
										bcd				
Answered	544	250	16	7	3	1	3	4	9	110	88	152	60	5
Mean score	34.7	19.1	15.6	39.1	47.3	9.2	30.8	26.6	25.4	29.9	23.0	23.5	15.3	33.4
							a			d	d	d		bcd

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	701	83	73	118	60	33	248	29	86	577	124	499	65
Effective base	239	46	27	36	12	5	88	7	30	213	31	174	13
Weighted Base	544	102	67	87	23	5	207	17	60	449	95	376	39
0-24%	301	76	40	70	15	2	145	11	47	268	32	253	14
	55%	75%	59%	81% e	63%	33%	70%	68%	77%	60% b	34%	67% b	37%
25-49%	63	15	10	7	3	3	28	5	4	53	10	51	8
	12%	14%	15%	8%	12%	47% c	13%	31%	7%	12%	10%	14%	21%
50-74%	70	11	17	2	2	1	22	*	9	45	24	49	9
	13%	11%	25% c	2%	7%	19%	11%	1%	16%	10%	26% a	13%	23%
75-100%	112	*	-	7	4	*	12	-	*	83	29	23	7
	20%	*%	-%	8%	19% a	*%	6%	-%	*%	18%	30%	6%	18%
Answered	544	102	67	87	23	5	207	17	60	449	95	376	39
Mean score	34.7	17.0	25.0 ac	16.9	27.7 ac	27.7 ac	20.4	16.0	19.1	31.9	47.7 a	22.4	39.1 a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	701	86	119	151	73	234	133	271	448	106	254	320	97
Effective base	239	38	30	59	11	88	36	80	153	25	78	111	26
Weighted Base	544	90	71	130	41	202	82	186	307	70	179	240	66
0-24%	301	76	52	103	13	144	59	108	206	48	113	160	54
	55%	84%	73%	79% b	31%	71%	71%	58%	67%	69%	63%	67%	83%
25-49%	63	9	5	14	8	32	6	38	47	12	38	41	9
	12%	10%	7%	11%	19%	16%	7%	21%	15%	17%	21%	17%	13%
50-74%	70	5	10	10	14	18	14	31	36	10	21	25	3
	13%	5%	14%	8%	34% a	9%	17%	16%	12%	14%	12%	10%	4%
75-100%	112	1	4	3	7	8	4	10	19	*	7	13	*
	20%	1%	5%	2%	16%	4%	5%	5%	6%	*%	4%	6%	*%
Answered	544	90	71	130	41	202	82	186	307	70	179	240	66
Mean score	34.7	15.0	19.3	16.9	40.4 a	19.4	21.2	26.0 c	23.0	18.5	21.5 c	21.6 c	11.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	701	298	229	116	474	351	266	427	360	23
Effective base	239	95	86	33	160	121	98	150	117	4
Weighted Base	544	218	196	84	335	269	218	313	260	8
0-24%	301	152	136	73	220	189	167	215	169	4
	55%	70%	69%	87%	66%	70%	77%	69%	65%	49%
25-49%	63	31	30	9	51	43	30	42	44	4
	12%	14%	15%	10%	15%	16%	14%	13%	17%	44%
50-74%	70	24	22	2	46	23	19	47	19	1
	13%	11%	11%	3%	14%	9%	9%	15% b	7%	7%
75-100%	112	10	8	*	19	13	2	9	28	-
	20%	5%	4%	*%	6%	5%	1%	3%	11% a	-%
Answered	544	218	196	84	335	269	218	313	260	8
Mean score	34.7	20.4 c	20.0 c	11.5	23.4 bc	19.6	16.6	21.1	24.1	21.1

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	*c	*d
Unweighted Base	701	167	143	160	41	28	374	335	56	27	27	8
Effective base	239	62	53	55	18	11	135	108	18	5	10	2
Weighted Base	544	131	116	130	50	29	272	241	33	13	15	5
0-24%	301	100	88	104	49	28	181	164	17	8	11	2
	55%	76%	75%	80%	97% ab	98%	66%	68%	51%	61%	74%	32%
25-49%	63	17	18	20	1	*	38	34	10	3	1	*
	12%	13%	16%	15%	2%	1%	14%	14%	31%	21%	6%	5%
50-74%	70	13	9	6	*	*	38	14	6	2	1	*
	13%	10%	7%	5%	*%	*%	14% b	6%	17%	17%	7%	1%
75-100%	112	1	2	*	*	*	15	28	-	*	2	3
	20%	1%	1%	*%	*%	*%	5%	12%	-%	1%	13%	62%
Answered	544	131	116	130	50	29	272	241	33	13	15	5
Mean score	34.7	18.3 d	16.2 d	15.8 d	8.5	8.3	23.2	23.9	21.9	22.5	26.2	67.4

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	701	607	477	639	514	525	440	595	121	2	570	34	197	452
Effective base	239	216	162	223	186	184	153	215	36	2	194	15	75	154
Weighted Base	544	481	332	497	385	397	293	472	88	3	431	32	171	341
0-24%	301	284	199	289	232	222	163	273	60	3	237	19	108	182
	55%	59%	60%	58%	60%	56%	56%	58%	69%	100%	55%	60%	63%	53%
25-49%	63	57	46	60	46	47	45	56	11	-	48	6	20	39
	12%	12%	14%	12%	12%	12%	15%	12%	13%	-%	11%	20%	12%	11%
50-74%	70	53	41	56	48	44	40	51	8	-	59	1	24	41
	13%	11%	12%	11%	12%	11%	14%	11%	9%	-%	14%	5%	14%	12%
75-100%	112	88	46	91	60	84	46	92	8	-	88	5	18	80
	20%	18%	14%	18%	15%	21%	16%	20%	10%	-%	20%	15%	11%	23%
														a
Answered	544	481	332	497	385	397	293	472	88	3	431	32	171	341
Mean score	34.7	31.9	28.6	32.1	30.4	35.1	32.5	32.9	22.2	12.4	34.9	26.7	25.1	37.5
						bd	c	c						a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	701	243	9	122	164	130	374	193	105	115	428	349	352
Effective base	239	79	5	28	61	42	131	65	36	34	151	103	135
Weighted Base	544	209	4	74	160	95	284	163	82	89	343	235	310
0-24%	301	126	4	39	106	50	154	95	51	42	202	107	194
	55%	60%	86%	53%	66%	52%	54%	58%	62%	47%	59%	46%	63% a
25-49%	63	22	*	4	22	12	32	18	5	13	41	36	26
	12%	11%	1%	5%	14%	13%	11%	11%	7%	15%	12%	15%	9%
50-74%	70	31	1	20	13	23	35	12	15	16	36	29	40
	13%	15%	13%	27% b	8%	24% c	12%	7%	18%	18%	11%	12%	13%
75-100%	112	30	*	11	20	10	63	38	11	17	64	62	49
	20%	14%	1%	14%	12%	11%	22%	23%	13%	19%	19%	27% b	16%
Answered	544	209	4	74	160	95	284	163	82	89	343	235	310
Mean score	34.7	30.0	14.7	32.7	26.8	31.3	36.5	33.6	29.3	35.6	32.3	40.4 b	30.4

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 17 (continuation)

QV1c. Approximately what percentage of your monthly postal spend is allocated to each of the following types of post: Other post items

Base: All sending other postal items (QV6a=4-8 or 98)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	701	164	181	209	147	345	356
Effective base	239	57	53	69	64	110	130
Weighted Base	544	139	127	165	113	266	279
0-24%	301	83	89	82	47	172	129
	55%	60%	70%	50%	41%	65%	46%
		d	cd			b	
25-49%	63	22	9	13	18	31	31
	12%	16%	7%	8%	16%	12%	11%
50-74%	70	11	12	30	16	23	46
	13%	8%	9%	18%	14%	9%	17%
75-100%	112	23	17	39	32	40	72
	20%	16%	14%	24%	28%	15%	26%
							a
Answered	544	139	127	165	113	266	279
Mean score	34.7	29.1	27.7	38.3	44.1	28.4	40.6
				ab	ab		a

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1659	749	910	1088	295	72	204	571
Effective base	615	266	355	558	178	30	110	233
Weighted Base	1434	541	893	1361	60	8	4	73
1-24	1240	499	742	1190	43	5	2	51
	87%	92%	83%	87%	72%	67%	43%	70%
		b		bcde	d	d		d
25 - 49	93	20	73	85	6	1	1	8
	6%	4%	8%	6%	11%	12%	15%	11%
			a		a		a	a
50 - 99	49	12	36	44	4	*	1	5
	3%	2%	4%	3%	6%	5%	14%	6%
							abe	a
100 - 249	25	8	16	20	3	1	1	4
	2%	2%	2%	1%	5%	6%	14%	6%
					a	a	abe	a
250 - 499	10	1	9	7	2	*	*	2
	1%	*%	1%	1%	3%	3%	5%	3%
					a		a	a
500 - 4,999	12	1	11	11	1	*	*	2
	1%	*%	1%	1%	2%	2%	5%	2%
							a	
5,000 - 49,999	4	*	4	3	*	*	*	1
	*%	*%	*%	*%	*%	3%	4%	1%
						a	ab	
50,000 - 499,999	*	-	*	*	*	*	*	*
	*%	-%	*%	*%	*%	1%	*%	*%
500,000 - 4,999,999	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
5m +	*	-	*	*	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
Don't know	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	518	815	1274	50	6	3	59
	93%	96%	91%	94%	83%	79%	58%	81%
		b		bcde	d	d		d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1659	749	910	1088	295	72	204	571
Effective base	615	266	355	558	178	30	110	233
Weighted Base	1434	541	893	1361	60	8	4	73
Net: 50+	101	23	78	87	10	2	2	14
	7%	4%	9%	6%	17%	21%	42%	19%
			a		a	a	abce	a
Answered	1434	541	893	1361	60	8	4	73
Mean score	3741.1	26.4	5993.2	3356.3	12616.7	3328.5	2136.1	10952.0

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1659	597	322	169	170	197	204	1088	295	276
Effective base	615	316	166	104	106	101	110	558	178	68
Weighted Base	1434	857	370	134	36	32	4	1361	60	12
1-24	1240	783	301	106	26	22	2	1190	43	7
	87%	91%	81%	79%	74%	69%	43%	87%	72%	58%
		bcdefhi	efhi	fi	fi	f		bcdefhi	fi	f
25 - 49	93	47	26	11	4	3	1	85	6	2
	6%	6%	7%	9%	12%	10%	15%	6%	11%	13%
					ag		abg		ag	ag
50 - 99	49	14	22	7	2	2	1	44	4	1
	3%	2%	6%	6%	6%	6%	14%	3%	6%	8%
			a	a	a	a	abcdgh		a	ag
100 - 249	25	2	12	6	1	3	1	20	3	1
	2%	*%	3%	4%	3%	8%	14%	1%	5%	9%
			a	a	a	ag	abcdgh		ag	ag
250 - 499	10	2	5	*	1	1	*	7	2	*
	1%	*%	1%	*%	3%	3%	5%	1%	3%	4%
					ag	ag	acg		ag	ag
500 - 4,999	12	7	1	2	1	1	*	11	1	*
	1%	1%	*%	1%	3%	2%	5%	1%	2%	3%
							abg			
5,000 - 49,999	4	-	2	1	*	*	*	3	*	*
	*%	-%	*%	1%	1%	1%	4%	*%	*%	3%
							abgh			ag
50,000 - 499,999	*	-	*	-	*	*	*	*	*	*
	*%	-%	*%	-%	*%	1%	*%	*%	*%	1%
500,000 - 4,999,999	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
5m +	*	*	-	-	-	*	-	*	*	-
	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	830	326	118	31	26	3	1274	50	9
	93%	97%	88%	88%	85%	79%	58%	94%	83%	71%
		bcdefghi	efi	fi	fi	f		bcdefhi	f	

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1659	597	322	169	170	197	204	1088	295	276
Effective base	615	316	166	104	106	101	110	558	178	68
Weighted Base	1434	857	370	134	36	32	4	1361	60	12
Net: 50+	101	27	44	16	5	7	2	87	10	4
	7%	3%	12%	12%	15%	21%	42%	6%	17%	29%
			ag	ag	ag	abg	abcdegh	a	ag	abcdg
Answered	1434	857	370	134	36	32	4	1361	60	12
Mean score	3741.1	1537.8	8660.4	337.7	859.3	23262.6	2136.1	3356.3	12616.7	2899.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1659	552	218	78	45	194
Effective base	615	311	84	28	6	32
Weighted Base	1434	847	188	33	17	47
1-24	1240	755	154	19	8	33
	87%	89%	82%	57%	50%	70%
		cde	c			
25 - 49	93	50	18	5	1	3
	6%	6%	10%	15%	6%	6%
50 - 99	49	28	8	1	*	5
	3%	3%	4%	3%	1%	10%
100 - 249	25	2	3	4	7	4
	2%	*%	1%	13%	41%	8%
				ab	abe	a
250 - 499	10	2	1	4	*	1
	1%	*%	1%	12%	2%	1%
				abe		
500 - 4,999	12	9	*	*	*	2
	1%	1%	*%	*%	*%	3%
5,000 - 49,999	4	*	3	-	*	*
	*%	*%	2%	-%	*%	1%
			a			
50,000 - 499,999	*	-	*	*	*	*
	*%	-%	*%	*%	*%	1%
500,000 - 4,999,999	1	-	1	-	-	-
	*%	-%	1%	-%	-%	-%
5m +	*	-	*	-	-	*
	*%	-%	*%	-%	-%	*%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	805	172	24	9	36
	93%	95%	91%	72%	55%	76%
		cde	cde			
Net: 50+	101	42	16	9	7	11
	7%	5%	9%	28%	45%	24%
				ab	ab	ab

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1659	552	218	78	45	194
Effective base	615	311	84	28	6	32
Weighted Base	1434	847	188	33	17	47
Answered	1434	847	188	33	17	47
Mean score	3741.1	46.6	20795.9	163.3	1303.5	28954.8

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1659	94	98	137	65	105	133	88	80	91	891	259	251	258
Effective base	615	59	62	68	37	67	76	57	43	54	494	159	163	72
Weighted Base	1434	114	122	221	64	127	227	185	99	113	1272	80	55	27
1-24	1240	98	111	189	54	117	187	147	90	103	1096	71	50	23
	87%	86%	91%	86%	84%	93% g	82%	80%	90%	92%	86%	88%	92% fgj	83%
25 - 49	93	10	1	12	8	2	22	21	3	5	83	5	2	3
	6%	9% b	*%	6%	12% bel	1%	9% be	11% bel	3%	5%	7%	6%	4%	10% b
50 - 99	49	1	4	9	2	5	15	4	1	4	46	2	1	1
	3%	1%	4%	4%	3%	4%	7% l	2%	1%	3%	4%	3%	1%	3%
100 - 249	25	4	2	2	1	2	*	7	3	*	22	2	*	1
	2%	4%	2%	1%	1%	2%	*%	4%	3%	*%	2%	2%	1%	2%
250 - 499	10	1	*	4	-	*	*	1	2	*	8	*	1	*
	1%	1%	*%	2%	-%	*%	*%	1%	2%	*%	1%	*%	1%	2%
500 - 4,999	12	*	3	1	*	1	1	5	-	-	12	*	*	*
	1%	*%	3%	*%	*%	1%	1%	3%	-%	-%	1%	*%	*%	*%
5,000 - 49,999	4	*	*	2	-	-	2	-	*	-	4	-	-	*
	*%	*%	*%	1%	-%	-%	1%	-%	*%	-%	*%	-%	-%	*%
50,000 - 499,999	*	-	-	-	-	-	-	-	-	-	-	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*%
500,000 - 4,999,999	1	-	-	1	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
5m +	*	-	-	-	-	-	-	-	-	-	-	*	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	108	111	202	61	119	208	168	93	109	1179	76	52	26
	93%	95%	92%	91%	95%	94%	92%	91%	94%	96%	93%	95%	96%	93%
Net: 50+	101	6	10	19	3	8	19	17	6	4	92	4	2	2
	7%	5%	8%	9%	5%	6%	8%	9%	6%	4%	7%	5%	4%	7%
Answered	1434	114	122	221	64	127	227	185	99	113	1272	80	55	27

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1659	94	98	137	65	105	133	88	80	91	891	259	251	258
Effective base	615	59	62	68	37	67	76	57	43	54	494	159	163	72
Weighted Base	1434	114	122	221	64	127	227	185	99	113	1272	80	55	27
Mean score	3741.1	35.8	101.6	14400.4	26.4	40.3	267.7	94.3	34.2	16.4	2583.7	9056.9	24218.4	1011.3

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1659	63	118	14	209	244	78	133	733	1298	361	1489	170
Effective base	615	23	39	4	73	89	35	54	297	486	137	573	48
Weighted Base	1434	58	94	10	194	283	49	124	530	1187	247	1361	73
1-24	1240	48	74	9	177	220	41	113	477	1019	222	1196	44
	87%	82%	79%	93%	91% e	78%	84%	92% e	90% e	86%	90%	88% b	61%
25 - 49	93	3	10	*	7	33	4	4	26	80	13	81	11
	6%	5%	11%	1%	4%	12% h	8%	3%	5%	7%	5%	6%	15% a
50 - 99	49	3	3	1	8	13	3	5	9	41	8	35	13
	3%	5%	3%	5%	4%	4%	6%	4%	2%	3%	3%	3%	18% a
100 - 249	25	*	4	-	2	10	1	2	5	22	3	22	3
	2%	1%	5%	-%	1%	4%	2%	1%	1%	2%	1%	2%	4%
250 - 499	10	*	*	-	*	1	*	-	8	9	1	9	*
	1%	*%	*%	-%	*%	*%	*%	-%	2%	1%	*%	1%	*%
500 - 4,999	12	3	2	*	*	5	-	*	2	11	1	11	1
	1%	5% h	2%	*%	*%	2%	-%	*%	*%	1%	*%	1%	1%
5,000 - 49,999	4	1	*	-	-	*	*	*	2	4	-	4	*
	*%	2%	*%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%
50,000 - 499,999	*	-	-	-	*	*	-	*	*	*	*	*	*
	*%	-%	-%	-%	*%	*%	-%	*%	*%	*%	*%	*%	*%
500,000 - 4,999,999	1	-	-	-	-	-	-	-	1	1	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
5m +	*	-	-	-	-	*	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	50	84	10	184	254	45	117	503	1098	235	1278	55
	93%	87%	90%	94%	95%	90%	92%	95%	95%	93%	95%	94% b	76%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1659	63	118	14	209	244	78	133	733	1298	361	1489	170
Effective base	615	23	39	4	73	89	35	54	297	486	137	573	48
Weighted Base	1434	58	94	10	194	283	49	124	530	1187	247	1361	73
Net: 50+	101	8	9	1	10	30	4	7	28	89	12	83	18
	7%	13%	10%	6%	5%	10%	8%	5%	5%	7%	5%	6%	24% a
Answered	1434	58	94	10	194	283	49	124	530	1187	247	1361	73
Mean score	3741.1	795.1	107.5	23.7	349.8	2577.3	22.8	48.6	8491.1	4511.5	37.8	3921.6	365.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1659	1631	28	1010	346	300
Effective base	615	600	14	384	104	127
Weighted Base	1434	1400	34	918	217	297
1-24	1240	1214	26	839	168	231
	87%	87%	78%	91% bc	77%	78%
25 - 49	93	88	5	37	15	41
	6%	6%	14%	4%	7%	14% a
50 - 99	49	49	-	23	19	7
	3%	3%	-%	3%	9% ac	2%
100 - 249	25	25	-	13	3	8
	2%	2%	-%	1%	2%	3%
250 - 499	10	10	-	3	4	3
	1%	1%	-%	*%	2%	1%
500 - 4,999	12	9	3	*	4	7
	1%	1%	8%	*%	2% a	2% a
5,000 - 49,999	4	4	-	2	1	1
	*%	*%	-%	*%	1%	*%
50,000 - 499,999	*	*	-	*	*	*
	*%	*%	-%	*%	*%	*%
500,000 - 4,999,999	1	1	-	-	1	-
	*%	*%	-%	-%	1%	-%
5m +	*	*	-	*	*	-
	*%	*%	-%	*%	*%	-%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	1302	31	876	184	272
	93%	93%	92%	95% b	85%	91%
Net: 50+	101	98	3	42	34	26
	7%	7%	8%	5%	15% a	9%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1659	1631	28	1010	346	300
Effective base	615	600	14	384	104	127
Weighted Base	1434	1400	34	918	217	297
Answered	1434	1400	34	918	217	297
Mean score	3741.1	3825.0	242.8	1522.6	17975.4	207.4

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1659	1253	277	67	15	21	11	8	7	1530	129	62	600	653	406
Effective base	615	524	74	10	3	5	3	2	2	598	17	8	271	257	91
Weighted Base	1434	1223	162	26	12	6	*	*	4	1386	48	23	676	547	211
1-24	1240	1116	112	13	*	-	*	*	*	1227	13	*	649	466	125
	87%	91% bcjk	69% jk	50% k	*%	-%	3%	58%	*%	89% bcjk	27%	1%	96% bc	85% c	59%
25 - 49	93	57	25	4	3	2	-	-	3	81	11	8	15	41	36
	6%	5%	15% ai	15%	23%	30%	-%	-%	75%	6%	23% ai	33% ai	2%	8% a	17% ab
50 - 99	49	37	9	1	*	2	-	-	-	46	3	2	9	28	12
	3%	3%	5%	4%	2%	31%	-%	-%	-%	3%	7%	10%	1%	5% a	6% a
100 - 249	25	6	5	5	9	*	*	*	-	11	14	9	-	6	19
	2%	*%	3% a	19% ai	72%	4%	1%	10%	-%	1%	29% abi	40% abi	-%	1%	9% ab
250 - 499	10	2	4	2	*	*	-	*	*	7	3	*	-	2	7
	1%	*%	3% ai	9% ai	*%	1%	-%	31%	1%	1%	5% ai	1%	-%	*%	3% a
500 - 4,999	12	3	8	*	*	*	*	-	1	11	1	1	3	*	9
	1%	*%	5% ai	2%	*%	1%	30%	-%	15%	1%	2%	3%	*%	*%	4% ab
5,000 - 49,999	4	1	*	*	-	2	*	*	*	1	2	2	-	1	2
	*%	*%	*%	*%	-%	32%	12%	1%	7%	*%	5% ai	10% ai	-%	*%	1%
50,000 - 499,999	*	-	*	*	-	*	*	*	*	*	*	*	-	-	*
	*%	-%	*%	1%	-%	1%	1%	*%	2%	*%	1%	1%	-%	-%	*%
500,000 - 4,999,999	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
5m +	*	-	-	-	*	-	*	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	2%	-%	52%	-%	-%	-%	1%	2%	-%	-%	*%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	1172	136	17	3	2	*	*	3	1309	24	8	665	508	161
	93%	96% bcjk	84% jk	65%	23%	30%	3%	58%	75%	94% bcjk	50%	34%	98% bc	93% c	76%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1659	1253	277	67	15	21	11	8	7	1530	129	62	600	653	406
Effective base	615	524	74	10	3	5	3	2	2	598	17	8	271	257	91
Weighted Base	1434	1223	162	26	12	6	*	*	4	1386	48	23	676	547	211
Net: 50+	101	51	26	9	9	5	*	*	1	77	24	15	12	39	50
	7%	4%	16%	35%	77%	70%	97%	42%	25%	6%	50%	66%	2%	7%	24%
			ai	ai							abi	abi		a	ab
Answered	1434	1223	162	26	12	6	*	*	4	1386	48	23	676	547	211
Mean score	3741.1	2607.3	317.7	1909.7	106454.2	12271.7	2865692.2	1709.5	7385.9	2338.8	43837	90768	25.1	5803.0	10315.6

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1659	1459	878	1659	666	328	435	1278	131	85	63	36	36	30
Effective base	615	522	323	615	249	94	151	534	38	21	9	7	4	5
Weighted Base	1434	1167	742	1434	582	182	352	1240	93	49	25	10	12	6
1-24	1240	1034	601	1240	479	124	287	1240	-	-	-	-	-	-
	87%	89% bdef	81% e	87% be	82% e	68%	82% e	100% bcdefg	-%	-%	-%	-%	-%	-%
25 - 49	93	58	75	93	60	25	26	-	93	-	-	-	-	-
	6%	5%	10% ac	6%	10% a	14% ac	7%	-%	100% acdefg	-%	-%	-%	-%	-%
50 - 99	49	38	32	49	17	18	14	-	-	49	-	-	-	-
	3%	3%	4%	3%	3%	10% abcd	4%	-%	-%	100% abdefg	-%	-%	-%	-%
100 - 249	25	20	11	25	9	7	16	-	-	-	25	-	-	-
	2%	2%	1%	2%	2%	4%	4% c	-%	-%	-%	100% abcefg	-%	-%	-%
250 - 499	10	7	9	10	7	4	4	-	-	-	-	10	-	-
	1%	1%	1%	1%	1%	2%	1%	-%	-%	-%	-%	100% abcdfg	-%	-%
500 - 4,999	12	3	11	12	8	3	3	-	-	-	-	-	12	-
	1%	*%	1%	1%	1%	2%	1%	-%	-%	-%	-%	-%	100% abcdeg	-%
5,000 - 49,999	4	4	2	4	2	2	*	-	-	-	-	-	-	4
	*%	*%	*%	*%	*%	1%	*%	-%	-%	-%	-%	-%	-%	67% abcdef
50,000 - 499,999	*	*	*	*	*	*	*	-	-	-	-	-	-	*
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	7% a
500,000 - 4,999,999	1	1	1	1	1	-	1	-	-	-	-	-	-	1
	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	20% ab
5m +	*	*	*	*	*	*	*	-	-	-	-	-	-	*
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	6% a

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1659	1459	878	1659	666	328	435	1278	131	85	63	36	36	30
Effective base	615	522	323	615	249	94	151	534	38	21	9	7	4	5
Weighted Base	1434	1167	742	1434	582	182	352	1240	93	49	25	10	12	6
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	1093	676	1333	539	148	313	1240	93	-	-	-	-	-
	93%	94%	91%	93%	93%	82%	89%	100%	100%	-%	-%	-%	-%	-%
		ef	e	e	e			cdefg	cdefg					
Net: 50+	101	74	66	101	44	33	39	-	-	49	25	10	12	6
	7%	6%	9%	7%	7%	18%	11%	-%	-%	100%	100%	100%	100%	100%
						abcd	a			ab	ab	ab	ab	ab
Answered	1434	1167	742	1434	582	182	352	1240	93	49	25	10	12	6
Mean score	3741.1	3952.9	5410.3	3741.1	7889.7	7898.4	12766	12.5	37.0	75.0	175.0	375.0	2750.0	929148
											b			b

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	1659	508	38	31	30	10	32	17	59	579	340	422	258	60
Effective base	615	218	12	6	8	4	3	4	11	260	129	156	63	9
Weighted Base	1434	509	33	17	12	4	3	4	11	633	296	353	132	20
1-24	1240	463	6	6	2	2	*	-	2	596	249	295	95	6
	87%	91% bcdfh	17%	34%	15%	59%	*%	-%	19%	94% bcde	84% e	84% e	72% e	30%
25 - 49	93	32	22	4	1	-	*	1	1	24	23	27	17	2
	6%	6%	66% adfh	24%	11%	-%	2%	26%	11%	4%	8%	8%	13% a	11%
50 - 99	49	11	3	*	3	-	-	*	*	7	16	14	11	1
	3%	2%	9%	3%	22% a	-%	-%	1%	*%	1%	5% a	4%	8% a	5%
100 - 249	25	1	3	2	3	-	*	*	*	3	3	9	7	4
	2%	*%	8% a	11% a	26% a	-%	1%	*%	*%	*%	1%	2%	5% a	18% abc
250 - 499	10	1	*	*	3	1	2	*	3	*	2	4	2	2
	1%	*%	*%	*%	23% a	35%	53% a	*%	27% a	*%	1%	1%	1%	10% a
500 - 4,999	12	1	*	5	*	*	1	*	1	1	1	4	1	5
	1%	*%	*%	28% a	3%	4%	37% a	*%	13% a	*%	*%	1%	1%	24% abcd
5,000 - 49,999	4	-	-	-	*	-	*	2	2	3	*	*	*	*
	*%	-%	-%	-%	*%	-%	1%	39%	15% a	1%	*%	*%	*%	1%
50,000 - 499,999	*	-	-	-	*	*	*	*	*	*	*	*	*	*
	*%	-%	-%	-%	1%	2%	5%	2%	3%	*%	*%	*%	*%	*%
500,000 - 4,999,999	1	-	-	-	-	-	-	1	1	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	26%	10% a	-%	*%	-%	-%	-%
5m +	*	-	-	-	-	-	-	*	*	*	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	5%	2%	*%	*%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	1659	508	38	31	30	10	32	17	59	579	340	422	258	60
Effective base	615	218	12	6	8	4	3	4	11	260	129	156	63	9
Weighted Base	1434	509	33	17	12	4	3	4	11	633	296	353	132	20
Net: 0-49	1333	495	28	10	3	2	*	1	3	619	272	322	111	8
	93%	97% bcdfh	83% dfh	58%	25%	59%	3%	26%	29%	98% bcde	92% e	91% e	85% e	41%
Net: 50+	101	14	6	7	9	1	3	3	8	14	24	31	20	12
	7%	3%	17% a	42% a	75% ab	41%	97% ab	74%	71% ab	2%	8% a	9% a	15% a	59% abcd
Answered	1434	509	33	17	12	4	3	4	11	633	296	353	132	20
Mean score	3741.1	23.7	50.2	808.0 a	2065.9	5958.7	14540.1	1034999	399936.1 a	2198.3	12880.0	179.9	395.2	2057.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1659	222	133	183	93	35	372	62	226	1515	144	1554	105
Effective base	615	112	54	59	21	4	147	21	81	579	38	590	26
Weighted Base	1434	264	118	146	43	11	363	47	172	1328	106	1359	75
1-24	1240	235	97	115	28	3	286	40	151	1164	76	1184	56
	87%	89% de	82% e	79% e	65%	27%	79%	85%	88%	88% b	72%	87%	74%
25 - 49	93	18	12	15	10	4	44	*	16	83	9	84	8
	6%	7%	11%	10%	22% a	39% a	12%	1%	9%	6%	9%	6%	11%
50 - 99	49	8	4	3	1	1	11	2	4	39	10	42	7
	3%	3%	3%	2%	2%	9%	3%	4%	2%	3%	9% a	3%	9%
100 - 249	25	1	2	2	3	*	6	2	*	17	7	24	1
	2%	*%	2%	1%	8% a	3%	2%	5%	*%	1%	7% a	2%	1%
250 - 499	10	-	*	4	*	2	6	1	*	7	2	7	2
	1%	-%	*%	3%	1%	19% a	2%	2%	*%	1%	2%	1%	3%
500 - 4,999	12	1	*	7	1	*	7	*	1	11	1	12	1
	1%	*%	*%	5%	1%	1%	2%	*%	*%	1%	1%	1%	1%
5,000 - 49,999	4	*	1	*	*	*	*	1	-	4	*	4	*
	*%	*%	1%	*%	*%	2%	*%	3%	-%	*%	*%	*%	*%
50,000 - 499,999	*	*	*	*	*	*	*	*	-	*	*	*	*
	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	*%	*%	*%
500,000 - 4,999,999	1	-	1	-	-	-	1	-	-	1	-	1	-
	*%	-%	1%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
5m +	*	*	-	-	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1659	222	133	183	93	35	372	62	226	1515	144	1554	105
Effective base	615	112	54	59	21	4	147	21	81	579	38	590	26
Weighted Base	1434	264	118	146	43	11	363	47	172	1328	106	1359	75
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	254	109	130	38	7	330	40	167	1247	86	1269	64
	93%	96% e	92%	89%	88%	66%	91%	86%	97% b	94% b	81%	93%	86%
Net: 50+	101	10	9	15	5	4	32	7	5	81	20	90	11
	7%	4%	8%	11%	12%	34% a	9%	14% c	3%	6%	19% a	7%	14%
Answered	1434	264	118	146	43	11	363	47	172	1328	106	1359	75
Mean score	3741.1	4899.9	26745.4	435.6	1103.6	2402.5	12486.3	1315.9	25.3	3999.9	495.5	3911.4	663.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1659	143	162	286	97	493	173	568	1298	187	477	722	156	2
Effective base	615	62	47	114	18	202	48	184	470	47	173	270	50	2
Weighted Base	1434	151	103	265	60	477	105	450	1046	128	410	619	142	1
1-24	1240	113	85	208	41	390	88	381	950	104	328	509	115	1
	87%	74%	83%	78%	68%	82%	84%	85%	91% ac	82%	80%	82%	81%	100%
25 - 49	93	24	9	31	5	51	9	27	44	7	44	60	20	-
	6%	16%	9%	12%	8%	11%	9%	6%	4%	5%	11%	10%	14%	-%
50 - 99	49	2	4	8	7	14	3	17	30	4	16	31	2	-
	3%	2%	4%	3%	11%	3%	2%	4%	3%	3%	4%	5%	2%	-%
100 - 249	25	3	2	4	7	7	1	11	13	8	7	7	2	-
	2%	2%	2%	2%	12% a	2%	1%	2%	1%	6% b	2%	1%	1%	-%
250 - 499	10	2	3	4	*	4	3	7	3	4	6	6	2	-
	1%	1%	3%	2%	1%	1%	3%	2%	*%	3% b	2%	1%	2%	-%
500 - 4,999	12	7	*	7	*	7	1	2	3	1	5	6	1	-
	1%	4%	*%	2%	*%	1%	1%	1%	*%	1%	1%	1%	*%	-%
5,000 - 49,999	4	*	-	2	*	2	*	4	1	*	2	1	*	-
	*%	*%	-%	1%	*%	*%	*%	1%	*%	*%	*%	*%	*%	-%
50,000 - 499,999	*	-	*	*	*	*	*	*	*	*	*	*	*	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
500,000 - 4,999,999	1	-	-	-	-	1	-	1	1	-	1	-	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	*%	-%	*%	-%	-%	-%
5m +	*	*	-	*	-	*	-	*	-	-	-	-	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	137	94	239	46	441	98	408	994	111	372	568	135	1
	93%	90%	92%	90%	75%	92%	93%	91%	95% ac	87%	91%	92%	95%	100%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1659	143	162	286	97	493	173	568	1298	187	477	722	156	2
Effective base	615	62	47	114	18	202	48	184	470	47	173	270	50	2
Weighted Base	1434	151	103	265	60	477	105	450	1046	128	410	619	142	1
Net: 50+	101	15	9	26	15	36	8	42	51	17	38	51	8	-
	7%	10%	8%	10%	25%	8%	7%	9%	5%	13%	9%	8%	5%	-%
								b		b				
Answered	1434	151	103	265	60	477	105	450	1046	128	410	619	142	1
Mean score	3741.1	8686.1	656.6	5321.7	447.8	9480.0	687.7	10207.8	3090.7	267.4	8025.6	214.3	5021.4	12.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1659	474	426	145	2	1402	814	526	1223	937	27
Effective base	615	170	162	44	2	515	306	208	456	350	4
Weighted Base	1434	409	383	105	1	1156	704	490	1054	795	8
1-24	1240	333	325	75	*	1031	587	406	916	699	6
	87%	81%	85%	72%	32%	89% bc	83%	83%	87%	88%	69%
25 - 49	93	46	33	18	-	54	65	51	66	51	*
	6%	11%	9%	17%	-%	5%	9% a	10% a	6%	6%	3%
50 - 99	49	6	14	3	-	38	28	12	33	25	1
	3%	1%	4%	3%	-%	3%	4%	3%	3%	3%	7%
100 - 249	25	7	4	4	1	19	6	8	20	7	1
	2%	2%	1%	4%	68%	2%	1%	2%	2%	1%	12%
250 - 499	10	6	4	2	-	7	7	4	6	5	*
	1%	2%	1%	2%	-%	1%	1%	1%	1%	1%	*%
500 - 4,999	12	7	2	2	-	3	7	7	7	6	*
	1%	2%	*%	2%	-%	*%	1%	1%	1%	1%	1%
5,000 - 49,999	4	2	*	*	-	4	2	2	4	1	1
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	7%
50,000 - 499,999	*	*	*	*	-	*	*	*	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	1%
500,000 - 4,999,999	1	1	1	-	-	1	1	-	1	1	-
	*%	*%	*%	-%	-%	*%	*%	-%	*%	*%	-%
5m +	*	*	-	-	-	*	*	*	*	*	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	378	358	93	*	1085	652	457	982	749	6
	93%	93%	93%	89%	32%	94%	93%	93%	93%	94%	72%
Net: 50+	101	30	26	12	1	72	51	34	72	46	2
	7%	7%	7%	11%	68%	6%	7%	7%	7%	6%	28%
Answered	1434	409	383	105	1	1156	704	490	1054	795	8

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1659	474	426	145	2	1402	814	526	1223	937	27
Effective base	615	170	162	44	2	515	306	208	456	350	4
Weighted Base	1434	409	383	105	1	1156	704	490	1054	795	8
Mean score	3741.1	11179.8	8256.1	163.9	123.4	3981.7	5650.2	2819.2	4397.7	4924.8	4145.7

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	1659	302	272	264	51	36	1050	874	103	48	43	15
Effective base	615	111	112	98	24	16	384	327	36	14	17	4
Weighted Base	1434	259	264	237	63	44	887	741	81	35	32	8
1-24	1240	215	215	189	44	42	785	653	48	27	22	5
	87%	83%	81%	80%	71%	95%	88%	88%	59%	76%	68%	59%
25 - 49	93	29	33	30	13	*	51	52	13	1	4	3
	6%	11%	12%	13%	20%	*%	6%	7%	16%	4%	13%	35%
50 - 99	49	9	7	4	-	-	27	21	10	4	3	*
	3%	3%	3%	2%	-%	-%	3%	3%	13%	10%	10%	1%
100 - 249	25	4	3	7	4	2	12	6	3	*	1	*
	2%	2%	1%	3%	6%	5%	1%	1%	4%	1%	2%	3%
250 - 499	10	1	2	4	2	*	4	2	3	*	-	-
	1%	*%	1%	2%	3%	*%	*%	*%	4%	1%	-%	-%
500 - 4,999	12	1	5	*	-	-	7	6	2	3	*	*
	1%	*%	2%	*%	-%	-%	1%	1%	2%	9%	*%	1%
5,000 - 49,999	4	*	*	2	*	-	1	*	*	*	2	-
	*%	*%	*%	1%	*%	-%	*%	*%	*%	*%	6%	-%
50,000 - 499,999	*	*	*	*	-	-	*	*	*	*	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%
500,000 - 4,999,999	1	-	-	-	-	-	1	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	1%	-%	-%	-%
5m +	*	-	-	*	-	-	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	244	248	220	57	42	836	705	61	28	26	8
	93%	94%	94%	93%	91%	95%	94%	95%	75%	80%	81%	94%
Net: 50+	101	15	17	17	6	2	52	36	20	7	6	*
	7%	6%	6%	7%	9%	5%	6%	5%	25%	20%	19%	6%
Answered	1434	259	264	237	63	44	887	741	81	35	32	8

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	1659	302	272	264	51	36	1050	874	103	48	43	15
Effective base	615	111	112	98	24	16	384	327	36	14	17	4
Weighted Base	1434	259	264	237	63	44	887	741	81	35	32	8
Mean score	3741.1	61.7	106.8	5739.0	148.8	20.3	3578.5	148.2	55310	866.4	1762.9	80576.2

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1659	1518	1026	1580	1006	1001	833	1489	198	4	1372	73	405	1199
Effective base	615	565	363	589	359	347	285	564	63	3	501	32	164	442
Weighted Base	1434	1302	805	1360	800	766	591	1304	161	4	1167	73	392	1022
1-24	1240	1150	690	1193	691	676	485	1167	135	4	1003	67	321	909
	87%	88%	86%	88%	86%	88%	82%	89% a	84%	100%	86%	91%	82%	89% a
25 - 49	93	82	56	85	63	44	50	74	19	-	78	5	26	63
	6%	6%	7%	6%	8%	6%	8%	6%	12%	-%	7%	7%	7%	6%
50 - 99	49	36	29	44	13	25	24	33	2	-	43	2	26	21
	3%	3%	4%	3%	2%	3%	4%	3%	1%	-%	4%	2%	7% b	2%
100 - 249	25	14	10	15	14	10	12	16	2	-	22	*	7	17
	2%	1%	1%	1%	2%	1%	2%	1%	1%	-%	2%	*%	2%	2%
250 - 499	10	7	7	7	7	3	9	5	1	-	7	*	4	3
	1%	1%	1%	1%	1%	*%	2%	*%	1%	-%	1%	*%	1%	*%
500 - 4,999	12	9	8	9	11	9	5	9	1	-	11	-	5	7
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%	1%	1%
5,000 - 49,999	4	2	2	4	*	*	4	1	*	-	2	*	2	2
	*%	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	*%	1%	*%
50,000 - 499,999	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
500,000 - 4,999,999	1	1	1	1	-	-	1	-	-	-	1	-	1	-
	*%	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%
5m +	*	*	-	*	*	-	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	1232	747	1279	754	720	535	1241	154	4	1081	71	347	972
	93%	95%	93%	94%	94%	94%	91%	95% a	95%	100%	93%	97%	88%	95% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1659	1518	1026	1580	1006	1001	833	1489	198	4	1372	73	405	1199
Effective base	615	565	363	589	359	347	285	564	63	3	501	32	164	442
Weighted Base	1434	1302	805	1360	800	766	591	1304	161	4	1167	73	392	1022
Net: 50+	101	70	58	81	46	47	56	63	7	-	86	2	45	50
	7%	5%	7%	6%	6%	6%	9%	5%	5%	-%	7%	3%	12%	5%
							b						b	
Answered	1434	1302	805	1360	800	766	591	1304	161	4	1167	73	392	1022
Mean score	3741.1	3516.6	4139.5	3434.3	2614.5	128.1	7794.1	114.8	4596.7	12.5	3904.5	23.9	13386.5	84.8

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1659	351	18	158	254	198	950	500	165	178	1239	837	822
Effective base	615	118	7	41	98	65	378	168	61	53	480	263	353
Weighted Base	1434	291	14	103	238	147	873	404	134	153	1104	580	854
1-24	1240	219	5	60	199	104	772	354	107	107	990	477	763
	87%	75%	40%	59%	83%	70%	89%	88%	80%	70%	90%	82%	89%
					a		a	a			ab		a
25 - 49	93	32	3	9	28	14	59	20	10	21	59	42	51
	6%	11%	22%	8%	12%	9%	7%	5%	7%	14%	5%	7%	6%
										c			
50 - 99	49	14	2	16	2	8	24	17	9	7	32	33	16
	3%	5%	18%	15%	1%	5%	3%	4%	7%	5%	3%	6%	2%
				b								b	
100 - 249	25	11	1	10	2	12	7	5	2	12	8	8	16
	2%	4%	6%	10%	1%	8%	1%	1%	1%	8%	1%	1%	2%
				b		bc				c			
250 - 499	10	7	-	6	1	6	3	1	1	2	6	8	1
	1%	2%	-%	6%	*%	4%	*%	*%	1%	2%	1%	1%	*%
						bc							
500 - 4,999	12	7	*	*	7	*	6	6	1	3	8	7	5
	1%	2%	*%	*%	3%	*%	1%	2%	1%	2%	1%	1%	1%
5,000 - 49,999	4	*	2	2	*	2	2	*	2	*	2	3	1
	*%	*%	13%	2%	*%	1%	*%	*%	1%	*%	*%	1%	*%
50,000 - 499,999	*	*	-	*	*	*	*	*	*	*	-	*	*
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%
500,000 - 4,999,999	1	-	-	-	-	1	-	-	1	-	-	1	-
	*%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	*%	-%
									c				
5m +	*	*	-	*	-	*	*	-	*	*	-	*	-
	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	252	8	69	227	118	831	374	117	129	1048	519	814
	93%	86%	62%	67%	95%	80%	95%	93%	87%	84%	95%	89%	95%
					a		a	a			ab		a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1659	351	18	158	254	198	950	500	165	178	1239	837	822
Effective base	615	118	7	41	98	65	378	168	61	53	480	263	353
Weighted Base	1434	291	14	103	238	147	873	404	134	153	1104	580	854
Net: 50+	101	39	5	34	12	30	41	30	17	25	56	61	40
	7%	14%	38%	33%	5%	20%	5%	7%	13%	16%	5%	11%	5%
				b		bc			c	c		b	
Answered	1434	291	14	103	238	147	873	404	134	153	1104	580	854
Mean score	3741.1	4697.1	3729.7	13739.3	191.0	30489.5	897.1	221.6	33631.2	4985.3	84.7	9093.1	101.3
									c				

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 19 (continuation)

QV2a. On average, how many letters and large letters items does your organisation typically send per mailing? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All where letters or large letters are sent (QV6a=1-2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1659	399	514	449	297	913	746
Effective base	615	141	178	170	137	313	305
Weighted Base	1434	396	382	388	268	778	656
1-24	1240	357	348	318	217	705	535
	87%	90%	91%	82%	81%	91%	82%
		cd	cd			b	
25 - 49	93	20	21	26	25	41	52
	6%	5%	6%	7%	9%	5%	8%
50 - 99	49	11	7	20	10	19	30
	3%	3%	2%	5%	4%	2%	5%
100 - 249	25	4	3	13	4	7	18
	2%	1%	1%	3%	2%	1%	3%
250 - 499	10	3	1	4	2	4	6
	1%	1%	*%	1%	1%	*%	1%
500 - 4,999	12	1	*	5	6	1	11
	1%	*%	*%	1%	2%	*%	2%
					b		a
5,000 - 49,999	4	*	*	2	2	*	3
	*%	*%	*%	*%	1%	*%	1%
50,000 - 499,999	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
500,000 - 4,999,999	1	-	1	-	-	1	-
	*%	-%	*%	-%	-%	*%	-%
5m +	*	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	1333	377	370	344	243	746	587
	93%	95%	97%	89%	91%	96%	89%
		c	cd			b	
Net: 50+	101	19	13	44	25	32	69
	7%	5%	3%	11%	9%	4%	11%
				ab	b		a
Answered	1434	396	382	388	268	778	656
Mean score	3741.1	42.5	8367.9	175.7	7762.4	4133.5	3275.1

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1659	749	910	1088	295	72	204	571
Effective base	615	266	355	558	178	30	110	233
Weighted Base	1434	541	893	1361	60	8	4	73
Less than once a week	633	242	391	621	10	2	1	12
	44%	45%	44%	46%	16%	27%	13%	17%
				bcde				
Once a week	296	92	204	280	15	1	1	16
	21%	17%	23%	21%	25%	9%	13%	23%
					cd			d
More than once a week but not every day	353	125	228	330	20	2	1	23
	25%	23%	25%	24%	34%	23%	20%	32%
					ad			ad
Once a day	132	80	51	112	14	3	2	19
	9%	15%	6%	8%	24%	36%	47%	26%
		b			a	a	abe	a
Twice a day	9	2	7	8	1	*	*	1
	1%	*%	1%	1%	1%	1%	5%	1%
							abe	
More than twice a day	12	-	12	11	1	*	*	1
	1%	-%	1%	1%	1%	5%	2%	1%
						a		
Don't know	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	82	70	131	15	3	2	21
	11%	15%	8%	10%	25%	42%	54%	29%
		b			a	a	abe	a
NET: At least weekly	801	299	501	741	51	6	4	60
	56%	55%	56%	54%	84%	73%	87%	83%
					a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1659	597	322	169	170	197	204	1088	295	276
Effective base	615	316	166	104	106	101	110	558	178	68
Weighted Base	1434	857	370	134	36	32	4	1361	60	12
Less than once a week	633	443	133	45	7	5	1	621	10	3
	44%	52%	36%	34%	19%	15%	13%	46%	16%	22%
		bcdefhi	defhi	defh				bcdefhi		
Once a week	296	176	73	30	9	7	1	280	15	1
	21%	21%	20%	23%	25%	21%	13%	21%	25%	10%
		i		i	fi			i	fi	
More than once a week but not every day	353	189	108	34	11	11	1	330	20	3
	25%	22%	29%	25%	32%	32%	20%	24%	34%	22%
					af	af			afg	
Once a day	132	39	49	25	8	9	2	112	14	5
	9%	5%	13%	19%	23%	27%	47%	8%	24%	40%
			a	ag	abg	abg	abcdegh	a	abg	abcdgh
Twice a day	9	2	6	-	*	1	*	8	1	*
	1%	*%	2%	-%	*%	2%	5%	1%	1%	2%
							acdgh			
More than twice a day	12	8	2	*	*	1	*	11	1	*
	1%	1%	1%	*%	1%	2%	2%	1%	1%	4%
										g
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	49	57	25	8	10	2	131	15	6
	11%	6%	15%	19%	24%	31%	54%	10%	25%	46%
			ag	ag	ag	abcg	abcdegh	a	abg	abcdegh
NET: At least weekly	801	414	238	89	29	27	4	741	51	10
	56%	48%	64%	66%	81%	85%	87%	54%	84%	78%
			ag	ag	abcg	abcg	abcg		abcg	abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1659	552	218	78	45	194
Effective base	615	311	84	28	6	32
Weighted Base	1434	847	188	33	17	47
Less than once a week	633	410	76	8	3	10
	44%	48%	41%	25%	18%	22%
		ce	e			
Once a week	296	171	46	10	1	15
	21%	20%	25%	30%	5%	31%
More than once a week but not every day	353	194	50	8	9	16
	25%	23%	27%	24%	56%	35%
Once a day	132	59	15	3	3	5
	9%	7%	8%	8%	18%	11%
Twice a day	9	3	*	4	*	*
	1%	*%	*%	12%	1%	*%
				abe		
More than twice a day	12	10	*	1	*	1
	1%	1%	*%	2%	2%	1%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Daily	152	71	15	7	4	6
	11%	8%	8%	21%	21%	13%
				a		
NET: At least weekly	801	437	112	25	14	37
	56%	52%	59%	75%	82%	78%
				a		ab

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1659	94	98	137	65	105	133	88	80	91	891	259	251	258
Effective base	615	59	62	68	37	67	76	57	43	54	494	159	163	72
Weighted Base	1434	114	122	221	64	127	227	185	99	113	1272	80	55	27
Less than once a week	633	44	55	88	32	57	100	95	31	55	557	35	30	12
	44%	39%	45%	40%	49%	45%	44%	51% h	31%	49%	44%	44%	54% ahj	42%
Once a week	296	29	32	35	16	20	53	45	19	14	264	17	8	7
	21%	26%	26%	16%	25%	16%	23%	24%	19%	13%	21%	21%	15%	26%
More than once a week but not every day	353	28	22	72	12	37	51	33	27	32	314	19	13	7
	25%	24%	18%	33%	19%	30%	22%	18%	27%	29%	25%	24%	24%	26%
Once a day	132	10	13	21	4	12	21	8	20	11	119	8	3	1
	9%	9%	11%	10%	7%	10%	9%	4%	20% gjlm	10%	9%	10%	6%	4%
Twice a day	9	2	*	5	-	-	1	-	*	-	8	*	*	*
	1%	2%	*%	2%	-%	-%	*%	-%	*%	-%	1%	*%	1%	1%
More than twice a day	12	*	-	*	*	-	2	5	3	-	10	1	*	*
	1%	*%	-%	*%	*%	-%	1%	3%	3%	-%	1%	2%	*%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	13	13	26	4	12	24	12	23	11	137	9	4	1
	11%	11%	11%	12%	7%	10%	10%	7%	23% dgjlm	10%	11%	11%	7%	5%
NET: At least weekly	801	70	67	133	33	70	128	90	68	57	715	45	25	16
	56%	61% l	55%	60%	51%	55%	56%	49%	69% gl	51%	56% l	56%	46%	58%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1659	63	118	14	209	244	78	133	733	1298	361	1489	170
Effective base	615	23	39	4	73	89	35	54	297	486	137	573	48
Weighted Base	1434	58	94	10	194	283	49	124	530	1187	247	1361	73
Less than once a week	633	29	25	4	85	105	24	54	262	503	130	620	13
	44%	49%	26%	40%	44%	37%	49% b	44%	49% be	42%	53% a	46% b	18%
Once a week	296	14	26	5	50	37	8	29	105	250	46	275	21
	21%	24%	28% e	46%	26% e	13%	17%	23%	20%	21%	19%	20%	29%
More than once a week but not every day	353	14	24	*	43	94	12	27	119	297	56	332	21
	25%	24%	26%	4%	22%	33% h	24%	22%	23%	25%	22%	24%	28%
Once a day	132	1	18	1	16	38	3	14	35	117	15	117	15
	9%	2%	19% h	9%	8%	14% h	6%	11%	7%	10%	6%	9%	20% a
Twice a day	9	-	-	-	*	*	*	-	7	9	*	7	1
	1%	-%	-%	-%	*%	*%	1%	-%	1%	1%	*%	1%	2%
More than twice a day	12	*	*	-	*	8	2	*	1	11	*	10	2
	1%	*%	*%	-%	*%	3% h	4% h	*%	*%	1%	*%	1%	3%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	2	18	1	16	47	5	14	43	137	15	134	18
	11%	3%	20% h	9%	8%	16% h	10%	11%	8%	12%	6%	10%	24% a
NET: At least weekly	801	29	69	6	109	178	25	70	268	684	117	741	60
	56%	51%	74% fh	60%	56%	63% h	51%	56%	51%	58% b	47%	54%	82% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1659	1631	28	1010	346	300
Effective base	615	600	14	384	104	127
Weighted Base	1434	1400	34	918	217	297
Less than once a week	633	622	11	529	55	49
	44%	44%	32%	58%	25%	16%
				bc		
Once a week	296	287	9	200	65	32
	21%	20%	28%	22%	30%	11%
				c	c	
More than once a week but not every day	353	340	13	155	63	133
	25%	24%	39%	17%	29%	45%
					a	ab
Once a day	132	132	*	29	31	71
	9%	9%	*%	3%	14%	24%
					a	a
Twice a day	9	9	*	1	3	4
	1%	1%	*%	*%	1%	1%
More than twice a day	12	12	-	3	*	9
	1%	1%	-%	*%	*%	3%
						a
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Daily	152	152	*	34	35	84
	11%	11%	*%	4%	16%	28%
					a	ab
NET: At least weekly	801	778	23	389	163	249
	56%	56%	68%	42%	75%	84%
					a	a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1659	1253	277	67	15	21	11	8	7	1530	129	62	600	653	406
Effective base	615	524	74	10	3	5	3	2	2	598	17	8	271	257	91
Weighted Base	1434	1223	162	26	12	6	*	*	4	1386	48	23	676	547	211
Less than once a week	633	607	15	7	*	5	*	*	-	621	12	5	482	124	26
	44%	50% bj	9%	25%	2%	76%	1%	58%	-%	45% b	25%	24%	71% bc	23% c	13%
Once a week	296	274	15	1	3	1	*	*	3	288	8	7	108	166	23
	21%	22% b	9%	4%	24%	16%	70%	6%	75%	21% b	16%	30%	16%	30% ac	11%
More than once a week but not every day	353	269	68	9	7	*	*	-	-	337	16	7	84	185	84
	25%	22%	42% ai	36%	55%	2%	12%	-%	-%	24%	33%	29%	12%	34% a	40% a
Once a day	132	70	54	7	*	*	*	*	1	124	8	1	2	68	62
	9%	6%	33% ai	27% a	*%	1%	17%	35%	16%	9% a	16%	4%	*%	12% a	29% ab
Twice a day	9	1	3	2	2	*	-	*	*	4	4	2	*	1	8
	1%	*%	2% a	7% ai	16%	4%	-%	1%	2%	*%	9% ai	10% ai	*%	*%	4% ab
More than twice a day	12	3	8	*	*	*	*	-	*	11	1	1	*	3	9
	1%	*%	5% ai	*%	3%	*%	1%	-%	7%	1%	1%	3%	*%	*%	4% ab
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	74	65	9	2	*	*	*	1	139	13	4	2	71	78
	11%	6%	40% ai	35% ai	19%	6%	17%	36%	25%	10% a	26% ai	17%	*%	13% a	37% ab
NET: At least weekly	801	616	148	19	12	2	*	*	4	764	37	17	194	422	184
	56%	50%	91% ai	75%	98%	24%	99%	42%	100%	55%	75% a	76%	29%	77% a	87% ab

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1659	1459	878	1659	666	328	435	1278	131	85	63	36	36	30
Effective base	615	522	323	615	249	94	151	534	38	21	9	7	4	5
Weighted Base	1434	1167	742	1434	582	182	352	1240	93	49	25	10	12	6
Less than once a week	633	563	218	633	176	38	89	596	24	7	3	*	1	4
	44%	48%	29%	44%	30%	21%	25%	48%	26%	14%	11%	1%	5%	64%
		bdef		bdef				bcde						cde
Once a week	296	248	160	296	131	45	78	249	23	16	3	2	1	1
	21%	21%	22%	21%	22%	25%	22%	20%	25%	33%	13%	21%	11%	23%
More than once a week but not every day	353	261	245	353	188	58	134	295	27	14	9	4	4	*
	25%	22%	33%	25%	32%	32%	38%	24%	29%	29%	35%	41%	36%	3%
			ac		ac		ac							
Once a day	132	86	104	132	71	37	46	95	17	11	7	2	1	*
	9%	7%	14%	9%	12%	20%	13%	8%	18%	22%	27%	16%	8%	4%
			ac		a	ac	a		a	a	a			
Twice a day	9	4	6	9	8	3	3	*	2	1	3	2	*	*
	1%	*%	1%	1%	1%	2%	1%	*%	2%	2%	14%	19%	*%	2%
									a	a	a	a		
More than twice a day	12	4	9	12	8	1	1	6	*	*	*	*	5	*
	1%	*%	1%	1%	1%	1%	*%	*%	*%	*%	1%	2%	40%	5%
													abc	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	94	119	152	87	41	51	101	19	12	10	4	6	1
	11%	8%	16%	11%	15%	23%	14%	8%	20%	24%	42%	37%	49%	10%
			ac		a	ac	a		a	a	a	a	a	
NET: At least weekly	801	603	524	801	406	144	263	645	69	42	22	9	12	2
	56%	52%	71%	56%	70%	79%	75%	52%	74%	86%	89%	99%	95%	36%
			ac		ac	ac	ac		a	ag	ag	ag		

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	1659	508	38	31	30	10	32	17	59	579	340	422	258	60
Effective base	615	218	12	6	8	4	3	4	11	260	129	156	63	9
Weighted Base	1434	509	33	17	12	4	3	4	11	633	296	353	132	20
Less than once a week	633	164	7	1	-	-	1	3	3	633	-	-	-	-
	44%	32%	20%	9%	-%	-%	18%	64%	30%	100% bcde	-%	-%	-%	-%
Once a week	296	121	6	3	*	-	*	1	1	-	296	-	-	-
	21%	24%	17%	18%	2%	-%	1%	27%	11%	-%	100% acde	-%	-%	-%
More than once a week but not every day	353	173	6	1	6	2	*	*	2	-	-	353	-	-
	25%	34%	19%	5%	54%	56%	3%	1%	19%	-%	-%	100% abde	-%	-%
Once a day	132	50	11	5	3	1	1	*	2	-	-	-	132	-
	9%	10%	34% a	30%	25%	40%	23%	1%	20%	-%	-%	-%	100% abce	-%
Twice a day	9	-	3	1	2	-	2	*	2	-	-	-	-	9
	1%	-%	8% a	7% a	20% a	-%	52% a	2%	16% a	-%	-%	-%	-%	43% abcd
More than twice a day	12	2	*	5	*	*	*	*	*	-	-	-	-	12
	1%	*%	1%	32% a	*%	5%	2%	6%	4%	-%	-%	-%	-%	57% abcd
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	52	15	11	5	2	3	*	5	-	-	-	132	20
	11%	10%	43% a	68% a	44% a	44%	77% a	8%	40% a	-%	-%	-%	100% abc	100% abc
NET: At least weekly	801	345	27	15	12	4	3	2	8	-	296	353	132	20
	56%	68%	80%	91%	100%	100%	82%	36%	70%	-%	100% a	100% a	100% a	100% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1659	222	133	183	93	35	372	62	226	1515	144	1554	105
Effective base	615	112	54	59	21	4	147	21	81	579	38	590	26
Weighted Base	1434	264	118	146	43	11	363	47	172	1328	106	1359	75
Less than once a week	633	153	14	6	2	1	86	21	68	604	29	617	16
	44%	58% bcd	12%	4%	4%	11%	24%	45% a	40% a	45% b	27%	45% b	22%
Once a week	296	53	66	12	*	-	67	15	49	274	22	271	25
	21%	20% cd	56% acde	8%	*%	-%	18%	32%	29%	21%	21%	20%	33%
More than once a week but not every day	353	53	22	109	5	*	150	3	35	323	30	337	16
	25%	20%	18%	75% abde	11%	1%	41% bc	6%	20%	24%	28%	25%	21%
Once a day	132	4	15	14	33	5	49	5	18	110	21	117	15
	9%	2%	12% a	10% a	76% abc	41% a	13%	11%	10%	8%	20% a	9%	20%
Twice a day	9	-	2	-	3	3	6	2	-	6	3	5	3
	1%	-%	2%	-%	7% a	25% ac	2%	4%	-%	*%	3%	*%	4% a
More than twice a day	12	-	-	5	1	3	5	1	2	11	*	12	*
	1%	-%	-%	3%	1%	23% ab	2%	1%	1%	1%	*%	1%	*%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	4	17	19	37	10	60	7	20	127	24	134	18
	11%	2%	14% a	13% a	85% abc	88% abc	17%	16%	11%	10%	23% a	10%	24% a
NET: At least weekly	801	111	105	139	42	10	277	26	104	724	77	742	59
	56%	42%	88% a	96% a	96% a	89%	76% bc	55%	60%	55%	73% a	55%	78% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1659	143	162	286	97	493	173	568	1298	187	477	722	156	2
Effective base	615	62	47	114	18	202	48	184	470	47	173	270	50	2
Weighted Base	1434	151	103	265	60	477	105	450	1046	128	410	619	142	1
Less than once a week	633	47	23	83	14	152	24	177	511	37	116	180	30	*
	44%	31%	22%	31%	24%	32%	23%	39%	49% ac	29%	28%	29%	21%	46%
Once a week	296	32	21	60	12	107	24	96	215	30	89	118	24	*
	21%	21%	20%	23%	20%	22%	23%	21%	21%	24%	22%	19%	17%	54%
More than once a week but not every day	353	52	25	76	21	157	32	138	228	48	129	207	58	-
	25%	34%	24%	29%	35%	33%	30%	31% b	22%	38% b	31%	33%	40%	-%
Once a day	132	14	28	35	12	51	20	34	84	10	66	102	27	-
	9%	9%	28% a	13%	21%	11%	19%	7%	8%	8%	16%	16%	19%	-%
Twice a day	9	1	4	5	1	3	5	3	4	2	6	4	*	-
	1%	1%	4%	2%	1%	1%	4%	1%	*%	1%	2%	1%	*%	-%
More than twice a day	12	5	2	7	*	8	*	2	3	*	4	8	3	-
	1%	3%	2%	3%	*%	2%	*%	*%	*%	*%	1%	1%	2%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	20	34	46	13	62	25	39	92	12	76	114	31	-
	11%	13%	33% a	17%	22%	13%	24%	9%	9%	10%	19%	18%	22%	-%
NET: At least weekly	801	104	80	182	46	325	81	273	535	91	294	439	112	*
	56%	69%	78%	69%	76%	68%	77%	61% b	51%	71% b	72%	71%	79%	54%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1659	474	426	145	2	1402	814	526	1223	937	27
Effective base	615	170	162	44	2	515	306	208	456	350	4
Weighted Base	1434	409	383	105	1	1156	704	490	1054	795	8
Less than once a week	633	135	109	27	-	563	218	149	469	355	6
	44%	33%	28%	26%	-%	49% bc	31%	30%	45%	45%	73%
Once a week	296	82	83	9	*	243	142	112	219	152	*
	21%	20%	22% c	8%	32%	21%	20%	23%	21%	19%	3%
More than once a week but not every day	353	121	135	42	-	257	235	166	261	201	1
	25%	30%	35%	40%	-%	22%	33% a	34% a	25%	25%	12%
Once a day	132	57	50	24	-	85	95	52	91	70	*
	9%	14%	13%	23%	-%	7%	14% a	11%	9%	9%	1%
Twice a day	9	7	4	3	1	4	4	5	6	5	*
	1%	2%	1%	3%	68%	*%	1%	1%	1%	1%	5%
More than twice a day	12	6	2	*	-	4	9	6	9	11	1
	1%	1%	1%	*%	-%	*%	1%	1%	1%	1%	6%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	70	56	28	1	93	108	63	106	86	1
	11%	17%	14%	26%	68%	8%	15% a	13% a	10%	11%	13%
NET: At least weekly	801	273	274	78	1	593	486	342	585	440	2
	56%	67%	72%	74%	100%	51%	69% a	70% a	55%	55%	27%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	1659	302	272	264	51	36	1050	874	103	48	43	15
Effective base	615	111	112	98	24	16	384	327	36	14	17	4
Weighted Base	1434	259	264	237	63	44	887	741	81	35	32	8
Less than once a week	633	81	86	79	14	8	400	331	19	3	14	*
	44%	31%	33%	33%	22%	17%	45%	45%	24%	9%	45% b	6%
Once a week	296	52	53	51	8	5	172	143	18	18	4	*
	21%	20%	20%	21%	12%	11%	19%	19%	22%	51% ac	13%	2%
More than once a week but not every day	353	91	93	71	28	22	215	178	27	6	8	5
	25%	35%	35%	30%	44%	50%	24%	24%	34%	17%	24%	54%
Once a day	132	34	25	30	11	10	90	76	14	7	5	3
	9%	13%	9%	13%	18%	22%	10%	10%	18%	20%	14%	35%
Twice a day	9	1	2	4	2	-	4	2	2	*	1	-
	1%	*%	1%	2%	3%	-%	*%	*%	3%	*%	3%	-%
More than twice a day	12	1	5	1	*	*	6	10	*	1	*	*
	1%	*%	2%	1%	*%	*%	1%	1%	*%	3%	1%	3%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	36	32	36	13	10	100	88	17	8	6	3
	11%	14%	12%	15%	21%	22%	11%	12%	21%	23%	18%	38%
NET: At least weekly	801	178	178	158	49	36	487	409	61	32	18	8
	56%	69%	67%	67%	78%	83%	55%	55%	76%	91% c	55%	94%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1659	1518	1026	1580	1006	1001	833	1489	198	4	1372	73	405	1199
Effective base	615	565	363	589	359	347	285	564	63	3	501	32	164	442
Weighted Base	1434	1302	805	1360	800	766	591	1304	161	4	1167	73	392	1022
Less than once a week	633	589	264	600	273	293	192	577	45	4	529	19	119	514
	44%	45% bde	33%	44% bd	34%	38%	33%	44% ac	28%	83%	45% b	26%	30%	50% a
Once a week	296	269	200	287	183	156	147	269	32	-	238	12	98	188
	21%	21%	25%	21%	23%	20%	25%	21%	20%	-%	20%	17%	25%	18%
More than once a week but not every day	353	317	244	335	241	217	175	319	54	-	297	21	114	233
	25%	24%	30% a	25%	30%	28%	30%	24%	33%	-%	25%	29%	29%	23%
Once a day	132	112	84	119	88	91	65	121	27	1	83	21	54	75
	9%	9%	10%	9%	11%	12%	11%	9%	16%	16%	7%	29% a	14% b	7%
Twice a day	9	6	4	7	6	4	5	7	1	-	9	-	6	2
	1%	*%	*%	*%	1%	*%	1%	1%	1%	-%	1%	-%	2%	*%
More than twice a day	12	8	10	12	9	6	5	11	3	*	11	-	1	10
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	-%	*%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	127	98	137	103	101	76	140	31	1	103	21	61	88
	11%	10%	12%	10%	13%	13%	13%	11%	19% b	17%	9%	29% a	16% b	9%
NET: At least weekly	801	713	541	759	526	474	398	727	116	1	638	54	274	508
	56%	55%	67% ac	56%	66% ac	62% a	67% b	56%	72% b	17%	55%	74% a	70% b	50%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1659	351	18	158	254	198	950	500	165	178	1239	837	822
Effective base	615	118	7	41	98	65	378	168	61	53	480	263	353
Weighted Base	1434	291	14	103	238	147	873	404	134	153	1104	580	854
Less than once a week	633	77	4	18	79	40	400	188	41	47	525	272	361
	44%	26%	31%	18%	33%	27%	46%	47%	31%	31%	48%	47%	42%
							a	a			ab		
Once a week	296	69	3	31	49	19	193	79	37	32	225	133	164
	21%	24%	24%	30%	20%	13%	22%	20%	28%	21%	20%	23%	19%
More than once a week but not every day	353	94	1	31	71	59	222	71	36	50	255	110	243
	25%	32%	10%	30%	30%	40%	25%	18%	27%	33%	23%	19%	28%
						bc	c						a
Once a day	132	39	5	18	32	21	51	59	16	21	86	59	72
	9%	13%	35%	17%	13%	14%	6%	15%	12%	14%	8%	10%	8%
						b		b					
Twice a day	9	5	-	3	2	4	4	1	*	3	5	4	4
	1%	2%	-%	3%	1%	2%	*%	*%	*%	2%	*%	1%	1%
More than twice a day	12	7	*	2	5	4	3	5	4	*	8	2	9
	1%	2%	*%	2%	2%	3%	*%	1%	3%	*%	1%	*%	1%
						b							
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	51	5	23	39	29	57	65	20	25	99	66	86
	11%	18%	35%	22%	16%	20%	7%	16%	15%	16%	9%	11%	10%
						b		b					
NET: At least weekly	801	215	9	85	159	108	473	216	93	106	579	309	492
	56%	74%	69%	82%	67%	73%	54%	53%	69%	69%	52%	53%	58%
						bc			c	c			

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 20 (continuation)

QV2a.1 On average, how often does your organisation send letters and large letters?

Base: All where letters or large letters are sent (QV6a=1-2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1659	399	514	449	297	913	746
Effective base	615	141	178	170	137	313	305
Weighted Base	1434	396	382	388	268	778	656
Less than once a week	633	189	185	175	84	374	259
	44%	48%	48%	45%	31%	48%	39%
		d	d	d		b	
Once a week	296	87	77	89	44	164	133
	21%	22%	20%	23%	16%	21%	20%
More than once a week but not every day	353	81	76	89	106	157	196
	25%	21%	20%	23%	40%	20%	30%
					abc		a
Once a day	132	37	41	30	24	78	53
	9%	9%	11%	8%	9%	10%	8%
Twice a day	9	*	*	4	4	1	8
	1%	*%	*%	1%	1%	*%	1%
More than twice a day	12	1	3	1	6	4	7
	1%	*%	1%	*%	2%	1%	1%
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Daily	152	39	45	35	34	83	69
	11%	10%	12%	9%	13%	11%	10%
NET: At least weekly	801	206	198	213	184	404	397
	56%	52%	52%	55%	69%	52%	61%
					abc		a

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	907	334	573	594	141	44	128	313
Effective base	360	127	235	331	84	23	66	118
Weighted Base	864	270	595	827	30	5	3	37
1-24	771	248	523	744	22	3	2	27
	89%	92%	88%	90% bcde	75% d	62%	56%	72% d
25 - 49	44	11	33	43	1	*	*	1
	5%	4%	6%	5%	3%	5%	6%	3%
50 - 99	21	3	18	18	2	1	*	3
	2%	1%	3%	2%	5%	19% ab	15% a	8% a
100 - 249	13	4	9	9	3	*	*	3
	1%	1%	2%	1%	10% a	1%	10% a	9% a
250 - 499	5	3	3	5	1	*	*	1
	1%	1%	*%	1%	2%	5% a	2%	2%
500 - 4,999	4	1	2	2	1	*	*	1
	*%	1%	*%	*%	3% a	1%	8% a	3% a
5,000 - 49,999	3	-	3	2	*	*	*	*
	*%	-%	*%	*%	1%	1%	1%	1%
50,000 - 499,999	3	-	3	3	*	*	*	*
	*%	-%	1%	*%	*%	6% ab	2%	1%
500,000 - 4,999,999	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%
5m +	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	815	259	556	787	23	3	2	28
	94%	96%	93%	95% bcde	78% d	67%	62%	76%
50+	49	11	39	40	6	2	1	9
	6%	4%	7%	5%	22% a	33% a	38% ab	24% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	907	334	573	594	141	44	128	313
Effective base	360	127	235	331	84	23	66	118
Weighted Base	864	270	595	827	30	5	3	37
Answered	864	270	595	827	30	5	3	37
Mean score	2613.7	34.2	3782.7	2595.0	582.1	15703.1	8345.2	3030.6

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	907	350	163	81	79	106	128	594	141	172
Effective base	360	209	88	42	49	56	66	331	84	52
Weighted Base	864	556	209	62	19	16	3	827	30	7
1-24	771	525	172	48	15	10	2	744	22	4
	89%	94%	82%	77%	80%	66%	56%	90%	75%	60%
		bcdefhi	efi	f	fi			bcdefhi	f	
25 - 49	44	21	17	4	*	1	*	43	1	*
	5%	4%	8%	7%	3%	4%	6%	5%	3%	5%
50 - 99	21	9	5	4	1	1	*	18	2	1
	2%	2%	2%	6%	8%	7%	15%	2%	5%	18%
					ag	ag	abg			abgh
100 - 249	13	*	6	3	1	2	*	9	3	*
	1%	*%	3%	5%	4%	15%	10%	1%	10%	4%
			a	a	a	abgi	ag		ag	a
250 - 499	5	*	4	-	*	1	*	5	1	*
	1%	*%	2%	-%	2%	3%	2%	1%	2%	4%
			a			ag			a	ag
500 - 4,999	4	-	2	1	1	*	*	2	1	*
	*%	-%	1%	1%	3%	3%	8%	*%	3%	4%
					ag	ag	abg		ag	ag
5,000 - 49,999	3	-	-	2	*	*	*	2	*	*
	*%	-%	-%	4%	1%	1%	1%	*%	1%	1%
				ag						
50,000 - 499,999	3	-	3	-	-	*	*	3	*	*
	*%	-%	1%	-%	-%	2%	2%	*%	*%	4%
										ag
500,000 - 4,999,999	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
5m +	*	*	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	815	546	189	52	15	11	2	787	23	5
	94%	98%	90%	84%	83%	69%	62%	95%	78%	65%
		bcdefhi	efhi	fi	f			cdefhi	f	

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	907	350	163	81	79	106	128	594	141	172
Effective base	360	209	88	42	49	56	66	331	84	52
Weighted Base	864	556	209	62	19	16	3	827	30	7
50+	49	10	20	10	3	5	1	40	6	3
	6%	2%	10%	16%	17%	31%	38%	5%	22%	35%
			a	ag	ag	abg	abcdgh		abg	abcg
Answered	864	556	209	62	19	16	3	827	30	7
Mean score	2613.7	2322.9	3740.6	1165.1	504.8	5126.4	8345.2	2595.0	582.1	12984.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	907	371	121	51	28	107
Effective base	360	217	45	17	9	17
Weighted Base	864	585	96	29	7	20
1-24	771	533	84	19	5	14
	89%	91% ce	87% c	65%	75%	71%
25 - 49	44	34	5	2	*	*
	5%	6%	5%	8%	4%	1%
50 - 99	21	16	1	2	1	*
	2%	3%	1%	5%	9%	1%
100 - 249	13	1	1	4	*	3
	1%	*%	1%	14% ab	*%	15% a
250 - 499	5	1	2	*	*	*
	1%	*%	2%	1%	*%	2%
500 - 4,999	4	-	*	2	*	*
	*%	-%	*%	6% a	*%	2%
5,000 - 49,999	3	*	1	-	*	1
	*%	*%	1%	-%	1%	6%
50,000 - 499,999	3	-	2	*	1	*
	*%	-%	2%	*%	10%	2%
500,000 - 4,999,999	*	-	*	-	-	*
	*%	-%	*%	-%	-%	*%
5m +	*	-	-	-	-	*
	*%	-%	-%	-%	-%	1%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Net: 0-49	815	567	88	21	6	15
	94%	97% ce	92%	73%	79%	72%
50+	49	18	8	8	1	6
	6%	3%	8%	27% a	21%	28% a
Answered	864	585	96	29	7	20

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	907	371	121	51	28	107
Effective base	360	217	45	17	9	17
Weighted Base	864	585	96	29	7	20
Mean score	2613.7	30.5	6504.5	401.9	28003.8	69104.1

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	907	53	49	86	33	49	68	47	62	49	496	137	134	140
Effective base	360	36	31	49	18	29	41	36	31	31	293	79	84	40
Weighted Base	864	81	68	150	37	62	109	121	78	67	772	46	33	13
1-24	771	71	65	130	28	56	103	102	73	61	689	41	30	12
	89%	88%	96% d	87%	74%	91%	95% d	85%	93%	91%	89% d	88%	90%	88%
25 - 49	44	4	-	8	7	4	2	10	4	2	40	2	2	1
	5%	4%	-%	5%	18% bfjk	6%	2%	8%	5%	3%	5%	4%	6%	5%
50 - 99	21	4	*	5	*	-	*	7	1	1	18	3	*	*
	2%	5%	*%	3%	*%	-%	*%	6%	1%	1%	2%	6%	1%	2%
100 - 249	13	2	2	3	1	*	*	-	*	2	12	*	*	*
	1%	3%	3%	2%	4%	*%	*%	-%	*%	3%	2%	1%	1%	2%
250 - 499	5	*	-	-	1	1	-	1	*	1	5	*	*	*
	1%	*%	-%	-%	4%	2%	-%	1%	*%	1%	1%	*%	*%	2%
500 - 4,999	4	-	1	2	-	-	*	*	*	*	3	*	*	*
	*%	-%	1%	2%	-%	-%	*%	*%	*%	*%	*%	*%	*%	1%
5,000 - 49,999	3	-	-	1	*	-	1	-	-	-	3	-	*	*
	*%	-%	-%	1%	1%	-%	1%	-%	-%	-%	*%	-%	*%	1%
50,000 - 499,999	3	-	-	1	-	-	1	-	1	-	3	*	-	*
	*%	-%	-%	1%	-%	-%	1%	-%	1%	-%	*%	*%	-%	*%
500,000 - 4,999,999	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
5m +	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	815	74	65	138	34	60	106	112	76	63	728	43	32	12
	94%	92%	96%	92%	92%	97%	97%	93%	98%	94%	94%	92%	96%	93%
50+	49	7	3	12	3	2	3	8	2	4	43	3	1	1
	6%	8%	4%	8%	8%	3%	3%	7%	2%	6%	6%	8%	4%	7%
Answered	864	81	68	150	37	62	109	121	78	67	772	46	33	13
Mean score	2613.7	22.1	42.8	2355.7	203.9	23.4	3562.2	22.2	2494.6	25.4	1235.2	85.9	38752.0	1176.5

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	907	35	103	7	71	183	32	51	377	727	180	803	104
Effective base	360	10	41	3	29	77	14	19	160	291	72	335	30
Weighted Base	864	21	105	1	68	240	20	44	306	724	141	820	44
1-24	771	19	91	1	60	215	18	42	273	636	135	735	36
	89%	89%	87%	88%	88%	90%	91%	95%	89%	88%	96%	90%	80%
25 - 49	44	*	8	*	2	14	2	1	11	43	1	41	3
	5%	2%	8%	6%	3%	6%	8%	2%	4%	6%	1%	5%	7%
50 - 99	21	*	3	-	4	8	-	1	4	18	4	20	1
	2%	2%	3%	-%	6%	3%	-%	2%	1%	2%	3%	2%	2%
100 - 249	13	*	1	-	2	1	*	*	8	12	*	10	3
	1%	1%	1%	-%	3%	1%	1%	*%	3%	2%	*%	1%	7%
													a
250 - 499	5	-	1	-	*	1	-	-	2	5	*	5	*
	1%	-%	1%	-%	*%	1%	-%	-%	1%	1%	*%	1%	*%
500 - 4,999	4	-	*	*	*	1	-	-	3	3	1	3	1
	*%	-%	*%	3%	*%	*%	-%	-%	1%	*%	1%	*%	1%
5,000 - 49,999	3	1	-	*	-	-	-	-	1	3	-	3	-
	*%	7%	-%	4%	-%	-%	-%	-%	*%	*%	-%	*%	-%
50,000 - 499,999	3	-	*	-	-	*	-	1	2	3	-	2	1
	*%	-%	*%	-%	-%	*%	-%	2%	1%	*%	-%	*%	2%
500,000 - 4,999,999	*	-	-	-	-	-	-	-	*	*	*	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%
5m +	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	815	19	99	1	62	228	20	42	285	679	136	777	39
	94%	91%	94%	93%	91%	95%	99%	97%	93%	94%	96%	95%	87%
50+	49	2	6	*	6	11	*	1	21	44	5	44	6
	6%	9%	6%	7%	9%	5%	1%	3%	7%	6%	4%	5%	13%
Answered	864	21	105	1	68	240	20	44	306	724	141	820	44
Mean score	2613.7	1822.5	153.0	1209.4	32.0	319.3	16.8	4407.1	6315.7	3113.8	46.3	2516.4	4416.2

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	907	900	7	393	240	274
Effective base	360	357	3	165	76	121
Weighted Base	864	856	9	392	158	315
1-24	771	767	4	363	129	278
	89%	90%	47%	93% b	82%	89%
25 - 49	44	40	5	15	10	19
	5%	5%	53%	4%	6%	6%
50 - 99	21	21	-	10	6	6
	2%	2%	-%	2%	3%	2%
100 - 249	13	13	-	1	4	8
	1%	1%	-%	*%	3%	3%
250 - 499	5	5	-	1	4	*
	1%	1%	-%	*%	3%	*%
500 - 4,999	4	4	-	*	2	2
	*%	*%	-%	*%	1%	1%
5,000 - 49,999	3	3	-	*	2	1
	*%	*%	-%	*%	1%	*%
50,000 - 499,999	3	3	-	2	1	*
	*%	*%	-%	*%	1%	*%
500,000 - 4,999,999	*	*	-	*	*	-
	*%	*%	-%	*%	*%	-%
5m +	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Net: 0-49	815	806	9	379	139	297
	94%	94%	100%	97% b	88%	94%
50+	49	49	-	14	18	17
	6%	6%	-%	3%	12% a	6%
Answered	864	856	9	392	158	315

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	907	900	7	393	240	274
Effective base	360	357	3	165	76	121
Weighted Base	864	856	9	392	158	315
Mean score	2613.7	2640.7	25.4	4492.5	2362.2	396.9

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	907	570	224	60	15	17	11	5	5	794	113	53	161	409	337
Effective base	360	275	67	12	3	4	1	2	2	342	20	9	86	189	85
Weighted Base	864	660	172	21	6	3	1	*	1	832	33	12	207	453	205
1-24	771	613	143	12	3	*	*	*	-	755	15	3	199	414	158
	89%	93% bcjk	83% jk	58%	45%	2%	5%	62%	-%	91% cjk	47%	26%	96% c	91% c	77%
25 - 49	44	30	10	4	*	-	*	-	-	40	4	*	5	24	15
	5%	4%	6%	20% ai	6%	-%	1%	-%	-%	5%	14%	3%	3%	5%	7%
50 - 99	21	11	9	*	*	1	-	-	-	20	1	1	3	8	10
	2%	2%	5%	1%	*%	23%	-%	-%	-%	2%	3%	6%	1%	2%	5%
100 - 249	13	3	5	2	2	*	*	*	-	8	5	3	-	3	10
	1%	*%	3%	9% ai	41%	10%	4%	5%	-%	1%	15% ai	25% abi	-%	1%	5% b
250 - 499	5	1	4	*	*	*	-	*	-	5	1	*	-	1	4
	1%	*%	2%	2%	2%	4%	-%	32%	-%	1%	3%	3%	-%	*%	2%
500 - 4,999	4	*	1	2	*	-	*	*	1	1	3	1	-	*	4
	*%	*%	1%	9% ai	2%	-%	2%	1%	64%	*%	8% ai	6% ai	-%	*%	2%
5,000 - 49,999	3	1	*	*	*	1	*	-	*	2	1	1	-	1	2
	*%	*%	*%	*%	*%	37%	2%	-%	7%	*%	4% i	11% abi	-%	*%	1%
50,000 - 499,999	3	1	-	-	-	1	1	*	*	1	2	2	-	1	2
	*%	*%	-%	-%	-%	24%	86%	*%	28%	*%	6% ai	17% abi	-%	*%	1%
500,000 - 4,999,999	*	-	-	-	-	*	*	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%	*%
5m +	*	-	-	-	*	-	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	4%	-%	-%	-%	-%	-%	1%	2%	-%	-%	*%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	815	642	153	16	3	*	*	*	-	795	20	3	204	438	173
	94%	97% bcjk	89% jk	78% k	51%	2%	6%	62%	-%	96% bcjk	61%	29%	99% c	97% c	85%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	907	570	224	60	15	17	11	5	5	794	113	53	161	409	337
Effective base	360	275	67	12	3	4	1	2	2	342	20	9	86	189	85
Weighted Base	864	660	172	21	6	3	1	*	1	832	33	12	207	453	205
50+	49	18	19	5	3	3	1	*	1	36	13	8	3	15	32
	6%	3%	11% ai	22% ai	49%	98%	94%	38%	100%	4%	39% abi	71% abci	1%	3%	15% ab
Answered	864	660	172	21	6	3	1	*	1	832	33	12	207	453	205
Mean score	2613.7	546.1	80.1	300.8	211279.4	76624.9	240815.5	1497.3	81295.8	449.7	57626	160769 ai	14.0	789.3	9278.3

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	907	551	494	666	907	215	282	442	74	44	37	28	22	19
Effective base	360	194	184	249	360	55	103	201	24	12	9	5	3	4
Weighted Base	864	411	429	582	864	117	243	479	60	17	9	7	8	3
1-24	771	367	371	509	771	93	217	463	32	11	1	1	1	-
	89%	89%	86%	87%	89%	80%	89%	97% bcd	53%	63% d	16%	12%	17%	-%
25 - 49	44	15	27	33	44	7	11	6	22	3	3	*	*	-
	5%	4%	6%	6%	5%	6%	5%	1%	37% a	19% a	29% a	*%	*%	-%
50 - 99	21	11	10	17	21	6	6	6	4	*	2	*	5	-
	2%	3%	2%	3%	2%	5%	2%	1%	7%	3%	21% a	1%	59%	-%
100 - 249	13	6	12	12	13	2	3	2	1	3	3	3	*	*
	1%	1%	3%	2%	1%	2%	1%	*%	2%	15% a	34% ab	40%	5%	3%
250 - 499	5	4	2	4	5	1	1	2	-	-	-	1	*	*
	1%	1%	1%	1%	1%	1%	1%	*%	-%	-%	-%	19%	2%	2%
500 - 4,999	4	3	3	3	4	3	3	*	*	-	*	2	1	*
	*%	1%	1%	1%	*%	3%	1%	*%	*%	-%	*%	28%	16%	6%
5,000 - 49,999	3	3	3	3	3	1	*	-	1	*	-	-	-	1
	*%	1%	1%	*%	*%	1%	*%	-%	2%	*%	-%	-%	-%	42%
50,000 - 499,999	3	1	1	1	3	1	1	-	-	-	*	*	*	1
	*%	*%	*%	*%	*%	1%	*%	-%	-%	-%	*%	*%	*%	41%
500,000 - 4,999,999	*	*	*	*	*	*	-	-	-	-	-	-	-	*
	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%
5m +	*	*	-	*	*	*	*	-	-	-	-	-	-	*
	*%	*%	-%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	7%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	815	382	398	543	815	101	228	469	54	14	4	1	1	-
	94%	93%	93%	93%	94% e	86%	94%	98% bcd	89% d	82%	45%	12%	18%	-%
50+	49	29	31	40	49	16	15	10	6	3	5	6	6	3
	6%	7%	7%	7%	6%	14% d	6%	2%	11% a	18% a	55% ab	88%	82%	100%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	907	551	494	666	907	215	282	442	74	44	37	28	22	19
Effective base	360	194	184	249	360	55	103	201	24	12	9	5	3	4
Weighted Base	864	411	429	582	864	117	243	479	60	17	9	7	8	3
Answered	864	411	429	582	864	117	243	479	60	17	9	7	8	3
Mean score	2613.7	4324.1	1162.2	3067.7	2613.7	14464.7	6641.4	15.8	550.9	94.6	154.1	1717.4	825.9	493818

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	907	709	54	39	35	16	33	21	70	153	134	202	136	41
Effective base	360	316	18	8	9	6	3	6	16	79	53	83	28	7
Weighted Base	864	771	44	21	13	5	4	6	15	176	131	188	71	16
1-24	771	771	-	-	-	-	-	-	-	164	121	173	50	2
	89%	100% bcdfh	-%	-%	-%	-%	-%	-%	-%	93% de	92% de	92% de	70% e	12%
25 - 49	44	-	44	-	-	-	-	-	-	7	6	6	11	3
	5%	-%	100% acdfh	-%	-%	-%	-%	-%	-%	4%	4%	3%	16% c	19%
50 - 99	21	-	-	21	-	-	-	-	-	1	3	1	5	6
	2%	-%	-%	100% abdfh	-%	-%	-%	-%	-%	1%	2%	*%	7%	40% abcd
100 - 249	13	-	-	-	13	-	-	-	-	-	*	6	3	2
	1%	-%	-%	-%	100% abcfh	-%	-%	-%	-%	-%	*%	3%	4%	14% a
250 - 499	5	-	-	-	-	5	-	-	5	-	-	2	1	*
	1%	-%	-%	-%	-%	100%	-%	-%	36% abd	-%	-%	1%	2%	1%
500 - 4,999	4	-	-	-	-	-	4	-	4	1	*	*	1	2
	*%	-%	-%	-%	-%	-%	100% abcdh	-%	24% ab	*%	*%	*%	1%	12% c
5,000 - 49,999	3	-	-	-	-	-	-	3	3	3	*	-	-	*
	*%	-%	-%	-%	-%	-%	-%	46%	19% a	1%	*%	-%	-%	*%
50,000 - 499,999	3	-	-	-	-	-	-	3	3	-	1	*	*	*
	*%	-%	-%	-%	-%	-%	-%	50%	20% a	-%	1%	*%	*%	2%
500,000 - 4,999,999	*	-	-	-	-	-	-	*	*	*	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%	-%
5m +	*	-	-	-	-	-	-	*	*	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	4%	2%	*%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	907	709	54	39	35	16	33	21	70	153	134	202	136	41
Effective base	360	316	18	8	9	6	3	6	16	79	53	83	28	7
Weighted Base	864	771	44	21	13	5	4	6	15	176	131	188	71	16
Net: 0-49	815	771	44	-	-	-	-	-	-	171	127	179	61	5
	94%	100%	100%	-%	-%	-%	-%	-%	-%	97%	97%	95%	86%	31%
		cdfh	cdfh							e	e	e	e	
50+	49	-	-	21	13	5	4	6	15	5	4	9	10	11
	6%	-%	-%	100%	100%	100%	100%	100%	100%	3%	3%	5%	14%	69%
				ab	ab		ab		ab					abcd
Answered	864	771	44	21	13	5	4	6	15	176	131	188	71	16
Mean score	2613.7	12.5	37.0	75.0	175.0	375.0	2750.0	356467	145540.4	7725.5	2448.3	66.4	218.8	4942.7
				a			ac		a					

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	907	296	187	250	128	46	554	73	273	721	186	596	70
Effective base	360	151	83	85	36	7	233	27	102	299	61	233	16
Weighted Base	864	354	194	229	74	14	594	59	209	728	137	544	38
1-24	771	348	167	202	50	5	524	44	201	653	118	479	30
	89%	98% bcde	86% de	88% de	67%	33%	88% b	74%	96% ab	90%	87%	88%	79%
25 - 49	44	5	11	11	11	6	33	5	6	32	12	27	6
	5%	1%	6%	5%	15% a	44% abc	6%	8%	3%	4%	9%	5%	17%
50 - 99	21	*	8	9	4	*	16	5	*	19	2	17	*
	2%	*%	4% a	4% a	6% a	*%	3%	8% c	*%	3%	1%	3%	*%
100 - 249	13	*	3	5	5	*	9	3	*	12	1	11	1
	1%	*%	2%	2%	6% a	*%	2%	6% c	*%	2%	*%	2%	2%
250 - 499	5	*	1	1	3	1	4	*	1	4	2	4	*
	1%	*%	*%	1%	4%	4%	1%	*%	1%	*%	1%	1%	*%
500 - 4,999	4	1	-	*	1	2	3	*	1	3	1	3	1
	*%	*%	-%	*%	1%	15% abc	1%	*%	*%	*%	1%	1%	2%
5,000 - 49,999	3	*	1	1	*	*	2	1	-	3	*	3	*
	*%	*%	1%	*%	*%	2%	*%	2%	-%	*%	*%	*%	*%
50,000 - 499,999	3	-	2	*	1	*	2	1	-	2	1	1	*
	*%	-%	1%	*%	1%	2%	*%	2%	-%	*%	1%	*%	*%
500,000 - 4,999,999	*	-	*	-	-	*	*	*	-	-	*	*	*
	*%	-%	*%	-%	-%	*%	*%	*%	-%	-%	*%	*%	*%
5m +	*	*	-	-	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	907	296	187	250	128	46	554	73	273	721	186	596	70
Effective base	360	151	83	85	36	7	233	27	102	299	61	233	16
Weighted Base	864	354	194	229	74	14	594	59	209	728	137	544	38
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	815	353	178	213	61	11	557	48	207	685	130	506	37
	94%	100% bcde	92%	93%	82%	77%	94% b	82%	99% ab	94%	95%	93%	96%
50+	49	1	15	16	13	3	37	10	2	43	6	38	2
	6%	*%	8% a	7% a	18% a	23% a	6% c	18% ac	1%	6%	5%	7%	4%
Answered	864	354	194	229	74	14	594	59	209	728	137	544	38
Mean score	2613.7	3648.6	3266.8	169.8	2844.0	6134.7	3266.9	5342.9	22.8	2706.2	2120.6	3267.6	211.8

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	907	181	199	237	68	652	255	316	472	124	298	404	117	1
Effective base	360	77	62	97	11	277	84	103	169	32	106	154	37	1
Weighted Base	864	196	139	230	24	680	184	232	360	66	245	358	94	*
1-24	771	169	122	195	20	610	161	199	330	59	199	317	81	*
	89%	86%	88%	85%	85%	90%	87%	86%	91%	89%	81%	89%	87%	100%
25 - 49	44	10	10	17	*	32	13	11	11	1	27	21	9	-
	5%	5%	7%	7%	1%	5%	7%	5%	3%	2%	11%	6%	10%	-%
50 - 99	21	8	1	9	*	19	2	9	9	1	5	7	1	-
	2%	4%	1%	4%	1%	3%	1%	4%	2%	1%	2%	2%	1%	-%
100 - 249	13	5	1	4	1	11	1	4	4	1	6	6	1	-
	1%	2%	1%	2%	3%	2%	1%	2%	1%	1%	3%	2%	1%	-%
250 - 499	5	2	2	2	1	3	3	2	2	2	1	2	1	-
	1%	1%	1%	1%	4%	*%	1%	1%	1%	3%	*%	1%	1%	-%
500 - 4,999	4	*	2	2	*	1	3	3	3	2	3	3	1	-
	*%	*%	2%	1%	1%	*%	2%	1%	1%	4%	1%	1%	1%	-%
5,000 - 49,999	3	1	*	*	1	3	*	3	*	*	3	1	*	-
	*%	1%	*%	*%	5%	*%	*%	1%	*%	*%	1%	*%	*%	-%
50,000 - 499,999	3	*	*	*	*	2	1	1	1	*	1	*	*	-
	*%	*%	*%	*%	*%	*%	1%	1%	*%	*%	1%	*%	*%	-%
500,000 - 4,999,999	*	-	*	-	*	-	*	*	-	*	*	*	*	-
	*%	-%	*%	-%	*%	-%	*%	*%	-%	*%	*%	*%	*%	-%
5m +	*	*	-	*	-	*	-	*	-	-	-	-	-	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	815	179	132	212	20	641	174	210	341	60	226	338	90	*
	94%	91%	95%	92%	87%	94%	94%	91%	95%	91%	92%	95%	96%	100%
50+	49	17	7	18	3	39	10	22	19	6	19	20	3	-
	6%	9%	5%	8%	13%	6%	6%	9%	5%	9%	8%	5%	4%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	907	181	199	237	68	652	255	316	472	124	298	404	117	1
Effective base	360	77	62	97	11	277	84	103	169	32	106	154	37	1
Weighted Base	864	196	139	230	24	680	184	232	360	66	245	358	94	*
Answered	864	196	139	230	24	680	184	232	360	66	245	358	94	*
Mean score	2613.7	7163.1	189.3	5951.9	2276.7	2889.0	1595.7	7615.1	1120.5	1341.8	2013.0	357.1	872.7	12.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	907	649	561	185	2	514	453	700	503	404	19
Effective base	360	250	227	66	2	190	174	288	186	153	3
Weighted Base	864	603	553	159	1	406	408	702	431	354	8
1-24	771	529	503	133	*	365	359	632	376	313	6
	89%	88%	91%	83%	32%	90%	88%	90%	87%	88%	81%
25 - 49	44	37	23	11	-	14	21	34	26	16	*
	5%	6%	4%	7%	-%	3%	5%	5%	6%	5%	4%
50 - 99	21	16	11	9	1	11	10	16	12	12	1
	2%	3%	2%	6%	68%	3%	2%	2%	3%	3%	7%
100 - 249	13	8	7	1	-	6	9	12	8	5	*
	1%	1%	1%	1%	-%	1%	2%	2%	2%	1%	4%
250 - 499	5	5	4	3	-	4	2	3	1	3	-
	1%	1%	1%	2%	-%	1%	1%	*%	*%	1%	-%
500 - 4,999	4	3	3	1	-	3	3	1	3	2	*
	*%	*%	1%	1%	-%	1%	1%	*%	1%	1%	*%
5,000 - 49,999	3	3	1	*	-	3	3	3	3	1	*
	*%	*%	*%	*%	-%	1%	1%	*%	1%	*%	1%
50,000 - 499,999	3	3	1	*	-	1	1	*	1	1	*
	*%	1%	*%	*%	-%	*%	*%	*%	*%	*%	4%
500,000 - 4,999,999	*	*	*	*	-	*	*	*	*	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%
5m +	*	*	-	-	-	*	-	*	*	-	-
	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	815	566	526	144	*	378	380	667	402	329	7
	94%	94%	95%	91%	32%	93%	93%	95%	93%	93%	85%
50+	49	37	27	15	1	27	28	35	29	25	1
	6%	6%	5%	9%	68%	7%	7%	5%	7%	7%	15%
Answered	864	603	553	159	1	406	408	702	431	354	8
Mean score	2613.7	3730.8	798.5	562.3	55.1	4370.5	1202.1	2095.9	4119.1	1248.0	10814.8

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	907	370	338	348	69	44	418	363	74	35	40	16
Effective base	360	142	146	138	34	21	152	139	28	8	17	5
Weighted Base	864	347	352	337	91	53	351	315	70	20	34	10
1-24	771	318	318	297	76	50	309	281	52	15	29	6
	89%	92%	91%	88%	84%	94%	88%	89%	74%	75%	84%	59%
25 - 49	44	14	19	24	9	1	23	13	9	2	1	4
	5%	4%	5%	7%	10%	3%	6%	4%	13%	11%	3%	39%
50 - 99	21	6	8	5	3	2	8	12	2	1	3	*
	2%	2%	2%	2%	3%	3%	2%	4%	2%	4%	10%	*%
100 - 249	13	5	4	6	*	*	6	6	3	*	1	*
	1%	1%	1%	2%	*%	*%	2%	2%	4%	2%	2%	*%
250 - 499	5	1	1	3	2	-	1	3	1	*	*	*
	1%	*%	*%	1%	2%	-%	*%	1%	1%	1%	*%	1%
500 - 4,999	4	1	*	*	*	*	3	*	2	*	*	*
	*%	*%	*%	*%	*%	*%	1%	*%	3%	*%	*%	*%
5,000 - 49,999	3	1	1	2	-	-	1	*	*	1	*	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	6%	1%	-%
50,000 - 499,999	3	*	*	*	*	-	1	*	2	*	*	-
	*%	*%	*%	*%	*%	-%	*%	*%	3%	*%	1%	-%
500,000 - 4,999,999	*	*	*	*	-	-	*	*	*	*	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%
5m +	*	-	-	*	-	-	-	-	*	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	815	332	337	321	85	51	332	294	61	17	30	10
	94%	96%	96%	95%	94%	97%	94%	93%	87%	87%	87%	98%
50+	49	14	15	16	6	2	20	22	9	3	5	*
	6%	4%	4%	5%	6%	3%	6%	7%	13%	13%	13%	2%
Answered	864	347	352	337	91	53	351	315	70	20	34	10

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	907	370	338	348	69	44	418	363	74	35	40	16
Effective base	360	142	146	138	34	21	152	139	28	8	17	5
Weighted Base	864	347	352	337	91	53	351	315	70	20	34	10
Mean score	2613.7	339.9	323.9	4243.0	861.7	15.2	1245.6	278.2	25679	1797.7	2252.3	34.2

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	907	762	571	819	700	554	543	781	149	1	712	42	267	550
Effective base	360	306	208	326	277	208	197	321	49	1	284	21	113	219
Weighted Base	864	720	472	768	674	481	436	777	127	1	668	58	274	526
1-24	771	646	428	690	606	428	390	712	108	1	598	53	235	482
	89%	90%	91%	90%	90%	89%	89%	92%	85%	100%	90%	92%	86%	92%
25 - 49	44	36	18	38	31	33	15	31	11	-	31	1	20	16
	5%	5%	4%	5%	5%	7%	3%	4%	8%	-%	5%	1%	7%	3%
50 - 99	21	17	8	18	19	9	10	17	4	-	16	4	6	15
	2%	2%	2%	2%	3%	2%	2%	2%	4%	-%	2%	7%	2%	3%
100 - 249	13	7	7	8	7	7	7	8	*	-	12	*	5	8
	1%	1%	2%	1%	1%	2%	2%	1%	*%	-%	2%	*%	2%	1%
250 - 499	5	5	3	5	5	2	4	4	1	-	5	-	2	3
	1%	1%	1%	1%	1%	*%	1%	*%	1%	-%	1%	-%	1%	1%
500 - 4,999	4	4	3	4	4	2	3	3	1	-	2	*	2	1
	*%	*%	1%	*%	1%	*%	1%	*%	1%	-%	*%	*%	1%	*%
5,000 - 49,999	3	3	1	3	1	*	3	1	*	-	2	-	2	1
	*%	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	-%	1%	*%
50,000 - 499,999	3	1	3	3	*	*	3	*	1	-	2	-	2	*
	*%	*%	1%	*%	*%	*%	1%	*%	1%	-%	*%	-%	1%	*%
500,000 - 4,999,999	*	*	*	*	*	*	*	*	*	-	*	-	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%
5m +	*	*	-	*	*	-	*	-	-	-	*	-	*	-
	*%	*%	-%	*%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	815	682	446	728	637	460	405	743	118	1	629	54	255	498
	94%	95%	94%	95%	95%	96%	93%	96%	93%	100%	94%	93%	93%	95%
50+	49	37	26	41	36	20	31	34	8	-	39	4	19	28
	6%	5%	6%	5%	5%	4%	7%	4%	7%	-%	6%	7%	7%	5%
Answered	864	720	472	768	674	481	436	777	127	1	668	58	274	526

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	907	762	571	819	700	554	543	781	149	1	712	42	267	550
Effective base	360	306	208	326	277	208	197	321	49	1	284	21	113	219
Weighted Base	864	720	472	768	674	481	436	777	127	1	668	58	274	526
Mean score	2613.7	2482.7	1939.1	2929.2	2138.0	59.7	5151.4	196.3	2766.0	12.5	2922.5	17.9	7029.4	121.4

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	907	370	19	162	277	182	488	232	171	157	544	393	514
Effective base	360	136	7	49	112	72	196	90	66	57	226	138	229
Weighted Base	864	323	17	108	275	161	479	221	146	136	552	267	598
1-24	771	283	12	82	249	121	437	209	131	102	507	220	551
	89%	88%	71%	76%	91% a	75%	91% a	95% a	90% b	75%	92% b	82%	92% a
25 - 49	44	18	5	13	14	21	18	6	8	16	20	21	24
	5%	6%	29%	12%	5%	13% bc	4%	3%	5%	12% c	4%	8%	4%
50 - 99	21	9	-	4	6	6	10	5	3	9	10	11	10
	2%	3%	-%	4%	2%	4%	2%	2%	2%	7%	2%	4%	2%
100 - 249	13	6	*	2	3	4	8	1	1	4	8	5	8
	1%	2%	*%	2%	1%	3%	2%	*%	1%	3%	1%	2%	1%
250 - 499	5	3	-	2	2	4	1	*	1	1	3	3	3
	1%	1%	-%	2%	1%	3%	*%	*%	1%	1%	1%	1%	*%
500 - 4,999	4	3	*	2	1	2	1	*	*	*	3	3	*
	*%	1%	*%	2%	*%	1%	*%	*%	*%	*%	1%	1%	*%
5,000 - 49,999	3	*	-	2	-	*	3	-	*	1	1	1	1
	*%	*%	-%	1%	-%	*%	1%	-%	*%	1%	*%	1%	*%
50,000 - 499,999	3	1	-	1	-	2	1	-	1	2	*	3	*
	*%	*%	-%	1%	-%	1%	*%	-%	1%	1%	*%	1%	*%
500,000 - 4,999,999	*	*	-	*	-	*	*	-	*	-	-	*	-
	*%	*%	-%	*%	-%	*%	*%	-%	*%	-%	-%	*%	-%
5m +	*	*	-	*	-	*	-	-	*	-	-	*	-
	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	815	301	17	95	263	142	455	215	139	119	527	241	575
	94%	93%	100%	87%	96%	88%	95%	97% a	95%	87%	95% b	90%	96% a
50+	49	22	*	14	12	19	24	6	7	17	25	26	23
	6%	7%	*%	13%	4%	12% c	5%	3%	5%	13% c	5%	10% b	4%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	907	370	19	162	277	182	488	232	171	157	544	393	514
Effective base	360	136	7	49	112	72	196	90	66	57	226	138	229
Weighted Base	864	323	17	108	275	161	479	221	146	136	552	267	598
Answered	864	323	17	108	275	161	479	221	146	136	552	267	598
Mean score	2613.7	5151.1	24.3	15646.5	29.3	11791.4	753.6	18.4	11125.7	3704.9	238.2	7956.7	227.2

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 21 (continuation)

QV2b. And on average, how many parcels and packets does your organisation typically send per mailing? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All where parcels and packets are sent (QV6a=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	907	236	275	223	173	511	396
Effective base	360	96	95	92	78	190	170
Weighted Base	864	236	237	214	178	473	392
1-24	771	205	223	191	153	427	343
	89%	87%	94%	89%	86%	90%	88%
25 - 49	44	12	3	14	16	15	30
	5%	5%	1%	6%	9%	3%	8%
					b		
50 - 99	21	9	5	1	6	14	7
	2%	4%	2%	1%	3%	3%	2%
100 - 249	13	8	*	3	1	9	4
	1%	4%	*%	1%	*%	2%	1%
250 - 499	5	*	4	2	*	4	2
	1%	*%	1%	1%	*%	1%	*%
500 - 4,999	4	1	*	1	2	1	2
	*%	*%	*%	*%	1%	*%	1%
5,000 - 49,999	3	*	1	1	*	1	2
	*%	*%	*%	1%	*%	*%	*%
50,000 - 499,999	3	*	1	2	*	1	2
	*%	*%	*%	1%	*%	*%	*%
500,000 - 4,999,999	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
5m +	*	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	*%
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Net: 0-49	815	216	226	205	169	442	373
	94%	92%	95%	95%	95%	94%	95%
50+	49	19	11	10	9	30	19
	6%	8%	5%	5%	5%	6%	5%
Answered	864	236	237	214	178	473	392
Mean score	2613.7	358.1	1528.5	2366.9	7353.8	944.6	4625.8

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	907	334	573	594	141	44	128	313
Effective base	360	127	235	331	84	23	66	118
Weighted Base	864	270	595	827	30	5	3	37
Less than once a week	354	108	246	346	7	*	*	8
	41%	40%	41%	42%	24%	6%	8%	20%
				bcde	d			d
Once a week	194	57	136	187	5	1	*	6
	22%	21%	23%	23%	18%	17%	15%	17%
More than once a week but not every day	229	58	171	218	8	2	1	11
	26%	21%	29%	26%	28%	40%	29%	29%
Once a day	74	45	29	64	8	1	1	10
	9%	17%	5%	8%	25%	22%	44%	26%
		b			a	a	abe	a
Twice a day	11	2	9	10	1	*	*	1
	1%	1%	2%	1%	3%	6%	1%	3%
More than twice a day	3	-	3	2	1	*	*	1
	*%	-%	1%	*%	2%	9%	3%	3%
					a	a	a	a
Don't know	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	88	47	41	76	9	2	1	12
	10%	17%	7%	9%	31%	36%	49%	33%
		b			a	a	abe	a
NET: At least weekly	510	162	348	481	23	4	2	29
	59%	60%	59%	58%	76%	94%	92%	80%
					a	a	abe	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	907	350	163	81	79	106	128	594	141	172
Effective base	360	209	88	42	49	56	66	331	84	52
Weighted Base	864	556	209	62	19	16	3	827	30	7
Less than once a week	354	250	74	23	5	3	*	346	7	*
	41%	45%	35%	37%	24%	18%	8%	42%	24%	7%
		defhi	efi	efi	fi			defhi	fi	
Once a week	194	123	56	8	3	3	*	187	5	1
	22%	22%	27%	14%	16%	19%	15%	23%	18%	16%
More than once a week but not every day	229	152	50	16	5	5	1	218	8	3
	26%	27%	24%	26%	29%	30%	29%	26%	28%	36%
Once a day	74	27	23	14	5	3	1	64	8	2
	9%	5%	11%	23%	28%	22%	44%	8%	25%	30%
				ag	abg	ag	abcegh		abg	abg
Twice a day	11	5	5	-	*	1	*	10	1	*
	1%	1%	2%	-%	2%	5%	1%	1%	3%	4%
						ag				
More than twice a day	3	-	2	-	*	1	*	2	1	*
	*%	-%	1%	-%	1%	6%	3%	*%	2%	7%
						ag	ag		ag	ag
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	88	32	29	14	6	5	1	76	9	3
	10%	6%	14%	23%	31%	33%	49%	9%	31%	41%
			a	ag	abg	abg	abcgh		abg	abg
NET: At least weekly	510	307	135	39	14	13	2	481	23	7
	59%	55%	65%	63%	76%	82%	92%	58%	76%	93%
					ag	abcg	abcdgh		ag	abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	907	371	121	51	28	107
Effective base	360	217	45	17	9	17
Weighted Base	864	585	96	29	7	20
Less than once a week	354	238	51	4	2	5
	41%	41%	53%	13%	22%	26%
		c	c			
Once a week	194	126	24	8	1	4
	22%	22%	25%	26%	13%	21%
More than once a week but not every day	229	177	14	8	3	7
	26%	30%	15%	27%	37%	34%
		b				
Once a day	74	35	7	8	1	3
	9%	6%	7%	26%	18%	15%
				ab		
Twice a day	11	7	*	2	*	*
	1%	1%	*%	7%	6%	1%
More than twice a day	3	2	*	*	*	1
	*%	*%	*%	*%	4%	3%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Daily	88	43	7	10	2	4
	10%	7%	8%	33%	28%	19%
				ab		
NET: At least weekly	510	347	45	25	5	15
	59%	59%	47%	87%	78%	74%
				ab		

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	907	53	49	86	33	49	68	47	62	49	496	137	134	140
Effective base	360	36	31	49	18	29	41	36	31	31	293	79	84	40
Weighted Base	864	81	68	150	37	62	109	121	78	67	772	46	33	13
Less than once a week	354	26	32	57	16	20	52	59	21	32	316	19	13	5
	41%	32%	46%	38%	42%	33%	48%	49%	27%	48%	41%	42%	40%	40%
Once a week	194	32	12	29	11	13	24	25	14	13	172	12	6	4
	22%	40% chjl	18%	20%	29%	21%	22%	20%	18%	19%	22%	25%	18%	27%
More than once a week but not every day	229	22	17	43	7	15	25	28	34	16	207	9	10	3
	26%	27%	25%	29%	18%	24%	23%	23%	44% jk	24%	27%	19%	29%	26%
Once a day	74	1	7	18	3	13	5	4	8	6	64	5	4	1
	9%	1%	10%	12%	7%	21% afgj	4%	4%	11%	9%	8%	11%	11%	7%
Twice a day	11	*	-	2	1	*	1	5	*	-	10	1	*	*
	1%	*%	-%	1%	3%	*%	1%	4%	*%	-%	1%	2%	1%	*%
More than twice a day	3	-	-	-	*	*	2	-	-	*	2	*	*	*
	*%	-%	-%	-%	1%	*%	2%	-%	-%	*%	*%	1%	*%	*%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	88	1	7	20	4	13	8	9	8	6	76	6	4	1
	10%	1%	10%	13%	11%	22% a	7%	7%	11%	9%	10%	14% a	13% a	7%
NET: At least weekly	510	55	37	92	22	41	57	61	57	35	456	27	20	8
	59%	68%	54%	62%	58%	67%	52%	51%	73%	52%	59%	58%	60%	60%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	907	35	103	7	71	183	32	51	377	727	180	803	104
Effective base	360	10	41	3	29	77	14	19	160	291	72	335	30
Weighted Base	864	21	105	1	68	240	20	44	306	724	141	820	44
Less than once a week	354	12	29	1	25	67	11	22	155	278	76	340	14
	41%	57%	28%	60%	37%	28%	57% e	50%	51% be	38%	54% a	41%	31%
Once a week	194	2	28	*	22	35	*	11	81	168	25	186	7
	22%	10%	27%	13%	33% ef	14%	2%	24%	27% ef	23%	18%	23%	17%
More than once a week but not every day	229	6	28	*	9	104	6	10	56	193	36	219	10
	26%	30%	27%	27%	13%	44% dh	30%	22%	18%	27%	26%	27%	22%
Once a day	74	*	19	-	10	33	*	1	10	72	2	64	10
	9%	1%	18% h	-%	14% h	14% h	2%	2%	3%	10% b	1%	8%	22% a
Twice a day	11	-	*	-	2	*	-	1	3	10	2	9	2
	1%	-%	*%	-%	2%	*%	-%	2%	1%	1%	1%	1%	4%
More than twice a day	3	*	*	-	*	*	2	-	*	3	*	1	2
	*%	1%	*%	-%	*%	*%	9% eh	-%	*%	*%	*%	*%	4% a
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	88	1	19	-	11	34	2	2	13	85	3	74	13
	10%	3%	18% h	-%	17% h	14% h	11%	4%	4%	12% b	2%	9%	30% a
NET: At least weekly	510	9	75	*	43	173	8	22	150	446	65	480	31
	59%	43%	72% h	40%	63%	72% fh	43%	50%	49%	62% b	46%	59%	69%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	907	900	7	393	240	274
Effective base	360	357	3	165	76	121
Weighted Base	864	856	9	392	158	315
Less than once a week	354	350	4	242	57	55
	41%	41%	41%	62%	36%	17%
				bc	c	
Once a week	194	193	*	96	42	56
	22%	23%	2%	24%	26%	18%
More than once a week but not every day	229	224	5	39	39	150
	26%	26%	57%	10%	25%	48%
					a	ab
Once a day	74	74	-	13	14	47
	9%	9%	-%	3%	9%	15%
						a
Twice a day	11	11	-	*	4	7
	1%	1%	-%	*%	3%	2%
More than twice a day	3	3	*	2	*	1
	*%	*%	*%	1%	*%	*%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Daily	88	88	*	15	19	54
	10%	10%	*%	4%	12%	17%
					a	a
NET: At least weekly	510	505	5	150	100	260
	59%	59%	59%	38%	64%	83%
					a	ab

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	907	570	224	60	15	17	11	5	5	794	113	53	161	409	337
Effective base	360	275	67	12	3	4	1	2	2	342	20	9	86	189	85
Weighted Base	864	660	172	21	6	3	1	*	1	832	33	12	207	453	205
Less than once a week	354	337	15	1	*	*	*	*	-	352	2	1	173	164	17
	41%	51% bcijk	9%	5%	5%	1%	4%	62%	-%	42% bcjk	5%	5%	84% bc	36% c	8%
Once a week	194	160	26	2	5	*	1	*	-	186	8	6	21	139	34
	22%	24%	15%	7%	80%	1%	92%	*%	-%	22%	23%	51% bc	10%	31% ac	16%
More than once a week but not every day	229	126	90	11	*	1	*	-	-	217	12	1	10	116	103
	26%	19%	53% aik	53% ai	1%	38%	2%	-%	-%	26% a	38%	11%	5%	26% a	50% ab
Once a day	74	28	38	5	1	2	*	-	1	66	8	3	3	25	46
	9%	4%	22% ai	25% ai	9%	58%	*%	-%	62%	8%	25% ai	25% a	1%	6%	23% ab
Twice a day	11	7	2	2	-	*	-	*	*	9	2	*	-	7	4
	1%	1%	1%	9% ai	-%	1%	-%	6%	7%	1%	6%	1%	-%	2%	2%
More than twice a day	3	2	*	*	*	*	*	*	*	2	1	1	-	2	1
	*%	*%	*%	1%	5%	1%	1%	32%	31%	*%	3%	6% ai	-%	*%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	88	36	40	7	1	2	*	*	1	77	11	4	3	34	52
	10%	6%	23% ai	35% ai	14%	60%	1%	37%	100%	9%	34% ai	33% ai	1%	7% a	25% ab
NET: At least weekly	510	323	157	20	6	3	1	*	1	479	31	11	34	289	188
	59%	49%	91% ai	95% ai	95%	99%	96%	38%	100%	58% a	95% ai	95% ai	16%	64% a	92% ab

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	907	551	494	666	907	215	282	442	74	44	37	28	22	19
Effective base	360	194	184	249	360	55	103	201	24	12	9	5	3	4
Weighted Base	864	411	429	582	864	117	243	479	60	17	9	7	8	3
Less than once a week	354	221	179	264	354	35	90	235	18	8	1	-	1	*
	41%	54%	42%	45%	41%	30%	37%	49%	31%	48%	10%	-%	8%	8%
		bdef		e				d						
Once a week	194	82	81	118	194	34	55	97	12	4	2	*	*	3
	22%	20%	19%	20%	22%	29%	23%	20%	21%	23%	26%	7%	1%	73%
More than once a week but not every day	229	84	124	146	229	32	76	115	15	3	2	4	7	*
	26%	21%	29%	25%	26%	28%	31%	24%	25%	19%	21%	56%	84%	5%
							a							
Once a day	74	16	38	43	74	12	17	28	10	1	3	*	1	*
	9%	4%	9%	7%	9%	10%	7%	6%	16%	5%	40%	4%	7%	6%
			a		a						a			
Twice a day	11	4	6	9	11	3	4	1	4	1	*	2	-	*
	1%	1%	2%	2%	1%	3%	2%	*%	7%	6%	1%	30%	-%	2%
									a	a				
More than twice a day	3	3	1	3	3	1	*	2	-	*	*	*	*	*
	*%	1%	*%	*%	*%	1%	*%	*%	-%	*%	3%	2%	1%	7%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	88	23	45	55	88	16	21	31	14	2	4	2	1	1
	10%	6%	11%	9%	10%	14%	9%	7%	23%	11%	44%	36%	8%	15%
									a		a			
NET: At least weekly	510	190	250	319	510	82	152	243	42	9	8	7	7	3
	59%	46%	58%	55%	59%	70%	63%	51%	69%	52%	90%	100%	92%	92%
			a		a	ac	a				a			

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	907	709	54	39	35	16	33	21	70	153	134	202	136	41
Effective base	360	316	18	8	9	6	3	6	16	79	53	83	28	7
Weighted Base	864	771	44	21	13	5	4	6	15	176	131	188	71	16
Less than once a week	354	348	5	*	*	*	1	*	1	153	53	53	4	-
	41%	45% bcdh	12%	*%	*%	3%	19%	4%	8%	87% bcde	40% de	28% d	6%	-%
Once a week	194	167	11	8	3	1	-	4	4	14	66	22	15	2
	22%	22%	25%	38%	25%	15%	-%	56%	28%	8%	51% acd	11%	21%	12%
More than once a week but not every day	229	202	11	9	5	1	*	1	2	6	12	109	14	5
	26%	26%	24%	42%	39%	22%	2%	18%	16%	4%	9%	58% abd	20% a	30% a
Once a day	74	50	11	4	5	3	1	1	4	2	*	5	33	4
	9%	6%	26% a	20%	36% a	49%	21%	12%	27% a	1%	*%	3%	47% abc	24% abc
Twice a day	11	3	6	-	*	*	2	*	2	1	-	*	4	3
	1%	*%	13% a	-%	*%	6%	55% a	1%	15% a	1%	-%	*%	6%	19% abc
More than twice a day	3	2	*	*	*	*	*	*	1	-	-	-	*	2
	*%	*%	1%	*%	*%	5%	2%	8%	6% a	-%	-%	-%	*%	15% abc
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	88	54	17	4	5	3	3	1	7	3	*	5	38	9
	10%	7%	39% a	20%	36% a	60%	78% a	21%	49% a	2%	*%	3%	53% abc	58% abc
NET: At least weekly	510	423	39	21	13	5	3	6	14	23	78	135	67	16
	59%	55%	88% a	100% a	100% a	97%	81%	96%	92% a	13%	60% a	72% a	94% abc	100% ab

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	907	296	187	250	128	46	554	73	273	721	186	596	70
Effective base	360	151	83	85	36	7	233	27	102	299	61	233	16
Weighted Base	864	354	194	229	74	14	594	59	209	728	137	544	38
Less than once a week	354 41%	354 100% bcde	- -%	- -%	- -%	- -%	179 30%	31 53% a	141 68% a	323 44% b	31 23%	254 47%	10 26%
Once a week	194 22%	- -%	194 100% acde	- -%	- -%	- -%	128 22%	22 38%	44 21%	149 20%	45 33% a	103 19%	15 40% a
More than once a week but not every day	229 26%	- -%	- -%	229 100% abde	- -%	- -%	210 35% bc	5 8%	14 7%	197 27%	32 23%	140 26%	6 16%
Once a day	74 9%	- -%	- -%	- -%	74 100% abce	- -%	64 11% c	1 2%	8 4%	47 6%	27 20% a	38 7%	6 15%
Twice a day	11 1%	- -%	- -%	- -%	- -%	11 79% abcd	11 2%	* *%	- -%	9 1%	2 1%	8 1%	1 3%
More than twice a day	3 *%	- -%	- -%	- -%	- -%	3 21% abcd	1 *%	- -%	2 1%	2 *%	1 1%	2 *%	* *%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET: Daily	88 10%	- -%	- -%	- -%	74 100% abc	14 100% abc	76 13% c	1 2%	10 5%	59 8%	29 21% a	48 9%	7 18%
NET: At least weekly	510 59%	- -%	194 100% a	229 100% a	74 100% a	14 100% a	415 70% bc	28 47%	68 32%	405 56%	106 77% a	291 53%	28 74%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	907	181	199	237	68	652	255	316	472	124	298	404	117	1
Effective base	360	77	62	97	11	277	84	103	169	32	106	154	37	1
Weighted Base	864	196	139	230	24	680	184	232	360	66	245	358	94	*
Less than once a week	354	59	48	92	4	301	53	121	202	32	101	154	30	-
	41%	30%	34%	40%	17%	44% b	29%	52%	56%	48%	41%	43%	32%	-%
Once a week	194	51	32	41	10	145	48	50	72	10	44	63	14	*
	22%	26%	23%	18%	44% a	21%	26%	22%	20%	16%	18%	18%	15%	100%
More than once a week but not every day	229	62	30	61	5	181	48	49	64	20	68	97	33	-
	26%	32%	22%	27%	22%	27%	26%	21%	18%	30%	28%	27%	35%	-%
Once a day	74	17	24	26	4	43	30	7	16	2	24	37	16	-
	9%	9%	17%	11%	16%	6%	17% a	3%	4%	3%	10%	10%	17%	-%
Twice a day	11	7	3	7	*	8	3	4	4	2	6	6	*	-
	1%	4%	2%	3%	1%	1%	2%	2%	1%	3%	3%	2%	*%	-%
More than twice a day	3	1	2	2	*	2	1	1	2	*	1	*	*	-
	*%	*%	2%	1%	1%	*%	*%	*%	1%	1%	*%	*%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	88	25	29	36	4	53	35	12	22	4	31	44	17	-
	10%	13%	21%	16%	17%	8%	19% a	5%	6%	6%	13%	12%	18%	-%
NET: At least weekly	510	138	91	138	20	380	131	111	158	35	144	204	64	*
	59%	70%	66%	60%	83%	56%	71% a	48%	44%	52%	59%	57%	68%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	907	649	561	185	2	514	453	700	503	404	19
Effective base	360	250	227	66	2	190	174	288	186	153	3
Weighted Base	864	603	553	159	1	406	408	702	431	354	8
Less than once a week	354	230	228	49	-	220	178	300	208	155	6
	41%	38%	41%	31%	-%	54% bc	44%	43%	48%	44%	78%
Once a week	194	131	129	40	*	81	67	154	82	69	*
	22%	22%	23%	25%	32%	20%	16%	22%	19%	20%	1%
More than once a week but not every day	229	174	143	48	-	82	122	192	107	96	1
	26%	29%	26%	30%	-%	20%	30% a	27%	25%	27%	8%
Once a day	74	58	43	21	1	15	34	46	26	24	*
	9%	10%	8%	13%	68%	4%	8%	7%	6%	7%	5%
Twice a day	11	10	8	1	-	4	6	8	8	8	*
	1%	2%	1%	1%	-%	1%	2%	1%	2%	2%	1%
More than twice a day	3	1	2	*	-	2	1	1	*	2	1
	*%	*%	*%	*%	-%	1%	*%	*%	*%	1%	7%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	88	69	53	23	1	22	42	56	34	34	1
	10%	11%	10%	14%	68%	5%	10%	8%	8%	10%	13%
NET: At least weekly	510	373	325	111	1	185	230	402	223	199	2
	59%	62%	59%	69%	100%	46%	56% a	57% a	52%	56%	22%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	907	370	338	348	69	44	418	363	74	35	40	16
Effective base	360	142	146	138	34	21	152	139	28	8	17	5
Weighted Base	864	347	352	337	91	53	351	315	70	20	34	10
Less than once a week	354	147	147	143	21	14	171	150	22	2	11	3
	41%	42%	42%	42%	24%	26%	49%	48%	31%	10%	32%	25%
		d		d								
Once a week	194	80	78	66	19	10	67	63	15	12	11	*
	22%	23%	22%	20%	21%	18%	19%	20%	22%	58%	32%	3%
										a		
More than once a week but not every day	229	90	99	101	35	21	81	70	16	5	4	1
	26%	26%	28%	30%	38%	40%	23%	22%	22%	25%	12%	8%
Once a day	74	27	23	19	15	8	24	25	12	1	5	6
	9%	8%	6%	6%	16%	16%	7%	8%	17%	5%	16%	57%
					c							
Twice a day	11	3	4	7	*	-	9	5	6	*	2	*
	1%	1%	1%	2%	*%	-%	2%	1%	9%	1%	7%	4%
More than twice a day	3	*	*	1	*	*	*	2	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	1%	3%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	88	30	27	27	15	8	33	32	18	1	8	6
	10%	9%	8%	8%	16%	16%	9%	10%	26%	6%	24%	64%
NET: At least weekly	510	200	205	194	69	39	181	165	49	18	24	7
	59%	58%	58%	58%	76%	74%	51%	52%	69%	90%	68%	75%
					ac							

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	907	762	571	819	700	554	543	781	149	1	712	42	267	550
Effective base	360	306	208	326	277	208	197	321	49	1	284	21	113	219
Weighted Base	864	720	472	768	674	481	436	777	127	1	668	58	274	526
Less than once a week	354	319	191	327	267	188	177	327	50	1	286	20	86	258
	41%	44%	40%	43%	40%	39%	40%	42%	40%	100%	43%	35%	32%	49% a
Once a week	194	154	101	171	153	91	93	177	24	-	145	20	73	101
	22%	21%	21%	22%	23%	19%	21%	23%	19%	-%	22%	35%	27%	19%
More than once a week but not every day	229	174	137	191	186	139	121	198	32	-	183	11	76	132
	26%	24%	29%	25%	28%	29%	28%	25%	25%	-%	27%	19%	28%	25%
Once a day	74	59	39	65	57	56	40	61	19	-	42	6	27	32
	9%	8%	8%	8%	8%	12%	9%	8%	15%	-%	6%	10%	10%	6%
Twice a day	11	11	3	11	10	6	5	10	1	-	10	1	10	1
	1%	2%	1%	1%	1%	1%	1%	1%	1%	-%	2%	2%	4% b	*%
More than twice a day	3	3	1	3	1	1	1	3	*	-	3	-	1	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	88	73	44	79	68	63	46	74	21	-	55	7	38	35
	10%	10%	9%	10%	10%	13%	10%	10%	16%	-%	8%	12%	14% b	7%
NET: At least weekly	510	401	281	442	407	292	260	449	76	-	382	38	188	268
	59%	56%	60%	57%	60%	61%	60%	58%	60%	-%	57%	65%	68% b	51%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	907	370	19	162	277	182	488	232	171	157	544	393	514
Effective base	360	136	7	49	112	72	196	90	66	57	226	138	229
Weighted Base	864	323	17	108	275	161	479	221	146	136	552	267	598
Less than once a week	354	97	4	20	95	41	230	82	59	34	249	110	244
	41%	30%	22%	18%	35%	25%	48%	37%	40%	25%	45%	41%	41%
					a		a				b		
Once a week	194	86	1	32	69	27	105	62	26	35	127	69	125
	22%	27%	6%	30%	25%	17%	22%	28%	18%	26%	23%	26%	21%
More than once a week but not every day	229	87	9	31	72	57	119	53	33	48	138	48	181
	26%	27%	54%	29%	26%	35%	25%	24%	22%	35%	25%	18%	30%
													a
Once a day	74	42	3	19	32	27	23	22	25	18	29	28	46
	9%	13%	18%	17%	12%	17%	5%	10%	17%	13%	5%	10%	8%
						b			c	c			
Twice a day	11	8	-	4	5	9	*	2	3	1	7	9	2
	1%	2%	-%	4%	2%	5%	*%	1%	2%	1%	1%	3%	*%
						b						b	
More than twice a day	3	3	-	2	*	1	2	*	*	*	3	2	1
	*%	1%	-%	2%	*%	1%	*%	*%	*%	*%	*%	1%	*%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Daily	88	53	3	26	38	36	25	24	28	19	38	39	49
	10%	16%	18%	24%	14%	23%	5%	11%	19%	14%	7%	15%	8%
						bc			c				
NET: At least weekly	510	226	13	89	180	120	249	139	87	102	303	156	354
	59%	70%	78%	82%	65%	75%	52%	63%	60%	75%	55%	59%	59%
				b		b				c			

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 22 (continuation)

QV2b.1 On average, how often does your organisation send parcels and packets?

Base: All where parcels and packets are sent (QV6a=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	907	236	275	223	173	511	396
Effective base	360	96	95	92	78	190	170
Weighted Base	864	236	237	214	178	473	392
Less than once a week	354	86	98	105	64	185	169
	41%	37%	42%	49%	36%	39%	43%
Once a week	194	65	53	44	32	118	76
	22%	28%	22%	20%	18%	25%	19%
More than once a week but not every day	229	61	60	46	62	121	108
	26%	26%	26%	21%	35%	26%	28%
Once a day	74	18	22	18	16	40	34
	9%	8%	9%	8%	9%	9%	9%
Twice a day	11	5	3	1	2	8	3
	1%	2%	1%	1%	1%	2%	1%
More than twice a day	3	1	*	*	2	1	2
	*%	*%	*%	*%	1%	*%	1%
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Daily	88	24	25	19	20	49	39
	10%	10%	11%	9%	11%	10%	10%
NET: At least weekly	510	150	138	109	113	288	223
	59%	63%	58%	51%	64%	61%	57%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	907	334	573	594	141	44	128	313
Effective base	360	127	235	331	84	23	66	118
Weighted Base	864	270	595	827	30	5	3	37
Yes	594	163	431	576	14	2	2	18
	69%	60%	73%	70%	48%	50%	60%	49%
			a	bce				
No - we do despatch products to customers but not using parcel/packet post	59	10	49	56	2	*	*	2
	7%	4%	8%	7%	7%	4%	7%	6%
No - we don't despatch products to our customers	209	97	112	193	14	2	1	16
	24%	36%	19%	23%	46%	43%	32%	44%
		b			a	a		a
Don't know	3	*	2	2	-	*	*	*
	*%	*%	*%	*%	-%	4%	1%	1%
						a		
NET: No	268	107	161	249	16	2	1	19
	31%	40%	27%	30%	52%	46%	39%	51%
		b			a			a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	907	350	163	81	79	106	128	594	141	172
Effective base	360	209	88	42	49	56	66	331	84	52
Weighted Base	864	556	209	62	19	16	3	827	30	7
Yes	594	408	130	38	9	8	2	576	14	4
	69%	73%	62%	61%	48%	48%	60%	70%	48%	53%
		defhi						dehi		
No - we do despatch products to customers but not using parcel/packet post	59	31	20	5	1	1	*	56	2	*
	7%	6%	9%	9%	6%	6%	7%	7%	7%	5%
No - we don't despatch products to our customers	209	115	59	19	9	7	1	193	14	3
	24%	21%	28%	30%	46%	44%	32%	23%	46%	39%
					abg	ag			abg	ag
Don't know	3	2	*	-	-	*	*	2	-	*
	*%	*%	*%	-%	-%	1%	1%	*%	-%	3%
NET: No	268	146	79	24	10	8	1	249	16	3
	31%	26%	38%	39%	52%	51%	39%	30%	52%	44%
			a		ag	ag	a		ag	a

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	907	371	121	51	28	107
Effective base	360	217	45	17	9	17
Weighted Base	864	585	96	29	7	20
Yes	594	436	52	22	5	10
	69%	75%	54%	78%	77%	51%
		be				
No - we do despatch products to customers but not using parcel/packet post	59	39	9	5	1	1
	7%	7%	9%	19%	13%	4%
No - we don't despatch products to our customers	209	107	35	1	1	9
	24%	18%	37%	4%	11%	45%
			ac			ac
Don't know	3	2	-	-	-	*
	*%	*%	-%	-%	-%	*%
NET: No	268	146	44	6	2	10
	31%	25%	46%	22%	23%	49%
			a			a

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	907	53	49	86	33	49	68	47	62	49	496	137	134	140
Effective base	360	36	31	49	18	29	41	36	31	31	293	79	84	40
Weighted Base	864	81	68	150	37	62	109	121	78	67	772	46	33	13
Yes	594	44	50	112	24	46	60	91	65	41	533	30	22	8
	69%	55%	74%	75% f	64%	75%	55%	75%	84% afi	61%	69%	66%	66%	63%
No - we do despatch products to customers but not using parcel/packet post	59	9	10	*	5	*	14	6	1	8	54	3	1	1
	7%	12% c	15% cehl	*%	13% c	*%	13% cel	5%	1%	12% c	7%	7%	3%	4%
No - we don't despatch products to our customers	209	27	6	37	9	15	35	24	12	18	184	12	10	4
	24%	33% b	9%	25%	23%	24%	32% b	20%	15%	27%	24%	25%	29% b	33% b
Don't know	3	-	1	-	-	*	*	-	-	-	1	1	1	-
	*%	-%	2%	-%	-%	*%	*%	-%	-%	-%	*%	1%	2%	-%
NET: No	268	36	17	38	13	15	49	30	13	26	237	15	11	5
	31%	45% h	24%	25%	36%	24%	45% ch	25%	16%	39% h	31%	33%	32%	37%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	907	35	103	7	71	183	32	51	377	727	180	803	104
Effective base	360	10	41	3	29	77	14	19	160	291	72	335	30
Weighted Base	864	21	105	1	68	240	20	44	306	724	141	820	44
Yes	594	12	81	*	33	201	7	16	189	505	89	564	30
	69%	56%	77% dfg	26%	48%	84% adfgh	37%	38%	62% g	70%	63%	69%	67%
No - we do despatch products to customers but not using parcel/packet post	59	3	9	-	9	11	2	1	20	47	12	56	2
	7%	15%	9%	-%	13%	5%	11%	2%	7%	6%	9%	7%	5%
No - we don't despatch products to our customers	209	6	14	1	26	28	10	26	95	169	40	197	12
	24%	29%	14%	74%	37% be	11%	51% be	60% beh	31% be	23%	28%	24%	28%
Don't know	3	-	*	-	1	*	-	*	1	2	*	2	*
	*%	-%	*%	-%	1%	*%	-%	1%	*%	*%	*%	*%	*%
NET: No	268	9	24	1	35	39	12	27	116	216	52	253	15
	31%	44% e	23%	74%	51% be	16%	63% be	62% beh	38% e	30%	37%	31%	33%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	907	900	7	393	240	274
Effective base	360	357	3	165	76	121
Weighted Base	864	856	9	392	158	315
Yes	594	585	9	197	112	284
	69%	68%	100%	50%	71%	90%
					a	ab
No - we do despatch products to customers but not using parcel/packet post	59	59	-	45	11	3
	7%	7%	-%	12%	7%	1%
				c	c	
No - we don't despatch products to our customers	209	209	-	149	34	26
	24%	24%	-%	38%	22%	8%
				bc	c	
Don't know	3	3	-	1	*	2
	*%	*%	-%	*%	*%	1%
NET: No	268	268	-	194	45	29
	31%	31%	-%	49%	29%	9%
				bc	c	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	907	570	224	60	15	17	11	5	5	794	113	53	161	409	337
Effective base	360	275	67	12	3	4	1	2	2	342	20	9	86	189	85
Weighted Base	864	660	172	21	6	3	1	*	1	832	33	12	207	453	205
Yes	594	423	143	20	4	3	*	*	*	566	28	8	99	324	171
	69%	64%	83%	96%	64%	98%	7%	38%	40%	68%	85%	65%	48%	72%	84%
			ai	ai										a	ab
No - we do despatch products to customers but not using parcel/packet post	59	45	11	*	2	*	1	-	-	55	3	3	18	27	14
	7%	7%	6%	2%	32%	2%	89%	-%	-%	7%	10%	26%	8%	6%	7%
												ai			
No - we don't despatch products to our customers	209	190	18	*	*	*	*	*	1	208	1	1	89	101	19
	24%	29%	10%	2%	3%	1%	4%	62%	60%	25%	4%	9%	43%	22%	9%
		bcj								bj			bc	c	
Don't know	3	2	*	-	-	-	-	-	-	3	-	-	2	1	*
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	*%	*%
NET: No	268	235	29	1	2	*	1	*	1	263	5	4	107	128	33
	31%	36%	17%	4%	36%	2%	93%	62%	60%	32%	15%	35%	52%	28%	16%
		bc								bc			bc	c	

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	907	551	494	666	907	215	282	442	74	44	37	28	22	19
Effective base	360	194	184	249	360	55	103	201	24	12	9	5	3	4
Weighted Base	864	411	429	582	864	117	243	479	60	17	9	7	8	3
Yes	594	218	292	363	594	82	177	286	44	11	6	6	7	2
	69%	53%	68%	62%	69%	70%	73%	60%	73%	66%	68%	88%	93%	58%
			a		a	a	a							
No - we do despatch products to customers but not using parcel/packet post	59	35	27	47	59	10	13	40	*	2	2	1	*	1
	7%	8%	6%	8%	7%	8%	5%	8%	1%	11%	27%	12%	*%	42%
											b			
No - we don't despatch products to our customers	209	156	110	172	209	24	53	151	16	4	*	*	1	-
	24%	38%	26%	29%	24%	21%	22%	32%	26%	22%	4%	*%	7%	-%
		bdef												
Don't know	3	1	*	1	3	*	-	1	-	*	*	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	1%	1%	-%	-%	-%
NET: No	268	191	137	218	268	34	65	191	16	6	3	1	1	1
	31%	47%	32%	37%	31%	29%	27%	40%	27%	33%	31%	12%	7%	42%
		bdef												

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	907	709	54	39	35	16	33	21	70	153	134	202	136	41
Effective base	360	316	18	8	9	6	3	6	16	79	53	83	28	7
Weighted Base	864	771	44	21	13	5	4	6	15	176	131	188	71	16
Yes	594	524	33	16	9	4	3	4	11	86	67	150	49	11
	69%	68%	75%	77%	73%	76%	85%	62%	72%	49%	51%	80% ab	68%	72%
No - we do despatch products to customers but not using parcel/packet post	59	44	5	5	3	*	*	2	2	21	15	3	5	3
	7%	6%	11%	22%	26% a	1%	*%	38%	16%	12% c	12% c	2%	7%	16%
No - we don't despatch products to our customers	209	201	6	*	*	1	1	-	2	68	49	35	18	2
	24%	26%	14%	1%	1%	23%	15%	-%	12%	39% c	37% c	19%	25%	11%
Don't know	3	2	*	-	-	-	-	-	-	1	*	*	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%
NET: No	268	245	11	5	3	1	1	2	4	89	64	38	23	4
	31%	32%	24%	23%	27%	24%	15%	38%	28%	51% c	49% c	20%	32%	28%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	907	296	187	250	128	46	554	73	273	721	186	596	70
Effective base	360	151	83	85	36	7	233	27	102	299	61	233	16
Weighted Base	864	354	194	229	74	14	594	59	209	728	137	544	38
Yes	594	179	128	210	64	12	594	-	-	498	96	340	23
	69%	51%	66%	92%	87%	87%	100%	-%	-%	68%	70%	62%	60%
			a	ab	ab		bc						
No - we do despatch products to customers but not using parcel/packet post	59	31	22	5	1	*	-	59	-	48	11	43	3
	7%	9%	11%	2%	1%	*%	-%	100%	-%	7%	8%	8%	9%
		c	c					ac					
No - we don't despatch products to our customers	209	141	44	14	8	2	-	-	209	181	28	160	12
	24%	40%	23%	6%	11%	13%	-%	-%	100%	25%	21%	29%	31%
		bcd	c						ab				
Don't know	3	2	-	*	*	*	-	-	-	1	1	1	-
	*%	1%	-%	*%	*%	*%	-%	-%	-%	*%	1%	*%	-%
NET: No	268	172	66	18	9	2	-	59	209	229	39	203	15
	31%	49%	34%	8%	13%	13%	-%	100%	100%	31%	29%	37%	40%
		bcd	cd					a	a				

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	907	181	199	237	68	652	255	316	472	124	298	404	117	1
Effective base	360	77	62	97	11	277	84	103	169	32	106	154	37	1
Weighted Base	864	196	139	230	24	680	184	232	360	66	245	358	94	*
Yes	594	153	103	169	14	454	140	137	185	41	172	239	79	*
	69%	78%	74%	73%	58%	67%	76%	59%	51%	61%	70%	67%	84% b	100%
No - we do despatch products to customers but not using parcel/packet post	59	11	6	13	4	46	12	16	31	1	21	22	*	-
	7%	6%	4%	6%	17%	7%	7%	7%	9%	2%	8%	6%	*%	-%
No - we don't despatch products to our customers	209	31	30	48	6	178	31	78	143	25	52	96	14	-
	24%	16%	21%	21%	25%	26%	17%	34%	40%	37%	21%	27%	15%	-%
Don't know	3	1	*	1	*	1	1	1	1	-	*	*	-	-
	*%	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	*%	-%	-%
NET: No	268	43	36	61	10	225	43	95	174	26	73	118	15	-
	31%	22%	26%	26%	42%	33%	23%	41%	48%	39%	30%	33% c	16%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	907	649	561	185	2	514	453	700	503	404	19
Effective base	360	250	227	66	2	190	174	288	186	153	3
Weighted Base	864	603	553	159	1	406	408	702	431	354	8
Yes	594	420	391	121	1	216	282	481	271	238	8
	69%	70%	71%	76%	100%	53%	69% a	69% a	63%	67%	99%
No - we do despatch products to customers but not using parcel/packet post	59	47	25	12	-	34	22	45	26	21	*
	7%	8%	5%	8%	-%	8%	5%	6%	6%	6%	*%
No - we don't despatch products to our customers	209	133	136	26	-	155	104	175	134	95	*
	24%	22%	25%	16%	-%	38% bc	25%	25%	31%	27%	1%
Don't know	3	2	1	*	-	1	*	1	1	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
NET: No	268	181	162	38	-	189	126	220	159	115	*
	31%	30%	29%	24%	-%	47% bc	31%	31%	37%	33%	1%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	907	370	338	348	69	44	418	363	74	35	40	16
Effective base	360	142	146	138	34	21	152	139	28	8	17	5
Weighted Base	864	347	352	337	91	53	351	315	70	20	34	10
Yes	594	230	256	237	86	47	221	206	62	11	28	10
	69%	66%	73%	70%	94%	90%	63%	65%	89%	58%	80%	100%
					abc	a						
No - we do despatch products to customers but not using parcel/packet post	59	15	16	24	1	1	25	22	2	4	3	*
	7%	4%	4%	7%	1%	1%	7%	7%	3%	20%	9%	*%
No - we don't despatch products to our customers	209	101	79	75	4	5	104	86	6	4	4	*
	24%	29%	23%	22%	5%	9%	30%	27%	8%	23%	11%	*%
		d	d	d								
Don't know	3	*	1	1	-	-	1	*	*	*	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%
NET: No	268	117	95	99	5	5	130	109	8	8	7	*
	31%	34%	27%	29%	6%	10%	37%	34%	11%	42%	20%	*%
		de	d	d								

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	907	762	571	819	700	554	543	781	149	1	712	42	267	550
Effective base	360	306	208	326	277	208	197	321	49	1	284	21	113	219
Weighted Base	864	720	472	768	674	481	436	777	127	1	668	58	274	526
Yes	594	481	317	517	462	335	300	530	94	-	457	38	205	345
	69%	67%	67%	67%	69%	70%	69%	68%	74%	-%	68%	66%	75%	66%
No - we do despatch products to customers but not using parcel/packet post	59	42	33	50	44	28	30	49	16	-	45	7	23	29
	7%	6%	7%	7%	7%	6%	7%	6%	13%	-%	7%	12%	8%	6%
No - we don't despatch products to our customers	209	194	121	198	165	116	105	197	17	1	165	13	47	151
	24%	27%	26%	26%	25%	24%	24%	25%	13%	100%	25%	22%	17%	29% a
Don't know	3	3	1	3	2	1	2	1	-	-	1	-	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%
NET: No	268	236	155	249	209	144	135	246	33	1	210	20	69	180
	31%	33%	33%	32%	31%	30%	31%	32%	26%	100%	31%	34%	25%	34%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	907	370	19	162	277	182	488	232	171	157	544	393	514
Effective base	360	136	7	49	112	72	196	90	66	57	226	138	229
Weighted Base	864	323	17	108	275	161	479	221	146	136	552	267	598
Yes	594	237	14	84	203	140	304	148	119	102	351	163	431
	69%	74%	81%	78%	74%	87% bc	63%	67%	81% c	75%	64%	61%	72% a
No - we do despatch products to customers but not using parcel/packet post	59	19	*	10	14	7	38	13	7	18	34	32	27
	7%	6%	*%	9%	5%	4%	8%	6%	5%	13%	6%	12% b	5%
No - we don't despatch products to our customers	209	65	3	15	56	14	135	59	20	14	166	72	137
	24%	20%	19%	13%	20%	9%	28% a	27% a	14%	10%	30% ab	27%	23%
Don't know	3	2	-	*	2	-	2	1	-	1	1	*	2
	*%	1%	-%	*%	1%	-%	*%	*%	-%	1%	*%	*%	*%
NET: No	268	84	3	24	70	21	173	72	27	32	200	104	164
	31%	26%	19%	22%	26%	13%	36% a	33% a	19%	24%	36% a	39% b	27%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 23 (continuation)

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All where parcels and packets are sent (QV6a=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	907	236	275	223	173	511	396
Effective base	360	96	95	92	78	190	170
Weighted Base	864	236	237	214	178	473	392
Yes	594	154	179	128	132	333	261
	69%	65%	76%	60%	74%	71%	66%
			c		c		
No - we do despatch products to customers but not using parcel/packet post	59	18	16	20	5	34	25
	7%	8%	7%	9%	3%	7%	6%
No - we don't despatch products to our customers	209	63	41	66	39	104	105
	24%	27%	17%	31%	22%	22%	27%
				b			
Don't know	3	1	*	*	1	1	1
	*%	*%	*%	*%	1%	*%	*%
NET: No	268	81	57	86	44	138	130
	31%	34%	24%	40%	25%	29%	33%
				bd			

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	554	173	381	384	68	23	79	170
Effective base	233	69	164	220	40	10	37	58
Weighted Base	594	163	431	576	14	2	2	18
0-24%	29	5	25	29	1	-	*	1
	5%	3%	6%	5%	4%	-%	8%	4%
25-49%	25	1	24	22	2	*	*	3
	4%	*%	6%	4%	17%	16%	14%	16%
					a		a	a
50-74%	34	2	32	31	2	1	*	3
	6%	1%	7%	5%	14%	41%	10%	17%
								a
75-100%	479	155	324	468	9	1	1	10
	81%	95%	75%	81%	62%	24%	61%	58%
		b		bde				
Don't know/can't remember	27	-	27	26	*	*	*	1
	5%	-%	6%	5%	3%	18%	6%	5%
			a					
Answered	594	163	431	576	14	2	2	18
Mean score	84.3	96.2	79.8	84.7	75.8	51.0	69.5	72.1
		b		bde				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	554	244	91	49	37	54	79	384	68	102
Effective base	233	147	53	23	23	26	37	220	40	26
Weighted Base	594	408	130	38	9	8	2	576	14	4
0-24%	29	16	8	4	*	1	*	29	1	*
	5%	4%	6%	12%	*%	8%	8%	5%	4%	3%
25-49%	25	12	6	4	1	2	*	22	2	1
	4%	3%	4%	10%	10%	25%	14%	4%	17%	15%
						abg	ag		abg	ag
50-74%	34	21	9	*	1	2	*	31	2	1
	6%	5%	7%	1%	13%	22%	10%	5%	14%	28%
						acg				abcg
75-100%	479	346	100	23	6	3	1	468	9	2
	81%	85%	77%	61%	72%	39%	61%	81%	62%	40%
		cefhi	ei		ei			cefhi		
Don't know/can't remember	27	13	7	6	*	*	*	26	*	1
	5%	3%	5%	16%	4%	6%	6%	5%	3%	13%
				ag						a
Answered	594	408	130	38	9	8	2	576	14	4
Mean score	84.3	87.1	83.0	64.3	81.7	61.4	69.5	84.7	75.8	58.7
		cefhi	cei		cei			cefhi	ei	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	554	258	68	38	22	56
Effective base	233	155	25	13	7	8
Weighted Base	594	436	52	22	5	10
0-24%	29	14	10	1	*	*
	5%	3%	19%	6%	3%	3%
			a			
25-49%	25	15	2	3	1	2
	4%	4%	3%	13%	13%	24%
						a
50-74%	34	23	6	1	*	3
	6%	5%	11%	5%	5%	31%
						a
75-100%	479	366	28	17	3	3
	81%	84%	54%	74%	60%	30%
		be		e		
Don't know/can't remember	27	18	7	*	1	1
	5%	4%	13%	2%	19%	12%
Answered	594	436	52	22	5	10
Mean score	84.3	86.7	62.3	81.7	66.1	53.1
		be		be		

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base	554	27	31	53	18	33	35	36	43	30	306	78	80	90
Effective base	233	20	22	33	10	21	23	26	24	20	191	46	59	26
Weighted Base	594	44	50	112	24	46	60	91	65	41	533	30	22	8
0-24%	29	1	6	12	2	*	6	-	-	*	27	1	*	2
	5%	3%	11%	11%	10%	*%	9%	-%	-%	*%	5%	2%	1%	19%
			l	l										ghjkl
25-49%	25	2	-	9	1	1	*	3	6	1	24	1	*	*
	4%	5%	-%	8%	6%	2%	1%	4%	9%	2%	4%	3%	*%	2%
				l					l					
50-74%	34	3	*	1	*	3	10	6	4	4	33	1	*	*
	6%	8%	*%	1%	1%	7%	16%	7%	6%	11%	6%	3%	1%	3%
							cl			l				
75-100%	479	37	42	86	18	38	39	79	52	33	425	28	20	6
	81%	83%	83%	77%	75%	83%	65%	88%	80%	81%	80%	91%	93%	75%
												f	cfjm	
Don't know/can't remember	27	1	3	4	2	4	5	2	3	2	25	*	1	*
	5%	2%	5%	3%	8%	8%	9%	2%	4%	6%	5%	1%	6%	1%
Answered	594	44	50	112	24	46	60	91	65	41	533	30	22	8
Mean score	84.3	87.6	81.2	80.9	73.0	85.8	74.4	91.6	86.3	86.6	83.7	92.1	91.0	77.1
								fm				bcfjm	fm	

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base	554	16	75	3	29	147	9	18	219	449	105	496	58
Effective base	233	5	30	2	14	63	5	8	96	192	42	217	17
Weighted Base	594	12	81	*	33	201	7	16	189	505	89	564	30
0-24%	29	-	1	-	4	2	1	1	14	25	5	26	4
	5%	-%	1%	-%	12%	1%	17%	5%	8%	5%	5%	5%	12%
25-49%	25	*	4	-	2	6	*	3	9	22	3	23	2
	4%	3%	5%	-%	6%	3%	4%	17%	5%	4%	3%	4%	7%
50-74%	34	-	5	-	*	4	1	3	19	30	4	29	5
	6%	-%	6%	-%	*%	2%	13%	16%	10% e	6%	4%	5%	18% a
75-100%	479	11	68	*	20	185	5	9	137	404	75	465	14
	81%	97%	84%	84%	61%	92% h	66%	55%	73%	80%	85%	82% b	47%
Don't know/can't remember	27	-	3	*	7	4	*	1	9	25	2	23	5
	5%	-%	4%	16%	20%	2%	*%	7%	5%	5%	2%	4%	15% a
Answered	594	12	81	*	33	201	7	16	189	505	89	564	30
Mean score	84.3	94.5	88.2 h	82.1	63.7	92.2 h	76.2	70.0	79.6	83.8	87.1	85.5 b	61.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	554	547	7	178	152	224
Effective base	233	230	3	77	51	106
Weighted Base	594	585	9	197	112	284
0-24%	29	29	-	16	13	*
	5%	5%	-%	8%	12%	*%
				c	c	
25-49%	25	25	-	6	11	7
	4%	4%	-%	3%	10%	3%
50-74%	34	34	-	8	16	10
	6%	6%	-%	4%	14%	3%
					c	
75-100%	479	470	9	148	65	266
	81%	80%	100%	75%	57%	94%
				b		ab
Don't know/can't remember	27	27	*	18	7	1
	5%	5%	*%	9%	7%	*%
				c	c	
Answered	594	585	9	197	112	284
Mean score	84.3	84.1	99.8	77.5	69.1	95.1
				b		ab

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	554	328	140	46	12	13	7	4	4	468	86	40	68	260	226
Effective base	233	167	52	11	2	4	3	1	2	218	16	6	37	130	66
Weighted Base	594	423	143	20	4	3	*	*	*	566	28	8	99	324	171
0-24%	29	27	1	1	-	*	*	-	-	28	2	*	6	21	2
	5%	6%	*%	7%	-%	2%	9%	-%	-%	5%	6%	1%	6%	6%	1%
25-49%	25	17	4	3	*	*	*	-	-	21	4	*	5	12	8
	4%	4%	3%	16%	1%	10%	49%	-%	-%	4%	13%	5%	5%	4%	5%
50-74%	34	27	4	*	3	-	*	*	*	31	3	3	3	24	7
	6%	6%	3%	1%	71%	-%	6%	85%	71%	5%	12%	41% abi	3%	7%	4%
75-100%	479	327	134	15	1	1	*	*	*	461	18	2	72	255	152
	81%	77% k	94% aijk	76%	28%	27%	36%	15%	29%	81% k	63%	27%	73%	79%	89% a
Don't know/can't remember	27	25	*	-	*	2	-	-	-	25	2	2	13	12	2
	5%	6%	*%	-%	*%	61%	-%	-%	-%	4%	7%	25% bi	13% bc	4%	1%
Answered	594	423	143	20	4	3	*	*	*	566	28	8	99	324	171
Mean score	84.3	81.2 k	95.2 acijk	83.1 k	76.7	29.7	47.3	73.4	62.1	84.7 jk	75.8 k	56.3	73.9	83.4 a	92.0 ab

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	554	284	289	372	554	144	199	227	38	27	24	24	18	14
Effective base	233	100	120	147	233	37	75	114	16	6	7	4	2	3
Weighted Base	594	218	292	363	594	82	177	286	44	11	6	6	7	2
0-24%	29	23	14	26	29	4	11	20	*	5	1	-	*	*
	5%	11%	5%	7%	5%	5%	6%	7%	*%	45%	14%	-%	5%	4%
25-49%	25	18	22	24	25	4	10	15	5	*	*	2	*	1
	4%	8%	8%	7%	4%	5%	6%	5%	11%	4%	7%	31%	3%	65%
50-74%	34	23	21	26	34	9	14	16	6	2	*	1	-	*
	6%	10%	7%	7%	6%	11%	8%	6%	14%	21%	1%	19%	-%	13%
75-100%	479	141	226	273	479	57	138	228	28	3	4	3	7	*
	81%	64%	77%	75%	81%	69%	78%	80%	63%	27%	71%	50%	91%	17%
			a		a									
Don't know/can't remember	27	14	8	14	27	8	3	8	5	*	*	-	*	*
	5%	6%	3%	4%	5%	10%	2%	3%	12%	3%	8%	-%	*%	1%
Answered	594	218	292	363	594	82	177	286	44	11	6	6	7	2
Mean score	84.3	71.8	82.8	80.3	84.3	75.0	83.6	83.0	73.7	44.9	73.4	72.7	91.2	45.1
			ae	a	ae		ae							

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	554	400	39	31	24	14	30	16	60	72	66	126	73	35
Effective base	233	201	13	7	7	5	3	5	12	37	27	61	18	4
Weighted Base	594	524	33	16	9	4	3	4	11	86	67	150	49	11
0-24%	29	28	1	*	*	*	*	-	*	7	13	5	1	-
	5%	5%	3%	*%	4%	6%	1%	-%	3%	8%	20% c	3%	2%	-%
25-49%	25	15	4	1	1	1	2	1	4	7	1	9	4	2
	4%	3%	12%	6%	11%	23%	65% a	29%	37% a	8%	2%	6%	9%	20%
50-74%	34	28	1	1	3	1	-	*	1	5	9	11	1	*
	6%	5%	4%	5%	27%	28%	-%	8%	13%	5%	14%	7%	2%	2%
75-100%	479	434	25	11	5	2	1	1	3	64	36	123	42	9
	81%	83% fh	74% h	67%	59%	42%	32%	15%	30%	74%	54%	82% b	86% b	78%
Don't know/can't remember	27	19	3	3	-	-	*	2	2	5	7	2	*	*
	5%	4%	8%	22% a	-%	-%	2%	49%	17% a	5%	11% c	1%	*%	*%
Answered	594	524	33	16	9	4	3	4	11	86	67	150	49	11
Mean score	84.3	86.1 cfh	77.3 fh	71.1 h	76.2	63.6	55.8	28.0	49.0	76.3 b	63.4	86.4 ab	90.3 ab	86.8 b

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Frequency - parcels and packets					Use of parcels	Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e		a	b	a	b	a	b
Unweighted Base	554	129	113	175	95	42	554	413	141	320	52	125	141
Effective base	233	70	56	74	29	6	233	190	44	136	12	57	43
Weighted Base	594	179	128	210	64	12	594	498	96	340	23	153	103
0-24%	29	19	8	2	*	*	29	25	4	25	1	7	10
	5%	11% cd	6%	1%	*%	2%	5%	5%	4%	7%	2%	5%	10%
25-49%	25	9	5	3	4	3	25	23	1	21	3	5	8
	4%	5%	4%	2%	7%	28% c	4%	5%	1%	6%	15%	3%	8%
50-74%	34	8	12	13	*	*	34	33	1	26	*	14	5
	6%	4%	9%	6%	1%	4%	6%	7%	1%	8%	*%	9%	5%
75-100%	479	134	94	184	59	8	479	394	85	256	17	123	73
	81%	75%	74%	87% ab	92% ab	66%	81%	79%	88%	75%	74%	80%	71%
Don't know/can't remember	27	10	9	7	1	*	27	23	4	12	2	4	7
	5%	5%	7%	3%	1%	*%	5%	5%	5%	4%	9%	3%	7%
Answered	594	179	128	210	64	12	594	498	96	340	23	153	103
Mean score	84.3	77.5	79.2	90.7 abe	94.1 abe	77.2	84.3	83.3	89.4 a	80.4	78.7	84.0	77.3

Columns Tested:: a,b,c,d,e - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	554	147	53	371	183	179	238	74	184	229	87	1
Effective base	233	67	8	173	60	58	87	19	70	100	30	1
Weighted Base	594	169	14	454	140	137	185	41	172	239	79	*
0-24%	29	17	*	21	8	17	23	4	9	14	2	-
	5%	10%	1%	5%	6%	12%	12%	11%	5%	6%	3%	-%
25-49%	25	11	1	18	7	17	15	9	21	17	11	-
	4%	7%	10%	4%	5%	13%	8%	22%	12%	7%	14%	-%
50-74%	34	16	*	29	5	17	22	2	13	15	1	-
	6%	9%	3%	6%	4%	12%	12%	4%	7%	6%	2%	-%
75-100%	479	119	11	364	115	76	118	25	124	188	64	*
	81%	71%	78%	80%	82%	55%	64%	62%	72%	79%	81%	100%
Don't know/can't remember	27	6	1	22	5	10	8	1	5	5	1	-
	5%	3%	8%	5%	3%	7%	4%	2%	3%	2%	1%	-%
Answered	594	169	14	454	140	137	185	41	172	239	79	*
Mean score	84.3	77.6	81.3	83.9	85.6	65.4	71.6	68.1	79.5	83.2	83.1	80.0

Columns Tested:: a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	554	416	341	134	2	260	266	418	273	237	17
Effective base	233	165	153	49	2	98	116	186	108	97	3
Weighted Base	594	420	391	121	1	216	282	481	271	238	8
0-24%	29	20	26	5	-	22	14	22	23	17	*
	5%	5%	7%	4%	-%	10%	5%	5%	8%	7%	4%
25-49%	25	24	14	7	-	17	18	17	19	16	*
	4%	6%	4%	6%	-%	8%	7%	4%	7%	7%	4%
50-74%	34	28	24	1	-	23	19	28	23	19	*
	6%	7%	6%	1%	-%	11%	7%	6%	8%	8%	4%
75-100%	479	331	309	105	1	140	223	392	192	181	6
	81%	79%	79%	87%	100%	65%	79%	82%	71%	76%	83%
							a	a			
Don't know/can't remember	27	18	17	2	-	14	8	21	14	5	*
	5%	4%	4%	2%	-%	6%	3%	4%	5%	2%	6%
Answered	594	420	391	121	1	216	282	481	271	238	8
Mean score	84.3	83.3	82.7	88.0	93.6	72.0	83.3	84.9	76.7	81.0	77.1
							a	a			

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	c	*d
Unweighted Base	554	205	214	223	56	35	224	214	56	24	31	14
Effective base	233	88	101	91	31	18	90	87	24	6	13	5
Weighted Base	594	230	256	237	86	47	221	206	62	11	28	10
0-24%	29	12	10	17	5	2	22	20	1	1	*	2
	5%	5%	4%	7%	6%	5%	10%	10%	1%	6%	*%	16%
25-49%	25	11	12	9	5	2	19	11	12	*	2	3
	4%	5%	5%	4%	6%	4%	9%	5%	19%	3%	8%	29%
50-74%	34	20	18	23	1	-	22	18	10	4	2	*
	6%	9%	7%	10%	1%	-%	10%	9%	17%	33%	6%	*%
75-100%	479	178	205	185	74	42	150	151	34	3	23	5
	81%	77%	80%	78%	86%	89%	68%	73%	55%	24%	84%	54%
Don't know/can't remember	27	9	12	4	1	1	7	7	5	4	*	-
	5%	4%	5%	2%	1%	2%	3%	4%	8%	34%	1%	-%
Answered	594	230	256	237	86	47	221	206	62	11	28	10
Mean score	84.3	82.2	83.8	83.1	88.2	88.5	75.3	78.3	67.5	43.1	89.5 a	68.5

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	554	447	333	489	428	329	340	466	99	419	29	181	307	255	12
Effective base	233	193	131	207	178	135	126	208	36	180	15	80	134	96	5
Weighted Base	594	481	317	517	462	335	300	530	94	457	38	205	345	237	14
0-24%	29	29	14	29	21	15	14	29	5	19	3	15	14	13	1
	5%	6%	4%	6%	5%	4%	5%	5%	6%	4%	8%	7%	4%	5%	6%
25-49%	25	21	19	21	18	13	18	20	5	20	*	12	13	9	3
	4%	4%	6%	4%	4%	4%	6%	4%	6%	4%	*%	6%	4%	4%	22%
50-74%	34	34	26	34	30	16	25	33	5	29	4	10	23	19	-
	6%	7%	8%	7%	6%	5%	8%	6%	5%	6%	11%	5%	7%	8%	-%
75-100%	479	384	246	416	369	286	232	425	77	365	31	145	291	187	9
	81%	80%	78%	80%	80%	85%	77%	80%	82%	80%	81%	71%	84% a	79%	70%
Don't know/can't remember	27	13	11	17	24	5	10	22	2	23	-	23	4	9	*
	5%	3%	4%	3%	5%	2%	3%	4%	2%	5%	-%	11% b	1%	4%	2%
Answered	594	481	317	517	462	335	300	530	94	457	38	205	345	237	14
Mean score	84.3	84.2	83.1	84.5	83.7	88.0 bd	83.0	84.1	85.7	83.9	85.4	75.4	87.9 a	83.7	78.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	a	b	c	a	b	c	a	b
Unweighted Base	554	124	182	150	276	126	126	112	296	219	335
Effective base	233	37	78	61	115	57	51	42	133	81	156
Weighted Base	594	84	203	140	304	148	119	102	351	163	431
0-24%	29	4	14	3	20	7	4	*	21	11	18
	5%	5%	7%	2%	7%	4%	3%	*%	6%	7%	4%
25-49%	25	7	6	7	4	13	8	6	11	13	12
	4%	8%	3%	5%	1%	9%	7%	6%	3%	8%	3%
						b					
50-74%	34	5	15	9	16	9	6	2	26	15	19
	6%	6%	7%	7%	5%	6%	5%	2%	8%	9%	4%
75-100%	479	60	165	118	245	113	100	84	277	115	364
	81%	71%	81%	84%	81%	76%	84%	82%	79%	70%	84%
											a
Don't know/can't remember	27	9	2	3	18	6	1	11	16	10	18
	5%	11%	1%	2%	6%	4%	1%	10%	5%	6%	4%
		b						a			
Answered	594	84	203	140	304	148	119	102	351	163	431
Mean score	84.3	77.4	85.3	88.3	83.5	82.0	89.3	83.4	83.1	77.1	87.0
			a				c				a

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 24 (continuation)

QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders - WRITE IN

Base: All where parcels and packets are sent (QV6a=3) and where business parcels/packets are sent for customer orders (QV2c=1)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	554	140	177	125	112	317	237
Effective base	233	61	68	51	53	130	103
Weighted Base	594	154	179	128	132	333	261
0-24%	29	12	8	5	5	20	10
	5%	8%	4%	4%	4%	6%	4%
25-49%	25	4	4	9	7	8	16
	4%	3%	2%	7%	6%	3%	6%
50-74%	34	12	15	5	2	27	7
	6%	8%	8%	4%	1%	8%	3%
75-100%	479	119	150	95	116	268	211
	81%	77%	83%	74%	88%	80%	81%
Don't know/can't remember	27	7	3	15	2	10	17
	5%	5%	2%	11%	2%	3%	7%
				b			
Answered	594	154	179	128	132	333	261
Mean score	84.3	82.4	87.6	76.8	89.4	85.2	83.2
			c		c		

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Royal Mail	1922	812	1110	1838	71	9	5	84
	96%	94%	97%	96%	93%	98%	95%	94%
			a					
DHL	1062	144	918	1025	30	4	2	36
	53%	17%	81%	54%	40%	41%	45%	40%
			a	be				
Hermes	1033	128	905	1005	24	2	2	29
	52%	15%	79%	53%	32%	27%	32%	32%
			a	bcde				
Parcelforce	969	73	896	941	23	3	2	28
	48%	8%	79%	49%	31%	30%	34%	31%
			a	bcde				
UPS	938	108	830	909	23	4	2	29
	47%	13%	73%	48%	30%	41%	41%	32%
			a	be				
FedEx	919	81	838	892	23	2	2	27
	46%	9%	74%	47%	30%	25%	32%	30%
			a	bcde				
DPD/DPD Local	888	163	725	859	25	2	2	29
	44%	19%	64%	45%	33%	23%	35%	32%
			a	bcde				
Yodel	827	35	791	806	17	2	1	21
	41%	4%	69%	42%	23%	22%	24%	23%
			a	bcde				
TNT Express	727	44	683	710	14	3	1	18
	36%	5%	60%	37%	18%	29%	22%	20%
			a	bde				
UK Mail	499	3	496	487	9	2	1	12
	25%	*%	44%	26%	12%	22%	21%	13%
			a	be			b	
Amazon Logistics	415	25	390	405	8	1	1	9
	21%	3%	34%	21%	10%	7%	13%	10%
			a	bcde				

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Whistl (formerly TNT Post UK)	372	3	369	366	5	1	1	7
	19%	*%	32%	19%	7%	7%	12%	8%
			a	be				
DX	262	10	252	258	4	*	*	4
	13%	1%	22%	14%	5%	3%	8%	5%
			a	be				
Citipost	185	*	184	182	2	1	*	2
	9%	*%	16%	10%	2%	6%	6%	3%
			a	be				
Pitney Bowes	153	4	149	147	5	1	*	6
	8%	*%	13%	8%	7%	9%	3%	7%
			a					
Secured mail	67	*	66	64	2	*	*	2
	3%	*%	6%	3%	3%	2%	4%	3%
			a					
MHI (Mail Handling International)	9	1	8	8	*	*	*	1
	*%	*%	1%	*%	*%	1%	3%	1%
							ae	
Other answers	1	1	-	-	1	-	*	1
	*%	*%	-%	-%	1%	-%	1%	1%
					a		a	a
NET: RM/Parcelforce	1947	832	1115	1862	71	9	5	85
	97%	97%	98%	97%	94%	98%	96%	94%
				be				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Royal Mail	1922	1190	482	166	45	35	5	1838	71	14
	96%	97% eh	96%	94%	95%	92%	95%	96% e	93%	97%
DHL	1062	751	211	64	20	14	2	1025	30	6
	53%	61% bcdefghi	42%	36%	42%	38%	45%	54% bcdeh	40%	43%
Hermes	1033	744	209	52	14	13	2	1005	24	4
	52%	60% bcdefghi	42% cdh	30%	30%	34%	32%	53% bcdefhi	32%	29%
Parcelforce	969	704	181	56	14	12	2	941	23	4
	48%	57% bcdefghi	36%	32%	30%	31%	34%	49% bcdefhi	31%	31%
UPS	938	659	189	61	14	13	2	909	23	6
	47%	54% bcdefghi	38%	35%	30%	34%	41%	48% bcdeh	30%	41%
FedEx	919	655	186	51	13	12	2	892	23	4
	46%	53% bcdefghi	37%	29%	28%	31%	32%	47% bcdefhi	30%	28%
DPD/DPD Local	888	600	193	66	14	13	2	859	25	4
	44%	49% bcdefhi	38%	38%	30%	34%	35%	45% defhi	33%	27%
Yodel	827	604	159	44	11	8	1	806	17	3
	41%	49% bcdefghi	32% h	25%	24%	22%	24%	42% bcdefhi	23%	23%
TNT Express	727	531	136	43	8	8	1	710	14	4
	36%	43% bcdefghi	27% dh	24%	17%	22%	22%	37% bcdefh	18%	27%
UK Mail	499	357	103	28	6	5	1	487	9	3
	25%	29% bcdeh	20% h	16%	12%	14%	21% h	26% cdeh	12%	21%
Amazon Logistics	415	306	84	16	4	4	1	405	8	1
	21%	25% bcdefhi	17% cd	9%	9%	11%	13%	21% cdefhi	10%	9%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Whistl (formerly TNT Post UK)	372	278	69	19	3	4	1	366	5	1
	19%	23%	14%	11%	5%	10%	12%	19%	7%	9%
		bcdefhi	dh					cdehi		
DX	262	181	61	15	2	2	*	258	4	1
	13%	15%	12%	9%	3%	6%	8%	14%	5%	5%
		dehi	dh					dehi		
Citipost	185	142	35	5	1	2	*	182	2	1
	9%	12%	7%	3%	1%	4%	6%	10%	2%	6%
		cdeh	dh					cdh		
Pitney Bowes	153	117	24	6	4	2	*	147	5	1
	8%	10%	5%	3%	9%	5%	3%	8%	7%	7%
		bcf								
Secured mail	67	55	7	3	1	1	*	64	2	*
	3%	4%	1%	2%	2%	3%	4%	3%	3%	3%
		b								
MHI (Mail Handling International)	9	7	2	-	-	*	*	8	*	*
	*%	1%	*%	-%	-%	1%	3%	*%	*%	2%
							abg			
Other answers	1	-	-	-	1	-	*	-	1	*
	*%	-%	-%	-%	1%	-%	1%	-%	1%	1%
					ag		ag		g	
NET: RM/Parcelforce	1947	1204	488	171	45	35	5	1862	71	14
	97%	98%	97%	97%	96%	92%	96%	97%	94%	97%
		eh	e					eh		

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Royal Mail	1922	1156	227	40	19	57
	96%	97%	96%	96%	92%	94%
DHL	1062	782	131	28	11	22
	53%	65%	56%	66%	52%	37%
		e	e	e		
Hermes	1033	776	125	26	11	16
	52%	65%	53%	63%	53%	26%
		be	e	e		
Parcelforce	969	735	109	24	12	15
	48%	61%	46%	56%	58%	25%
		be	e	e		
UPS	938	701	117	27	12	15
	47%	59%	49%	65%	54%	24%
		e	e	e		
FedEx	919	691	106	22	10	17
	46%	58%	45%	53%	47%	29%
		be		e		
DPD/DPD Local	888	639	116	25	6	15
	44%	53%	49%	60%	28%	25%
		e	e	e		
Yodel	827	655	92	26	3	11
	41%	55%	39%	62%	15%	17%
		bde	e	bde		
TNT Express	727	562	79	18	7	17
	36%	47%	34%	43%	34%	28%
		be				
UK Mail	499	390	62	14	2	10
	25%	33%	26%	33%	10%	17%
		e				
Amazon Logistics	415	320	45	14	1	5
	21%	27%	19%	33%	7%	8%
		e		e		

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Whistl (formerly TNT Post UK)	372	286	55	13	1	6
	19%	24%	23%	31%	7%	10%
		e		e		
DX	262	189	40	8	1	4
	13%	16%	17%	18%	3%	7%
Citipost	185	147	23	3	1	2
	9%	12%	10%	8%	3%	3%
Pitney Bowes	153	113	29	3	1	4
	8%	9%	12%	6%	5%	6%
Secured mail	67	55	4	1	*	1
	3%	5%	2%	3%	2%	2%
MHI (Mail Handling International)	9	6	1	*	-	*
	*%	1%	*%	1%	-%	*%
Other answers	1	-	-	-	-	-
	*%	-%	-%	-%	-%	-%
NET: RM/Parcelforce	1947	1167	227	40	21	57
	97%	98%	96%	96%	100%	94%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Royal Mail	1922	163	155	316	88	156	281	247	143	141	1691	114	78	39
	96%	96%	96%	98%	99%	98%	94%	96%	97%	93%	96%	95%	97%	99%
														fi
DHL	1062	86	91	183	35	83	183	125	92	85	963	48	37	15
	53%	51%	56%	57%	39%	52%	61%	49%	62%	56%	55%	40%	46%	36%
		m	km	dkm		m	dklm		dklm	km	dklm			
Hermes	1033	84	86	157	43	78	176	142	86	77	929	49	42	13
	52%	49%	53%	49%	49%	49%	58%	55%	58%	51%	53%	41%	53%	32%
		m	m	m	m	m	km	km	km	m	km		km	
Parcelforce	969	75	83	147	32	72	171	130	79	83	872	47	38	12
	48%	44%	51%	46%	37%	45%	57%	51%	53%	55%	50%	39%	47%	31%
			m	m		m	dkm	m	km	dkm	km		m	
UPS	938	77	77	149	26	77	161	121	88	78	853	42	33	11
	47%	46%	47%	46%	29%	48%	53%	47%	59%	51%	48%	35%	41%	28%
		m	dkm	dm		dkm	dklm	dm	dklm	dkm	dkm		m	
FedEx	919	79	68	149	32	70	157	116	84	82	836	41	31	11
	46%	46%	42%	46%	36%	44%	52%	45%	57%	54%	47%	34%	39%	28%
		km	m	km		m	klm	m	dklm	dklm	klm		m	
DPD/DPD Local	888	71	77	124	28	70	147	117	85	81	799	44	32	12
	44%	42%	48%	39%	31%	44%	49%	45%	57%	53%	45%	37%	40%	31%
			m				dkm	m	cdklm	dkm	dkm			
Yodel	827	69	73	121	30	65	150	114	66	68	755	32	31	9
	41%	40%	45%	37%	34%	41%	50%	44%	45%	45%	43%	27%	38%	22%
		km	km	m		km	klm	km	km	km	km		km	
TNT Express	727	49	57	127	22	60	139	88	64	62	667	28	26	6
	36%	29%	35%	39%	25%	38%	46%	34%	43%	41%	38%	24%	32%	15%
		m	km	km		km	adklm	m	dkm	km	km		km	
UK Mail	499	45	42	66	15	45	108	64	34	42	460	19	15	5
	25%	26%	26%	21%	16%	28%	36%	25%	23%	28%	26%	16%	19%	12%
		km	m			km	cdjklm	m	m	km	klm			
Amazon Logistics	415	42	32	54	12	38	71	57	30	40	377	16	19	4
	21%	25%	20%	17%	14%	24%	24%	22%	20%	27%	21%	13%	23%	9%
		km	m			km	km	km	m	km	km		km	

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Whistl (formerly TNT Post UK)	372	23	35	51	7	32	62	62	42	29	343	13	12	4
	19%	14%	22% dkm	16%	8%	20% km	20% dkm	24% dkm	28% adklm	19%	19% dkm	11%	16%	10%
DX	262	15	20	22	13	19	55	40	19	32	235	16	8	3
	13%	9%	12%	7%	15%	12%	18% clm	15%	13%	21% aclm	13%	13%	10%	7%
Citipost	185	10	18	25	6	20	28	20	23	15	166	6	9	3
	9%	6%	11%	8%	7%	13% k	9%	8%	16% k	10%	9%	5%	12% k	8%
Pitney Bowes	153	9	13	38	-	9	31	10	14	17	140	7	3	3
	8%	5%	8% d	12% dl	-%	6%	10% dl	4%	9% d	11% dl	8% dl	6%	3%	7%
Secured mail	67	1	9	8	2	5	16	10	2	2	56	2	6	2
	3%	1%	6%	3%	2%	3%	5%	4%	1%	1%	3%	2%	8% ajk	6%
MHI (Mail Handling International)	9	-	6	-	1	*	1	*	-	*	8	1	*	*
	*%	-%	4% cjklm	-%	1%	*%	*%	*%	-%	*%	*%	1%	*%	*%
Other answers	1	-	-	1	-	*	-	-	-	-	1	-	-	-
	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
NET: RM/Parcelforce	1947	163	157	318	88	156	289	254	144	144	1713	117	78	40
	97%	96%	97%	99%	99%	98%	96%	99%	97%	95%	97%	97%	98%	99%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Royal Mail	1922	64	168	13	218	402	63	130	754	1600	322	1839	83
	96%	93%	95%	99%	90%	96%	99%	100% d	98% d	96%	97%	96%	92%
DHL	1062	23	104	5	88	256	24	70	407	890	172	1028	34
	53%	34%	59% adf	39%	36%	61% adf	38%	54% d	53% adf	53%	52%	54% b	37%
Hermes	1033	21	76	5	85	260	23	68	409	854	179	1003	30
	52%	31%	43%	36%	35%	62% abdf	36%	52% d	53% adf	51%	54%	53% b	33%
Parcelforce	969	21	74	5	85	248	25	65	365	797	172	942	28
	48%	30%	42%	36%	35%	59% abdfh	39%	50%	47% d	48%	52%	49% b	30%
UPS	938	18	77	5	79	241	27	64	347	780	158	911	27
	47%	27%	43%	38%	33%	57% adh	43%	49% ad	45% d	47%	48%	48% b	30%
FedEx	919	17	84	5	84	233	24	62	336	774	145	895	24
	46%	24%	48% a	35%	35%	55% adfh	37%	48% a	43% a	46%	44%	47% b	26%
DPD/DPD Local	888	19	84	5	78	222	22	56	339	728	159	866	22
	44%	28%	48% d	40%	32%	53% adf	34%	43%	44% d	44%	48%	45% b	24%
Yodel	827	19	56	5	68	214	21	56	317	667	160	809	18
	41%	27%	32%	36%	28%	51% abdfh	32%	43%	41% d	40%	48% a	42% b	20%
TNT Express	727	15	64	5	54	182	18	54	270	600	128	712	15
	36%	22%	36%	35%	22%	43% ad	28%	41% d	35% d	36%	38%	37% b	17%
UK Mail	499	8	46	*	34	104	11	55	197	397	103	490	9
	25%	12%	26%	*%	14%	25%	17%	42% adefh	25% d	24%	31% a	26% b	10%
Amazon Logistics	415	9	47	-	34	104	10	30	137	341	73	405	10
	21%	14%	27% d	-%	14%	25%	16%	23%	18%	20%	22%	21%	11%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Whistl (formerly TNT Post UK)	372	9	41	4	19	95	9	29	144	294	79	366	6
	19%	13%	23% d	31%	8%	23% d	14%	22% d	19% d	18%	24%	19% b	7%
DX	262	7	16	4	27	58	9	16	108	216	46	254	8
	13%	10%	9%	31%	11%	14%	14%	12%	14%	13%	14%	13%	9%
Citipost	185	8	20	4	11	49	3	11	66	161	24	182	3
	9%	11%	11%	31%	5%	12%	4%	8%	8%	10%	7%	10%	3%
Pitney Bowes	153	-	7	4	4	44	5	11	69	121	33	150	3
	8%	-%	4%	31%	2%	10% d	8%	9% d	9% d	7%	10%	8%	3%
Secured mail	67	4	4	-	15	8	*	5	26	58	8	65	1
	3%	6%	3%	-%	6%	2%	*%	4%	3%	4%	2%	3%	1%
MHI (Mail Handling International)	9	*	3	-	*	3	*	-	3	9	*	9	*
	*%	*%	2%	-%	*%	1%	*%	-%	*%	1%	*%	*%	*%
Other answers	1	*	-	-	-	1	-	-	-	1	-	*	1
	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%	1%
NET: RM/Parcelforce	1947	66	168	13	223	415	63	130	757	1621	326	1859	88
	97%	96%	95%	99%	92%	99% d	99%	100% d	98% d	97%	98%	97%	97%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Royal Mail	1922	1874	48	1230	263	428
	96%	96%	89%	96%	95%	96%
		b				
DHL	1062	1043	19	629	156	276
	53%	54%	35%	49%	56%	62%
						a
Hermes	1033	1018	15	629	145	259
	52%	52%	27%	49%	52%	58%
		b				a
Parcelforce	969	949	20	596	129	243
	48%	49%	36%	47%	47%	55%
UPS	938	921	17	572	130	236
	47%	47%	32%	45%	47%	53%
FedEx	919	903	16	563	125	231
	46%	46%	29%	44%	45%	52%
DPD/DPD Local	888	875	13	513	118	256
	44%	45%	23%	40%	43%	57%
		b				ab
Yodel	827	813	14	510	117	199
	41%	42%	25%	40%	42%	45%
TNT Express	727	718	9	438	98	191
	36%	37%	17%	34%	35%	43%
		b				a
UK Mail	499	496	3	322	77	100
	25%	25%	6%	25%	28%	23%
		b				
Amazon Logistics	415	412	2	229	73	113
	21%	21%	5%	18%	26%	25%
		b			a	a
Whistl (formerly TNT Post UK)	372	366	7	221	56	95
	19%	19%	12%	17%	20%	21%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
DX	262	262	*	166	43	53
	13%	13%	*%	13%	16%	12%
		b				
Citipost	185	184	*	101	36	47
	9%	9%	1%	8%	13%	11%
Pitney Bowes	153	153	-	102	24	27
	8%	8%	-%	8%	9%	6%
Secured mail	67	67	-	30	21	16
	3%	3%	-%	2%	7%	4%
					a	
MHI (Mail Handling International)	9	9	-	2	*	6
	*%	*%	-%	*%	*%	1%
						a
Other answers	1	1	-	*	-	1
	*%	*%	-%	*%	-%	*%
NET: RM/Parcelforce	1947	1896	51	1247	265	434
	97%	97%	95%	98%	95%	98%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Royal Mail	1922	1646	218	31	13	9	*	*	5	1864	58	28	976	670	276
	96%	96%	95%	99%	100%	93%	5%	90%	90%	96%	93%	87%	98% bc	94%	94%
DHL	1062	873	155	17	9	2	1	*	3	1028	33	16	481	393	189
	53%	51%	67% aei	55%	73%	20%	49%	32%	55%	53%	53%	50%	48%	55%	64% a
Hermes	1033	872	136	17	8	*	*	*	*	1008	25	9	491	381	161
	52%	51% e	59% ek	53% e	60%	4%	6%	32%	5%	52% e	40%	27%	49%	54%	55%
Parcelforce	969	813	130	16	10	*	*	*	*	943	27	11	467	346	156
	48%	48% e	56% e	52% e	77%	2%	2%	42%	6%	49% e	42% e	33%	47%	49%	53%
UPS	938	770	141	17	7	3	*	*	*	911	27	11	442	329	168
	47%	45%	61% ai	54%	59%	26%	2%	32%	6%	47%	43%	33%	44%	46%	57% ab
FedEx	919	761	131	16	7	*	*	*	3	892	27	11	441	320	158
	46%	45% e	57% aei	51% e	57%	1%	6%	32%	54%	46% e	42% e	34%	44%	45%	54%
DPD/DPD Local	888	743	125	17	1	1	*	*	*	868	19	2	406	337	144
	44%	44% k	54% aejk	55% ek	8%	9%	2%	32%	6%	45% ek	31%	8%	41%	47%	49%
Yodel	827	702	112	11	*	2	*	*	*	813	14	3	412	290	125
	41%	41% k	49% jk	34%	1%	22%	3%	32%	7%	42% jk	22%	9%	41%	41%	43%
TNT Express	727	608	105	14	*	*	*	*	*	712	15	1	357	251	120
	36%	36% ek	45% ek	46% ek	1%	1%	2%	32%	6%	37% ek	24%	3%	36%	35%	41%
UK Mail	499	434	49	10	*	4	2	*	*	483	16	6	256	178	65
	25%	25%	21%	33%	*%	36%	53%	34%	8%	25%	25%	18%	26%	25%	22%
Amazon Logistics	415	355	53	5	*	2	-	*	*	408	7	2	216	139	60
	21%	21%	23%	15%	1%	18%	-%	32%	1%	21%	11%	7%	22%	19%	20%
Whistl (formerly TNT Post UK)	372	309	59	4	*	*	*	*	*	368	5	1	173	136	64
	19%	18%	26% j	13%	2%	1%	1%	5%	2%	19%	7%	2%	17%	19%	22%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
DX	262	213	45	4	*	*	*	*	*	258	4	*	148	65	49
	13%	12%	19%	12%	2%	1%	1%	4%	1%	13%	7%	1%	15%	9%	17%
													b		b
Citipost	185	151	29	3	*	2	-	*	*	179	5	2	96	55	34
	9%	9%	13%	9%	2%	19%	-%	5%	2%	9%	8%	7%	10%	8%	12%
Pitney Bowes	153	127	25	*	*	*	*	-	*	152	1	*	81	46	26
	8%	7%	11%	1%	*%	1%	*%	-%	6%	8%	1%	1%	8%	6%	9%
Secured mail	67	60	6	1	-	*	*	-	*	65	1	*	44	16	7
	3%	3%	2%	3%	-%	1%	*%	-%	2%	3%	2%	1%	4%	2%	2%
MHI (Mail Handling International)	9	7	1	-	-	*	1	*	*	8	1	1	7	*	2
	*%	*%	*%	-%	-%	1%	32%	37%	*%	*%	2%	4%	1%	*%	1%
Other answers	1	-	-	*	-	*	-	-	1	-	1	1	-	-	1
	*%	-%	-%	*%	-%	*%	-%	-%	10%	-%	1%	2%	-%	-%	*%
												ai			
NET: RM/Parcelforce	1947	1666	223	31	13	9	*	*	5	1889	58	28	983	683	281
	97%	98%	97%	99%	100%	93%	5%	100%	90%	98%	93%	87%	99%	96%	96%
		k								k			b		

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Royal Mail	1922	1143	721	1398	811	232	410	1218	91	44	23	7	8	6
	96%	98% d	97% d	97% d	94%	96%	95%	98% cef	98% ef	90%	94%	76%	68%	97%
DHL	1062	616	481	794	578	110	279	677	61	23	15	7	10	1
	53%	53%	65% ace	55% e	67% ace	46%	65% ace	55% g	66% g	47%	62%	72% g	79% g	9%
Hermes	1033	609	454	777	571	97	282	675	54	21	13	7	7	1
	52%	52% e	61% ace	54% e	66% ace	40%	66% ace	54%	59%	43%	53%	68%	55%	16%
Parcelforce	969	582	431	732	525	105	264	637	51	18	13	5	7	*
	48%	50%	58% ace	51%	61% ace	44%	62% ace	51%	55% g	37%	54%	50%	56%	8%
UPS	938	559	423	712	509	101	252	616	44	27	10	7	7	*
	47%	48%	57% ace	50%	59% ace	42%	59% ace	50%	47%	56% g	42%	69% g	60%	6%
FedEx	919	556	406	700	502	97	264	607	53	12	15	6	7	*
	46%	48%	55% ae	49%	58% ace	40%	62% ace	49% c	57% cg	25%	60%	65% g	60%	7%
DPD/DPD Local	888	519	398	661	500	93	245	580	49	11	7	6	7	*
	44%	45%	54% ace	46%	58% ace	39%	57% ace	47% c	53% cg	23%	29%	68% cg	54%	5%
Yodel	827	495	377	630	443	83	216	546	50	18	4	6	7	*
	41%	42%	51% ace	44%	51% ace	35%	50% e	44%	54%	36%	18%	59%	55%	8%
TNT Express	727	427	334	553	407	71	207	495	35	8	4	4	7	*
	36%	37%	45% ae	39% e	47% ace	29%	48% ace	40% c	38%	16%	17%	44%	54%	7%
UK Mail	499	347	242	415	251	47	125	355	27	18	6	7	2	2
	25%	30% e	33% e	29% e	29% e	20%	29%	29%	29%	36%	22%	73% abdf	14%	28%
Amazon Logistics	415	237	200	317	233	52	111	278	23	4	2	5	5	-
	21%	20%	27% a	22%	27% a	21%	26%	22%	25%	9%	9%	50% c	42%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Whistl (formerly TNT Post UK)	372	239	205	308	210	35	121	274	19	4	3	2	7	*
	19%	20%	28%	21%	24%	14%	28%	22%	20%	8%	11%	19%	53%	5%
			ace		e		ae						c	
DX	262	163	122	203	132	25	71	176	15	5	3	2	1	*
	13%	14%	16%	14%	15%	10%	16%	14%	16%	11%	10%	26%	12%	5%
Citipost	185	118	84	152	114	26	61	132	11	7	*	2	*	*
	9%	10%	11%	11%	13%	11%	14%	11%	12%	14%	1%	19%	1%	6%
Pitney Bowes	153	107	78	133	68	14	46	122	9	1	1	*	*	*
	8%	9%	10%	9%	8%	6%	11%	10%	9%	1%	4%	2%	*%	6%
Secured mail	67	55	40	64	38	11	15	59	2	2	*	1	*	*
	3%	5%	5%	4%	4%	5%	4%	5%	3%	4%	1%	7%	*%	1%
MHI (Mail Handling International)	9	5	6	8	7	7	4	8	-	*	-	*	*	*
	*%	*%	1%	1%	1%	3%	1%	1%	-%	*%	-%	1%	*%	*%
						ac								
Other answers	1	1	1	1	1	1	1	*	-	-	-	-	1	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	4%	-%
													a	
NET: RM/Parcelforce	1947	1157	727	1412	825	233	411	1227	91	49	24	7	8	6
	97%	99%	98%	98%	95%	97%	96%	99%	98%	100%	98%	76%	68%	97%
		def		df				ef	ef	ef				

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Royal Mail	1922	732	39	15	12	5	2	5	13	627	281	345	125	19
	96%	95% cf	87%	72%	97%	100%	67%	84%	86%	99% b	95%	98%	95%	95%
DHL	1062	521	32	11	6	3	2	3	8	336	165	223	54	16
	53%	68%	73%	52%	48%	60%	63%	40%	52%	53%	56%	63% ad	41%	81% d
Hermes	1033	522	31	9	4	2	2	1	4	346	155	214	47	15
	52%	68% dh	71% h	42%	32%	30%	58%	8%	28%	55% d	52% d	61% d	36%	72% d
Parcelforce	969	490	19	9	1	2	2	1	5	322	144	205	46	14
	48%	64% dh	44%	44%	11%	36%	61%	10%	32%	51% d	48%	58% d	35%	70% d
UPS	938	474	18	8	5	2	3	*	5	312	126	210	48	15
	47%	61% h	40%	37%	42%	31%	72%	6%	31%	49%	43%	60% abd	37%	73% d
FedEx	919	464	18	12	4	1	3	*	5	314	133	195	45	13
	46%	60% h	41%	55%	31%	25%	78%	8%	31%	50% d	45%	55% d	34%	64%
DPD/DPD Local	888	457	20	13	5	2	2	*	4	285	124	187	52	12
	44%	59% h	45%	62%	43%	28%	59%	5%	26%	45%	42%	53%	40%	60%
Yodel	827	409	20	6	5	*	2	*	3	289	117	177	34	13
	41%	53% h	44%	29%	42%	8%	54%	5%	18%	46% d	39%	50% d	26%	66% d
TNT Express	727	385	11	6	1	1	2	*	4	243	100	167	28	14
	36%	50% bdh	25%	30%	9%	24%	53%	6%	23%	38% d	34%	47% bd	21%	71% bd
UK Mail	499	231	11	2	3	*	2	3	5	187	94	114	16	4
	25%	30%	24%	8%	20%	3%	52%	47%	32%	30% d	32% d	32% d	12%	22%
Amazon Logistics	415	211	10	6	3	*	2	*	2	142	55	91	22	8
	21%	27%	24%	26%	25%	4%	50%	4%	15%	22%	18%	26%	17%	38%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Whistl (formerly TNT Post UK)	372	192	11	5	1	*	2	*	2	130	62	86	17	12
	19%	25%	24%	25%	4%	*%	49%	5%	14%	21%	21%	24% d	13%	61% abcd
DX	262	118	11	1	*	*	2	*	2	97	37	54	11	5
	13%	15%	24%	4%	1%	*%	49%	4%	14%	15%	12%	15%	8%	23%
Citipost	185	107	5	*	*	*	2	*	2	66	31	39	12	5
	9%	14%	11%	2%	2%	*%	49%	5%	14%	10%	10%	11%	9%	23%
Pitney Bowes	153	67	*	*	-	*	*	*	*	57	28	43	4	*
	8%	9%	*%	*%	-%	*%	1%	6%	3%	9%	9%	12% d	3%	2%
Secured mail	67	35	3	*	-	-	*	*	*	39	5	17	1	3
	3%	5%	6%	*%	-%	-%	1%	1%	1%	6% b	2%	5%	1%	14% d
MHI (Mail Handling International)	9	6	*	-	-	*	*	1	1	7	*	1	*	-
	*%	1%	*%	-%	-%	2%	1%	16%	7% a	1%	*%	*%	*%	-%
Other answers	1	*	-	-	*	-	1	-	1	-	-	-	1	-
	*%	*%	-%	-%	*%	-%	15% a	-%	4% a	-%	-%	-%	*%	-%
NET: RM/Parcelforce	1947	743	40	17	12	5	2	5	13	631	289	346	125	20
	97%	96% cf	91%	81%	97%	100%	68%	84%	86%	100% d	98%	98%	95%	100%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Royal Mail	1922	348	173	217	59	14	560	51	197	1758	164	1333	64
	96%	98% bd	89%	95% d	80%	100%	94%	87%	94%	98% b	81%	98% b	86%
DHL	1062	239	114	173	44	9	424	34	118	927	134	749	45
	53%	67%	59%	75% b	60%	63%	71% c	58%	57%	52%	66% a	55%	60%
Hermes	1033	250	113	163	35	10	418	30	121	918	115	733	44
	52%	71% d	58%	71% d	47%	71%	70% bc	50%	58%	51%	57%	54%	59%
Parcelforce	969	223	100	158	34	10	392	26	104	861	109	703	28
	48%	63%	52%	69% bd	47%	73%	66% bc	45%	50%	48%	54%	52%	38%
UPS	938	219	85	157	43	5	380	23	104	827	111	682	29
	47%	62% b	44%	69% b	59%	37%	64% bc	39%	50%	46%	55%	50%	39%
FedEx	919	219	91	144	40	8	371	29	100	809	110	666	34
	46%	62% b	47%	63% b	54%	56%	62% c	49%	48%	45%	54%	49%	46%
DPD/DPD Local	888	209	97	152	38	3	370	20	107	797	91	629	32
	44%	59%	50%	66% be	52%	20%	62% b	35%	51%	44%	45%	46%	43%
Yodel	827	193	81	133	27	8	335	23	83	746	81	604	27
	41%	55%	42%	58% bd	37%	59%	56% c	40%	40%	41%	40%	44%	36%
TNT Express	727	178	80	121	23	4	298	24	83	645	83	525	28
	36%	50% d	42%	53% d	32%	31%	50%	40%	40%	36%	41%	39%	37%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
UK Mail	499 25%	119 34%	45 23%	69 30%	15 20%	3 18%	179 30%	17 29%	55 26%	452 25%	47 23%	390 29%	25 33%
Amazon Logistics	415 21%	106 30% b	35 18%	68 30%	16 21%	8 56% b	171 29%	17 28%	44 21%	373 21%	42 21%	304 22%	14 18%
Whistl (formerly TNT Post UK)	372 19%	94 26%	34 17%	60 26%	20 27%	3 21%	147 25%	14 24%	48 23%	333 19%	39 20%	284 21%	24 31%
DX	262 13%	62 18%	31 16%	27 12%	4 6%	8 54% abcd	83 14%	20 34% ac	28 14%	224 12%	38 19%	187 14%	16 21%
Citipost	185 9%	44 12%	27 14%	26 11%	15 20%	3 20%	92 16% c	9 15%	14 6%	159 9%	25 13%	144 11%	8 11%
Pitney Bowes	153 8%	44 12% cd	15 8%	9 4%	* *%	* 3%	44 7%	10 18%	13 6%	132 7%	21 11%	114 8%	18 24% a
Secured mail	67 3%	20 6%	10 5%	5 2%	2 3%	1 8%	30 5%	3 5%	5 2%	59 3%	7 4%	57 4%	7 9%
MHI (Mail Handling International)	9 *%	6 2%	2 1%	* *%	* *%	* 1%	7 1%	1 2%	- -%	8 *%	1 1%	5 *%	3 4% a
Other answers	1 *%	- -%	- -%	- -%	1 1%	- -%	* *%	- -%	1 *%	* *%	1 *%	* *%	1 1%
NET: RM/Parcelforce	1947 97%	349 99% bd	177 91%	222 97% d	63 86%	14 100%	570 96% b	51 87%	201 96%	1774 99% b	173 86%	1347 99% b	65 86%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Royal Mail	1922	196	130	263	59	661	151	442	1024	127	400	606	141	1
	96%	100% b	93%	99%	98%	97% b	82%	98%	98%	99%	98%	98%	99%	100%
DHL	1062	171	105	211	41	448	130	277	559	100	278	404	116	*
	53%	87%	76%	80%	68%	66%	71%	62%	53%	78% ab	68%	65%	82% b	54%
Hermes	1033	165	97	223	29	450	121	274	558	88	256	383	122	*
	52%	84% b	70%	84% b	47%	66%	66%	61%	53%	69% b	62%	62%	86% ab	54%
Parcelforce	969	167	81	205	30	413	112	256	544	84	235	377	112	*
	48%	85% b	58%	77% b	50%	61%	61%	57%	52%	66%	57%	61%	79% ab	54%
UPS	938	155	84	197	31	395	115	254	508	82	232	360	108	*
	47%	79% b	61%	74%	52%	58%	62%	57%	49%	64% b	57%	58%	76% ab	54%
FedEx	919	158	81	193	35	396	106	251	511	94	231	352	112	*
	46%	80% b	58%	73%	57%	58%	58%	56%	49%	74% ab	56%	57%	79% ab	54%
DPD/DPD Local	888	150	71	183	24	401	98	220	485	76	212	339	104	*
	44%	76% b	51%	69% b	40%	59%	53%	49%	46%	59%	52%	55%	73% ab	54%
Yodel	827	135	61	165	20	358	85	223	462	70	205	326	106	*
	41%	69% b	44%	62% b	34%	53%	46%	50%	44%	55%	50%	53%	74% ab	54%
TNT Express	727	130	64	165	20	318	89	196	392	67	190	293	99	*
	36%	66% b	46%	62% b	33%	47%	48%	44%	37%	52% b	46%	47%	70% ab	54%
UK Mail	499	74	41	122	11	202	49	152	318	47	144	206	69	-
	25%	38%	30%	46% b	18%	30%	26%	34%	30%	37%	35%	33%	48% b	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Amazon Logistics	415	65	34	95	8	195	38	123	209	34	117	175	55	*
	21%	33%	24%	36%	14%	29%	20%	27% b	20%	27%	29%	28%	39%	54%
Whistl (formerly TNT Post UK)	372	67	31	96	14	176	35	116	224	31	118	181	57	*
	19%	34%	22%	36%	23%	26%	19%	26%	21%	24%	29%	29%	40%	54%
DX	262	46	36	72	9	92	40	67	157	20	73	114	27	*
	13%	24%	26%	27%	15%	14%	22%	15%	15%	16%	18%	18%	19%	54%
Citipost	185	32	21	52	6	92	22	50	108	19	55	79	39	*
	9%	16%	15%	20%	9%	14%	12%	11%	10%	15%	13%	13%	28% ab	54%
Pitney Bowes	153	19	13	30	13	51	16	48	106	10	44	73	23	-
	8%	10%	10%	11%	22%	8%	9%	11%	10%	8%	11%	12%	16%	-%
Secured mail	67	15	8	22	2	30	8	35	51	13	29	39	15	*
	3%	8%	5%	8%	3%	4%	5%	8%	5%	10%	7%	6%	11%	54%
MHI (Mail Handling International)	9	6	1	6	*	6	1	4	5	*	6	6	3	-
	*%	3%	1%	2%	*%	1%	1%	1%	*%	*%	2%	1%	2%	-%
Other answers	1	*	-	*	-	*	1	1	1	1	1	1	1	-
	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%
NET: RM/Parcelforce	1947	196	131	263	59	665	160	444	1038	127	402	612	141	1
	97%	100%	94%	99%	99%	98% b	87%	99%	99%	99%	98%	99%	99%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Royal Mail	1922	565	524	150	*	1135	695	690	1039	783	8
	96%	94%	95%	94%	32%	98%	99%	98%	99%	98%	100%
DHL	1062	408	376	118	1	609	456	482	591	473	7
	53%	68%	68%	74%	100%	53%	65% a	69% a	56%	60%	85%
Hermes	1033	392	386	112	1	607	439	480	577	487	7
	52%	65%	70%	70%	100%	52%	62% a	68% a	55%	61%	86%
Parcelforce	969	362	349	101	1	580	422	443	553	471	7
	48%	60%	63%	63%	100%	50%	60% a	63% a	52%	59%	88%
UPS	938	353	336	99	*	557	416	426	540	441	7
	47%	58%	61%	62%	32%	48%	59% a	61% a	51%	55%	84%
FedEx	919	344	343	107	1	551	394	425	530	444	7
	46%	57%	62%	67%	100%	48%	56% a	61% a	50%	56%	82%
DPD/DPD Local	888	347	327	108	*	517	387	434	507	398	7
	44%	58%	59%	68%	32%	45%	55% a	62% a	48%	50%	81%
Yodel	827	299	296	90	*	493	370	383	475	409	7
	41%	50%	54%	57%	32%	43%	53% a	55% a	45%	51%	82%
TNT Express	727	284	271	76	1	426	329	347	427	354	6
	36%	47%	49%	48%	100%	37%	47% a	49% a	40%	45%	77%
UK Mail	499	174	177	55	-	346	235	216	327	276	7
	25%	29%	32%	34%	-%	30%	33%	31%	31%	35%	85%
Amazon Logistics	415	162	154	44	*	235	197	201	257	191	6
	21%	27%	28%	27%	32%	20%	28% a	29% a	24%	24%	75%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Whistl (formerly TNT Post UK)	372	149	138	44	*	238	203	184	231	214	6
	19%	25%	25%	27%	32%	21%	29% a	26%	22%	27%	72%
DX	262	102	86	21	*	163	118	101	160	131	6
	13%	17%	16%	13%	32%	14%	17%	14%	15%	17%	70%
Citipost	185	87	82	39	*	118	84	92	117	105	6
	9%	14%	15%	24%	32%	10%	12%	13%	11%	13%	72%
Pitney Bowes	153	39	56	6	-	106	77	64	111	84	6
	8%	7%	10%	4%	-%	9%	11%	9%	11%	11%	73%
Secured mail	67	25	31	9	*	55	40	32	49	56	6
	3%	4%	6%	6%	32%	5%	6%	5%	5%	7%	73%
MHI (Mail Handling International)	9	7	6	*	-	5	6	6	7	7	6
	*%	1%	1%	*%	-%	*%	1%	1%	1%	1%	69%
Other answers	1	1	1	1	-	*	*	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
NET: RM/Parcelforce	1947	576	528	151	1	1149	701	694	1050	788	8
	97%	95%	95%	94%	100%	99%	100%	99%	100%	99%	100%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Royal Mail	1922	338	348	334	91	52	874	731	100	37	47	13
	96%	97%	99%	99%	100%	98%	98%	99%	99%	92%	100%	99%
DHL	1062	252	261	243	81	48	504	439	68	17	30	8
	53%	73%	74%	72%	90%	92%	57%	59%	67%	43%	64%	60%
					ac							
Hermes	1033	240	267	235	75	47	481	446	77	21	30	8
	52%	69%	76%	70%	83%	89%	54%	60%	76%	52%	64%	59%
Parcelforce	969	228	253	214	74	47	475	437	71	12	29	5
	48%	66%	72%	63%	82%	89%	54%	59%	70%	29%	63%	38%
					c	ac			b		b	
UPS	938	220	236	205	71	41	449	405	65	7	29	8
	47%	63%	67%	61%	78%	78%	51%	55%	64%	19%	63%	59%
									b		b	
FedEx	919	225	244	200	67	46	448	408	65	7	27	6
	46%	65%	69%	59%	74%	86%	51%	55%	65%	16%	58%	43%
						c			b		b	
DPD/DPD Local	888	220	229	217	74	42	431	377	54	12	27	5
	44%	63%	65%	64%	82%	80%	49%	51%	54%	29%	58%	41%
					ac							
Yodel	827	195	214	186	68	45	399	382	66	8	27	5
	41%	56%	61%	55%	75%	84%	45%	52%	65%	21%	58%	35%
					ac	abc			b		b	
TNT Express	727	188	204	167	60	37	365	328	51	7	22	5
	36%	54%	58%	49%	66%	70%	41%	44%	51%	16%	46%	35%
									b		b	
UK Mail	499	121	129	123	41	28	276	242	48	10	9	3
	25%	35%	37%	37%	45%	53%	31%	33%	48%	24%	19%	22%
									c			
Amazon Logistics	415	105	113	98	31	23	216	170	41	6	21	3
	21%	30%	32%	29%	34%	43%	24%	23%	41%	14%	45%	23%
											b	

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Whistl (formerly TNT Post UK)	372	84	112	100	31	18	200	200	37	4	11	3
	19%	24%	32%	30%	34%	34%	23%	27%	36%	11%	23%	23%
DX	262	54	62	56	11	3	151	130	18	1	11	3
	13%	16%	18%	17%	12%	5%	17%	18%	18%	2%	24% b	23%
Citipost	185	51	54	61	34	21	108	90	25	3	8	3
	9%	15%	15%	18%	37% abc	40% abc	12%	12%	24%	9%	18%	22%
Pitney Bowes	153	43	35	32	7	4	93	85	10	3	*	3
	8%	12%	10%	10%	8%	7%	10%	11%	10%	8%	1%	22%
Secured mail	67	21	26	16	6	*	46	54	5	*	2	*
	3%	6%	7%	5%	6%	*%	5%	7%	5%	1%	5%	*%
MHI (Mail Handling International)	9	6	6	6	-	-	7	7	-	-	-	-
	*%	2%	2%	2%	-%	-%	1%	1%	-%	-%	-%	-%
Other answers	1	-	-	*	-	-	*	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%
NET: RM/Parcelforce	1947	341	351	334	91	53	884	735	100	37	47	13
	97%	98%	100%	99%	100%	100%	100%	99%	99%	93%	100%	99%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Royal Mail	1922	1647	977	1715	1085	1082	814	1708	205	3	1559	92	483	1391
	96%	97%	97%	96%	96%	97%	96%	96%	96%	71%	98%	95%	99%	98%
DHL	1062	895	549	930	646	535	459	940	161	1	853	48	310	701
	53%	52%	54% e	52%	57% e	48%	54%	53%	75% ab	29%	54%	49%	64% b	49%
Hermes	1033	890	540	924	645	528	449	928	152	2	831	54	311	685
	52%	52%	54% e	52%	57% e	47%	53%	52%	71% ab	49%	52%	56%	64% b	48%
Parcelforce	969	835	506	863	605	477	420	877	142	-	790	49	286	652
	48%	49% e	50% e	48% e	53% e	43%	49%	50%	66% ab	-%	50%	50%	59% b	46%
UPS	938	809	497	837	577	480	402	833	142	-	754	48	277	624
	47%	47%	49% e	47%	51% e	43%	47%	47%	67% ab	-%	47%	50%	57% b	44%
FedEx	919	796	485	822	573	477	399	835	147	-	744	47	255	626
	46%	47%	48%	46%	51% e	43%	47%	47%	69% ab	-%	47%	49%	52% b	44%
DPD/DPD Local	888	780	475	805	569	494	399	815	135	-	726	45	239	619
	44%	46%	47%	45%	50%	44%	47%	46%	63% ab	-%	46%	46%	49%	43%
Yodel	827	706	424	732	508	420	356	740	119	-	687	40	237	567
	41%	41%	42%	41%	45% e	37%	42%	42%	56% ab	-%	43%	41%	49% b	40%
TNT Express	727	632	400	653	470	381	303	665	115	-	588	29	217	480
	36%	37%	40%	37%	41% e	34%	36%	38%	54% ab	-%	37%	30%	44% b	34%
UK Mail	499	443	281	453	307	243	211	450	74	-	392	26	172	304
	25%	26%	28% e	25%	27% e	22%	25%	25%	34%	-%	25%	27%	35% b	21%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Amazon Logistics	415 21%	360 21%	230 23%	378 21%	295 26% ace	223 20%	190 22%	383 22%	72 34% ab	- -%	340 21%	22 22%	130 27% b	273 19%
Whistl (formerly TNT Post UK)	372 19%	330 19%	221 22%	345 19%	241 21%	205 18%	146 17%	341 19%	65 31% ab	- -%	305 19%	23 23%	123 25% b	244 17%
DX	262 13%	230 13%	153 15%	233 13%	173 15%	156 14%	126 15%	235 13%	46 22% b	- -%	212 13%	18 18%	84 17%	170 12%
Citipost	185 9%	170 10%	118 12%	178 10%	124 11%	122 11%	88 10%	171 10%	47 22% ab	- -%	144 9%	17 18%	62 13%	121 8%
Pitney Bowes	153 8%	146 9%	92 9%	147 8%	95 8%	98 9%	65 8%	147 8%	21 10%	- -%	133 8%	5 5%	34 7%	118 8%
Secured mail	67 3%	65 4%	50 5%	66 4%	45 4%	40 4%	32 4%	64 4%	16 7%	- -%	58 4%	3 3%	19 4%	47 3%
MHI (Mail Handling International)	9 *%	8 *%	8 1%	9 1%	7 1%	7 1%	7 1%	8 *%	2 1%	- -%	8 *%	- -%	- -%	8 1%
Other answers	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	1 *%	* *%	- -%	- -%	* *%	- -%	- -%	* *%
NET: RM/Parcelforce	1947 97%	1671 98%	985 98%	1740 98%	1098 97%	1092 98%	824 97%	1732 98%	206 97%	3 71%	1574 99% b	92 95%	484 99%	1405 99%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Royal Mail	1922	383	21	126	329	212	1157	536	202	202	1442	724	1198
	96%	92%	94%	85%	95% a	94%	96%	98%	93%	91%	97% ab	94%	98% a
DHL	1062	312	15	91	275	129	663	263	127	137	771	362	700
	53%	75%	67%	62%	79% a	57%	55%	48%	59%	62%	52%	47%	57% a
Hermes	1033	311	8	99	253	126	644	255	126	151	733	359	675
	52%	75%	38%	67%	73%	56%	53%	46%	58%	68% c	50%	46%	55% a
Parcelforce	969	292	7	75	258	112	620	231	108	127	705	317	652
	48%	70%	30%	51%	74% a	49%	51% c	42%	50%	57%	48%	41%	53% a
UPS	938	287	11	93	232	116	594	222	129	112	665	314	624
	47%	69%	48%	63%	67%	51%	49% c	40%	60% c	50%	45%	41%	51% a
FedEx	919	287	7	70	250	100	570	241	110	113	673	311	608
	46%	69%	31%	48%	72% a	44%	47%	44%	51%	51%	46%	40%	49% a
DPD/DPD Local	888	254	8	68	220	117	536	230	103	106	647	291	596
	44%	61%	35%	46%	63% a	52%	44%	42%	48%	48%	44%	38%	49% a
Yodel	827	235	4	56	203	86	543	193	83	112	618	296	531
	41%	56%	20%	38%	58% a	38%	45% c	35%	38%	50%	42%	38%	43%
TNT Express	727	228	6	52	205	85	447	192	92	77	535	223	504
	36%	55%	29%	36%	59% a	38%	37%	35%	42%	35%	36%	29%	41% a
UK Mail	499	143	6	49	122	55	312	131	58	72	361	188	312
	25%	34%	28%	33%	35%	25%	26%	24%	27%	32%	24%	24%	25%
Amazon Logistics	415	119	3	29	107	57	266	91	54	49	296	145	269
	21%	29%	13%	20%	31%	25%	22%	17%	25%	22%	20%	19%	22%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Whistl (formerly TNT Post UK)	372	114	1	20	108	46	225	97	56	41	271	140	232
	19%	27%	5%	14%	31% a	20%	19%	18%	26%	19%	18%	18%	19%
DX	262	86	*	32	72	39	156	62	44	29	185	115	147
	13%	21%	2%	22%	21%	17%	13%	11%	21% c	13%	13%	15%	12%
Citipost	185	62	2	16	57	31	103	47	38	31	115	76	108
	9%	15%	8%	11%	16%	14%	9%	9%	18% c	14%	8%	10%	9%
Pitney Bowes	153	49	*	2	51	15	98	36	16	21	113	62	91
	8%	12%	*%	1%	15% a	7%	8%	6%	7%	10%	8%	8%	7%
Secured mail	67	18	-	6	19	16	37	13	14	10	42	29	37
	3%	4%	-%	4%	6%	7% c	3%	2%	6%	5%	3%	4%	3%
MHI (Mail Handling International)	9	7	*	1	6	7	*	2	4	1	4	5	4
	*%	2%	*%	1%	2%	3% bc	*%	*%	2%	*%	*%	1%	*%
Other answers	1	1	-	*	1	*	1	-	-	*	1	1	*
	*%	*%	-%	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%
NET: RM/Parcelforce	1947	392	21	126	339	218	1174	538	205	203	1456	736	1211
	97%	94%	94%	86%	97% a	96%	97%	98%	95%	92%	98% ab	95%	99% a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1922	476	485	477	483	961	961
	96%	95%	97%	95%	97%	96%	96%
DHL	1062	230	281	307	244	511	551
	53%	46%	56%	61%	49%	51%	55%
			a	ad			
Hermes	1033	227	281	304	221	508	525
	52%	45%	56%	61%	44%	51%	53%
			ad	ad			
Parcelforce	969	192	280	295	202	472	497
	48%	38%	56%	59%	40%	47%	50%
			ad	ad			
UPS	938	189	260	281	209	449	489
	47%	38%	52%	56%	42%	45%	49%
			ad	ad			
FedEx	919	186	258	286	189	444	474
	46%	37%	52%	57%	38%	44%	47%
			ad	ad			
DPD/DPD Local	888	190	230	255	213	420	468
	44%	38%	46%	51%	43%	42%	47%
				a			
Yodel	827	168	233	250	177	401	426
	41%	34%	47%	50%	35%	40%	43%
			ad	ad			
TNT Express	727	146	224	208	149	370	357
	36%	29%	45%	42%	30%	37%	36%
			ad	ad			
UK Mail	499	111	141	160	87	252	247
	25%	22%	28%	32%	17%	25%	25%
			d	ad			
Amazon Logistics	415	74	125	127	88	199	216
	21%	15%	25%	25%	18%	20%	22%
			a	ad			
Whistl (formerly TNT Post UK)	372	64	118	112	79	182	190
	19%	13%	24%	22%	16%	18%	19%
			ad	a			

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 26 (continuation)

QV3. Thinking about postal services, which providers can you think of?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
DX	262	65	83	63	52	147	115
	13%	13%	17%	13%	10%	15%	11%
			d				
Citipost	185	31	63	50	40	95	90
	9%	6%	13%	10%	8%	9%	9%
			a				
Pitney Bowes	153	22	55	48	28	77	76
	8%	4%	11%	10%	6%	8%	8%
			ad	a			
Secured mail	67	20	17	16	14	37	30
	3%	4%	3%	3%	3%	4%	3%
MHI (Mail Handling International)	9	1	4	4	*	5	4
	*%	*%	1%	1%	*%	*%	*%
Other answers	1	*	*	1	-	*	1
	*%	*%	*%	*%	-%	*%	*%
NET: RM/Parcelforce	1947	485	492	479	492	977	971
	97%	97%	98%	96%	98%	98%	97%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Royal Mail	1914	813	1100	1830	70	9	5	84
	96%	95%	97%	96% b	93%	98%	93%	93%
Parcelforce	176	26	150	167	7	1	1	8
	9%	3%	13% a	9%	9%	12%	13%	9%
Hermes	173	28	145	169	3	*	*	4
	9%	3%	13% a	9% be	4%	5%	8%	4%
DHL	93	29	65	85	7	1	1	9
	5%	3%	6%	4%	10% a	10%	11% a	10% a
DPD/DPD Local	81	12	69	77	3	1	*	4
	4%	1%	6% a	4%	4%	10%	8%	5%
UPS	76	25	51	74	2	*	*	2
	4%	3%	4%	4%	2%	4%	6%	3%
FedEx	40	20	20	36	3	1	*	4
	2%	2%	2%	2%	4%	9% a	6% a	4% a
UK Mail	31	2	29	29	2	*	*	2
	2%	*%	3% a	2%	2%	4%	8% abe	3%
TNT Express	26	16	10	24	2	1	*	3
	1%	2%	1%	1%	2%	7% a	4%	3%
Yodel	20	1	19	18	2	*	*	2
	1%	*%	2% a	1%	2%	*%	3%	2%
Pitney Bowes	13	2	11	13	1	*	*	1
	1%	*%	1%	1%	1%	1%	1%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Whistl (Previously known as TNT Post)	12	1	11	12	*	-	*	*
	1%	*%	1%	1%	*%	-%	1%	*%
DX	7	*	7	7	*	*	*	*
	*%	*%	1%	*%	*%	*%	1%	*%
Amazon Logistics	4	-	4	4	*	-	*	*
	*%	-%	*%	*%	*%	-%	3% abe	*%
Secured Mail / City Link Post	2	-	2	1	*	*	*	*
	*%	-%	*%	*%	*%	1%	*%	*%
MHI (Mail Handling International)	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Citipost	*	-	*	*	-	*	*	*
	*%	-%	*%	*%	-%	1%	3% abe	*%
Other answers	27	18	9	25	1	*	*	2
	1%	2%	1%	1%	2%	3%	4% a	2%
NET: RM Only	1505	730	775	1442	54	6	3	64
	75%	85% b	68%	75% d	72%	67%	62%	71%
NET: RM and Other	408	83	325	388	16	3	2	20
	20%	10%	29% a	20%	21%	31%	30% a	23%
NET: Provider other than RM	86	47	39	80	6	*	*	6
	4%	5%	3%	4%	7% a	2%	7%	7%
NET: RM/Parcelforce	1930	825	1105	1846	70	9	5	84
	97%	96%	97%	97% be	93%	98%	94%	93%

Columns Tested:: a,b - a,b,c,d,e

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Royal Mail	1914	1191	476	163	44	35	5	1830	70	13
	96%	97%	95%	93%	93%	93%	93%	96%	93%	96%
		ch						h		
Parcelforce	176	111	46	10	4	4	1	167	7	2
	9%	9%	9%	6%	8%	10%	13%	9%	9%	12%
Hermes	173	123	42	5	1	2	*	169	3	1
	9%	10%	8%	3%	2%	6%	8%	9%	4%	6%
		cdh	cdh				cd	cdh		
DHL	93	46	28	11	4	4	1	85	7	1
	5%	4%	6%	6%	8%	12%	11%	4%	10%	10%
					a	abg	ag		ag	ag
DPD/DPD Local	81	48	23	6	1	3	*	77	3	1
	4%	4%	5%	3%	2%	7%	8%	4%	4%	9%
							d			
UPS	76	47	20	7	1	1	*	74	2	1
	4%	4%	4%	4%	2%	3%	6%	4%	2%	4%
FedEx	40	19	12	5	1	2	*	36	3	1
	2%	2%	2%	3%	3%	6%	6%	2%	4%	8%
						ag	ag			abg
UK Mail	31	17	8	4	1	1	*	29	2	1
	2%	1%	2%	2%	2%	3%	8%	2%	2%	6%
							abcdgh			ag
TNT Express	26	18	2	3	1	2	*	24	2	1
	1%	1%	*%	2%	1%	5%	4%	1%	2%	6%
						abg	b			abg
Yodel	20	10	2	7	1	1	*	18	2	*
	1%	1%	*%	4%	1%	3%	3%	1%	2%	1%
				abg		b				
Pitney Bowes	13	6	3	4	-	1	*	13	1	*
	1%	*%	1%	2%	-%	2%	1%	1%	1%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Whistl (Previously known as TNT Post)	12	10	-	2	-	*	*	12	*	*
	1%	1%	-%	1%	-%	*%	1%	1%	*%	*%
DX	7	2	5	*	*	*	*	7	*	*
	*%	*%	1%	*%	*%	*%	1%	*%	*%	1%
Amazon Logistics	4	4	-	-	-	*	*	4	*	*
	*%	*%	-%	-%	-%	*%	3%	*%	*%	1%
							abcdgh			
Secured Mail / City Link Post	2	*	1	-	-	*	*	1	*	*
	*%	*%	*%	-%	-%	1%	*%	*%	*%	1%
						ag				
MHI (Mail Handling International)	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
Citipost	*	*	-	-	-	*	*	*	-	*
	*%	*%	-%	-%	-%	*%	3%	*%	-%	1%
							abgh			g
Other answers	27	14	8	3	1	*	*	25	1	1
	1%	1%	2%	2%	3%	1%	4%	1%	2%	4%
							ag			
NET: RM Only	1505	931	375	136	35	26	3	1442	54	9
	75%	76%	75%	77%	74%	68%	62%	75%	72%	65%
		f	f	f				f		
NET: RM and Other	408	260	101	28	9	10	2	388	16	4
	20%	21%	20%	16%	19%	25%	30%	20%	21%	31%
							abcdg			cg
NET: Provider other than RM	86	41	26	13	3	3	*	80	6	1
	4%	3%	5%	7%	7%	7%	7%	4%	7%	4%
				a					ag	
NET: RM/Parcelforce	1930	1196	484	166	44	35	5	1846	70	14
	97%	97%	96%	95%	93%	93%	94%	97%	93%	97%
		dh						dh		

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Royal Mail	1914	1153	224	36	19	57
	96%	96% c	95%	87%	92%	94%
Parcelforce	176	126	14	7	10	3
	9%	11%	6%	16%	45% abe	5%
Hermes	173	131	19	3	7	2
	9%	11%	8%	6%	33% be	4%
DHL	93	59	15	3	*	9
	5%	5%	6%	8%	2%	15% a
DPD/DPD Local	81	57	14	5	2	1
	4%	5%	6%	12% e	8%	1%
UPS	76	56	8	3	-	2
	4%	5%	3%	6%	-%	4%
FedEx	40	19	7	2	*	2
	2%	2%	3%	4%	*%	4%
UK Mail	31	16	8	*	1	5
	2%	1%	3%	*%	3%	8% a
TNT Express	26	16	2	*	*	7
	1%	1%	1%	*%	1%	11% ab
Yodel	20	9	5	5	*	2
	1%	1%	2%	12% ab	*%	3%
Pitney Bowes	13	4	7	1	*	*
	1%	*%	3% a	3% a	*%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Whistl (Previously known as TNT Post)	12	4	6	*	*	*
	1%	*%	3% a	*%	*%	*%
DX	7	7	*	-	*	*
	*%	1%	*%	-%	*%	*%
Amazon Logistics	4	4	*	-	*	*
	*%	*%	*%	-%	1%	1%
Secured Mail / City Link Post	2	2	*	-	*	-
	*%	*%	*%	-%	*%	-%
MHI (Mail Handling International)	1	1	-	-	-	-
	*%	*%	-%	-%	-%	-%
Citipost	*	-	*	-	*	*
	*%	-%	*%	-%	1%	*%
Other answers	27	11	4	2	*	*
	1%	1%	2%	5%	2%	*%
NET: RM Only	1505	866	175	24	9	43
	75%	72%	74%	58%	44%	71%
NET: RM and Other	408	286	50	12	10	14
	20%	24%	21%	29%	48%	23%
NET: Provider other than RM	86	44	12	5	2	4
	4%	4%	5%	13% a	8%	6%
NET: RM/Parcelforce	1930	1158	227	36	21	57
	97%	97% c	96%	87%	100%	94%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Royal Mail	1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
	96%	94%	95%	97%	99%	95%	94%	97%	95%	95%	96%	96%	96%	94%
Parcelforce	176	18	18	38	5	15	17	23	13	7	154	11	8	2
	9%	10%	11%	12%	5%	9%	6%	9%	9%	5%	9%	10%	10%	6%
Hermes	173	17	17	28	7	16	20	21	22	6	155	10	6	2
	9%	10%	11%	9%	8%	10%	7%	8%	15% im	4%	9%	8%	8%	5%
DHL	93	11	9	32	2	15	10	*	2	4	85	5	1	2
	5%	6% gl	5% g	10% ghjl	3%	10% ghl	3%	*%	2%	2%	5% l	4%	2%	5%
DPD/DPD Local	81	11	8	12	2	5	21	11	2	*	73	5	2	1
	4%	7% i	5%	4%	2%	3%	7% il	4%	1%	*%	4%	4%	2%	3%
UPS	76	1	2	22	-	14	8	5	12	5	70	3	2	1
	4%	1%	1%	7% a	-%	9% abdjklm	3%	2%	8% abdkl	3%	4%	3%	3%	2%
FedEx	40	4	3	5	*	6	8	-	5	6	37	2	1	*
	2%	2%	2%	1%	*%	4%	3%	-%	3%	4%	2%	2%	1%	1%
UK Mail	31	7	5	6	1	-	5	*	2	2	28	1	1	*
	2%	4%	3%	2%	1%	-%	2%	*%	1%	1%	2%	1%	2%	1%
TNT Express	26	*	1	13	-	2	3	-	4	2	25	1	*	*
	1%	*%	1%	4% kl	-%	2%	1%	-%	3%	1%	1%	*%	*%	1%
Yodel	20	*	*	1	-	2	7	-	3	2	15	3	1	*
	1%	*%	*%	*%	-%	1%	2%	-%	2%	1%	1%	3% j	1%	1%
Pitney Bowes	13	1	-	4	-	-	5	-	3	1	13	-	*	*
	1%	*%	-%	1%	-%	-%	2%	-%	2% k	*%	1%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Whistl (Previously known as TNT Post)	12	-	-	2	-	2	3	4	-	*	11	1	*	*
	1%	-%	-%	1%	-%	1%	1%	2%	-%	*%	1%	1%	*%	*%
DX	7	1	-	-	-	-	5	-	*	*	6	*	*	*
	*%	1%	-%	-%	-%	-%	2%	-%	*%	*%	*%	*%	*%	*%
Amazon Logistics	4	-	-	*	-	-	1	-	-	2	4	1	*	*
	*%	-%	-%	*%	-%	-%	*%	-%	-%	1%	*%	*%	*%	*%
Secured Mail / City Link Post	2	-	-	-	-	*	1	-	-	-	1	-	*	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	-%	*%	*%
MHI (Mail Handling International)	1	-	-	-	-	-	1	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
Citipost	*	-	-	*	-	-	-	-	-	-	*	-	*	*
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%
Other answers	27	-	4	9	1	*	4	2	*	4	24	*	1	1
	1%	-%	3%	3%	1%	*%	1%	1%	*%	2%	1%	*%	2%	3%
			k	k										k
NET: RM Only	1505	122	114	219	73	121	235	201	114	119	1318	93	62	33
	75%	72%	70%	68%	82%	76%	78%	78%	77%	79%	75%	78%	77%	81%
														c
NET: RM and Other	408	38	41	94	15	31	48	49	27	24	366	22	15	5
	20%	22%	25%	29%	17%	20%	16%	19%	18%	16%	21%	18%	19%	13%
			m	fiklm										
NET: Provider other than RM	86	10	8	10	1	8	18	7	7	8	76	5	3	2
	4%	6%	5%	3%	1%	5%	6%	3%	5%	5%	4%	4%	4%	6%
NET: RM/Parcelforce	1930	162	157	314	88	152	283	255	144	143	1699	116	78	38
	97%	96%	97%	97%	99%	95%	94%	99%	97%	95%	97%	96%	97%	95%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Royal Mail	1914	67	166	13	225	392	63	130	747	1586	328	1832	82
	96%	97%	94%	98%	93%	93%	99%	100%	97%	95%	99% a	96% b	90%
Parcelforce	176	2	20	*	12	56	3	7	57	148	28	162	14
	9%	4%	11%	1%	5%	13% dh	5%	5%	7%	9%	8%	8%	15%
Hermes	173	5	17	*	16	53	1	1	65	144	29	165	8
	9%	7%	9% g	1%	7%	13% fg	2%	1%	8% g	9%	9%	9%	9%
DHL	93	*	25	1	7	15	*	1	39	86	7	85	9
	5%	1%	14% adefgh	6%	3%	4%	*%	1%	5%	5%	2%	4%	10%
DPD/DPD Local	81	4	7	*	5	23	3	*	32	73	8	80	1
	4%	5%	4%	1%	2%	6%	4%	*%	4%	4%	2%	4%	1%
UPS	76	7	2	*	4	35	3	*	19	66	10	70	7
	4%	10% bdgh	1%	*%	1%	8% bdgh	4%	*%	2%	4%	3%	4%	8%
FedEx	40	-	5	*	10	12	-	*	12	33	7	35	5
	2%	-%	3%	*%	4%	3%	-%	*%	2%	2%	2%	2%	6% a
UK Mail	31	*	11	*	3	*	1	*	13	28	3	31	*
	2%	*%	6% eh	*%	1%	*%	2%	*%	2%	2%	1%	2%	*%
TNT Express	26	-	2	-	1	5	2	-	16	26	*	23	4
	1%	-%	1%	-%	*%	1%	3%	-%	2%	2%	*%	1%	4%
Yodel	20	*	2	*	1	8	1	*	6	20	*	19	1
	1%	1%	1%	*%	*%	2%	1%	*%	1%	1%	*%	1%	1%
Pitney Bowes	13	-	-	-	-	5	1	*	4	12	1	11	2
	1%	-%	-%	-%	-%	1%	2%	*%	1%	1%	*%	1%	2%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Whistl (Previously known as TNT Post)	12	*	4	-	*	2	*	*	3	12	*	12	*
	1%	*%	2%	-%	*%	*%	*%	*%	*%	1%	*%	1%	*%
DX	7	-	1	-	*	*	3	*	1	7	*	4	3
	*%	-%	1%	-%	*%	*%	4%	*%	*%	*%	*%	*%	3%
							deh						a
Amazon Logistics	4	-	-	-	*	*	-	-	4	3	1	4	*
	*%	-%	-%	-%	*%	*%	-%	-%	1%	*%	*%	*%	*%
Secured Mail / City Link Post	2	-	*	-	-	*	-	-	*	2	-	1	*
	*%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%	*%	*%
MHI (Mail Handling International)	1	-	-	-	-	-	-	-	-	1	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Citipost	*	-	-	-	-	*	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	-%
Other answers	27	*	*	*	1	13	*	5	8	22	5	26	1
	1%	*%	*%	1%	*%	3%	*%	4%	1%	1%	1%	1%	1%
NET: RM Only	1505	58	109	12	203	284	52	116	600	1244	261	1450	56
	75%	85%	62%	92%	84%	68%	82%	89%	78%	75%	79%	76%	61%
		b			be		b	beh	be			b	
NET: RM and Other	408	8	57	1	22	107	11	14	147	342	66	382	26
	20%	12%	32%	6%	9%	26%	17%	10%	19%	21%	20%	20%	29%
			adgh			dg			d				
NET: Provider other than RM	86	2	11	*	16	28	1	*	26	82	5	77	9
	4%	3%	6%	2%	7%	7%	1%	*%	3%	5%	1%	4%	10%
										b			a
NET: RM/Parcelforce	1930	69	166	13	228	400	63	130	750	1602	328	1842	88
	97%	100%	94%	98%	94%	95%	99%	100%	97%	96%	99%	96%	97%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Royal Mail	1914	1861	52	1228	261	424
	96%	96%	96%	96%	94%	95%
Parcelforce	176	176	-	64	29	82
	9%	9%	-%	5%	11%	18%
					a	a
Hermes	173	173	-	77	34	62
	9%	9%	-%	6%	12%	14%
					a	a
DHL	93	93	*	29	29	35
	5%	5%	*%	2%	11%	8%
					a	a
DPD/DPD Local	81	81	-	32	15	34
	4%	4%	-%	3%	5%	8%
						a
UPS	76	76	-	30	12	34
	4%	4%	-%	2%	4%	8%
						a
FedEx	40	40	-	15	6	20
	2%	2%	-%	1%	2%	4%
						a
UK Mail	31	29	2	16	9	6
	2%	1%	4%	1%	3%	1%
TNT Express	26	26	-	9	3	14
	1%	1%	-%	1%	1%	3%
						a
Yodel	20	20	-	9	3	8
	1%	1%	-%	1%	1%	2%
Pitney Bowes	13	13	-	8	*	5
	1%	1%	-%	1%	*%	1%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Whistl (Previously known as TNT Post)	12	12	-	7	*	4
	1%	1%	-%	1%	*%	1%
DX	7	7	-	2	4	2
	*%	*%	-%	*%	1%	*%
					a	
Amazon Logistics	4	4	-	2	*	2
	*%	*%	-%	*%	*%	*%
Secured Mail / City Link Post	2	2	-	-	2	*
	*%	*%	-%	-%	1%	*%
MHI (Mail Handling International)	1	1	-	-	1	-
	*%	*%	-%	-%	*%	-%
Citipost	*	*	-	*	*	*
	*%	*%	-%	*%	*%	*%
Other answers	27	27	-	19	1	7
	1%	1%	-%	1%	*%	2%
NET: RM Only	1505	1453	52	1047	192	265
	75%	75%	96%	82%	69%	60%
			a	bc		
NET: RM and Other	408	408	-	181	69	159
	20%	21%	-%	14%	25%	36%
		b			a	ab
NET: Provider other than RM	86	84	2	48	17	21
	4%	4%	4%	4%	6%	5%
NET: RM/Parcelforce	1930	1878	52	1237	261	431
	97%	97%	96%	97%	94%	97%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Royal Mail	1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
	96%	97% bejk	88%	99%	100%	79%	9%	89%	42%	96% bejk	86%	74%	98% bc	95% c	87%
Parcelforce	176	105	47	11	10	1	*	*	3	151	25	14	33	71	71
	9%	6%	20% ai	34% ai	77%	11%	1%	28%	50%	8%	39% ai	43% ai	3%	10% a	24% ab
Hermes	173	104	56	5	6	1	*	-	*	160	13	8	36	68	69
	9%	6%	24% ai	16%	52%	14%	1%	-%	4%	8%	21% ai	26% ai	4%	10% a	24% ab
DHL	93	47	35	7	1	1	*	*	3	81	12	5	13	33	47
	5%	3%	15% ai	23% ai	5%	12%	11%	1%	49%	4%	19% ai	15% a	1%	5% a	16% ab
DPD/DPD Local	81	52	21	6	1	1	*	*	*	74	7	2	22	30	29
	4%	3%	9% ai	18% ai	4%	8%	1%	27%	5%	4%	12% a	6%	2%	4%	10% ab
UPS	76	27	40	7	*	2	*	*	*	67	9	2	9	18	49
	4%	2%	17% ai	22% ai	1%	18% ai	1%	32%	*%	3% a	14% ai	7%	1%	3%	17% ab
FedEx	40	21	12	3	*	-	*	*	3	34	7	3	14	7	19
	2%	1%	5% ai	11% ai	3%	-%	1%	29%	49%	2%	11% ai	10% ai	1%	1%	6% ab
UK Mail	31	20	2	*	*	6	2	*	2	21	10	10	8	12	12
	2%	1%	1%	2%	2%	55% abcij	51%	43%	35%	1%	16% abi	30% abi	1%	2%	4% a
TNT Express	26	13	11	*	-	2	-	-	*	24	2	2	-	13	13
	1%	1%	5% ai	1%	-%	17% ai	-%	-%	2%	1%	3%	6%	-%	2% a	4% a
Yodel	20	8	9	1	*	1	*	-	*	17	3	2	2	6	12
	1%	*%	4% ai	5%	2%	14% ai	1%	-%	*%	1%	5% a	6% a	*%	1%	4% ab
Pitney Bowes	13	4	6	*	*	2	1	-	*	10	3	3	*	4	9
	1%	*%	3% ai	*%	2%	17% abi	32%	-%	2%	1%	5% ai	10% ai	*%	1%	3% ab

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Whistl (Previously known as TNT Post)	12	10	*	*	-	2	-	-	*	10	2	2	*	10	2
	1%	1%	*%	*%	-%	17% abi	-%	-%	1%	1%	3%	6% ai	*%	1% a	1%
DX	7	3	4	*	-	-	*	-	*	7	*	*	*	2	4
	*%	*%	2% a	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	1%
Amazon Logistics	4	3	1	-	*	*	-	-	*	4	*	*	-	3	1
	*%	*%	*%	-%	2%	*%	-%	-%	*%	*%	*%	1%	-%	*%	*%
Secured Mail / City Link Post	2	2	*	-	-	-	*	-	*	2	*	*	-	2	*
	*%	*%	*%	-%	-%	-%	*%	-%	1%	*%	*%	*%	-%	*%	*%
MHI (Mail Handling International)	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
Citipost	*	*	*	-	*	-	-	-	*	*	*	*	-	*	*
	*%	*%	*%	-%	2%	-%	-%	-%	1%	*%	*%	1%	-%	*%	*%
Other answers	27	24	1	1	*	*	-	-	1	25	2	1	10	14	3
	1%	1%	1%	4%	*%	1%	-%	-%	10%	1%	3%	2%	1%	2%	1%
NET: RM Only	1505	1380	105	16	2	2	*	*	*	1485	20	4	882	498	125
	75%	81% bceijk	46% k	51%	16%	19%	7%	53%	1%	77% bcejk	32%	14%	89% bc	70% c	43%
NET: RM and Other	408	278	97	15	10	6	*	*	2	374	34	19	97	180	131
	20%	16%	42% ai	48% ai	84%	60% ai	1%	37%	41%	19%	54% ai	60% ai	10%	25% a	45% ab
NET: Provider other than RM	86	49	28	*	*	2	3	*	3	78	9	8	17	33	37
	4%	3%	12% ai	1%	*%	21% ai	91%	11%	58%	4%	14% ai	26% ai	2%	5% a	13% ab
NET: RM/Parcelforce	1930	1664	209	31	13	8	*	*	5	1873	57	26	981	683	266
	97%	98% bek	91%	99%	100%	79%	9%	90%	90%	97% bek	91%	83%	99% bc	96% c	91%

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

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Royal Mail	1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
	96%	99%	98%	99%	93%	94%	95%	99%	96%	96%	99%	76%	95%	97%
		bdef	d	def				e						
Parcelforce	176	100	105	141	147	37	93	111	15	1	9	2	2	*
	9%	9%	14%	10%	17%	15%	22%	9%	16%	3%	36%	26%	16%	6%
			ac		ac	a	abc				ac			
Hermes	173	73	92	122	146	28	74	90	11	5	8	2	6	*
	9%	6%	12%	9%	17%	12%	17%	7%	12%	10%	32%	19%	50%	9%
			a		ac	a	ac				a		a	
DHL	93	36	60	70	70	17	29	44	18	5	3	*	*	*
	5%	3%	8%	5%	8%	7%	7%	4%	20%	10%	12%	*%	2%	1%
			ac		ac	a	a		a					
DPD/DPD Local	81	41	49	56	54	23	42	40	7	3	2	3	*	*
	4%	4%	7%	4%	6%	9%	10%	3%	8%	7%	7%	30%	1%	4%
			a			ac	ac					a		
UPS	76	33	36	46	65	18	38	35	2	6	1	2	*	*
	4%	3%	5%	3%	8%	7%	9%	3%	2%	12%	6%	17%	1%	*%
					ac	ac	ac			a		a		
FedEx	40	19	19	27	28	11	22	21	4	2	1	*	*	*
	2%	2%	3%	2%	3%	4%	5%	2%	4%	4%	2%	2%	1%	*%
							ac							
UK Mail	31	10	18	22	15	11	6	11	5	*	*	2	*	2
	2%	1%	2%	2%	2%	5%	1%	1%	6%	1%	2%	25%	1%	37%
						ac			a			ac		abc
TNT Express	26	10	5	13	18	4	6	9	2	2	-	*	*	*
	1%	1%	1%	1%	2%	2%	1%	1%	2%	4%	-%	3%	3%	2%
Yodel	20	9	10	11	13	6	11	7	1	*	2	*	*	*
	1%	1%	1%	1%	2%	2%	3%	1%	1%	1%	8%	*%	*%	5%
							c				a			
Pitney Bowes	13	9	6	9	3	6	9	7	*	2	*	*	*	*
	1%	1%	1%	1%	*%	2%	2%	1%	*%	4%	*%	*%	*%	5%
						d								

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Whistl (Previously known as TNT Post)	12	11	5	11	7	3	5	9	1	2	*	*	-	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	4%	*%	*%	-%	*%
DX	7	2	5	6	4	4	2	1	*	4	*	*	1	-
	*%	*%	1%	*%	*%	2%	1%	*%	*%	8%	*%	1%	11%	-%
						a				a			a	
Amazon Logistics	4	2	1	2	4	3	4	2	*	*	*	*	*	*
	*%	*%	*%	*%	1%	1%	1%	*%	*%	*%	1%	*%	*%	4%
Secured Mail / City Link Post	2	1	*	1	1	1	1	-	-	1	*	*	-	*
	*%	*%	*%	*%	*%	1%	*%	-%	-%	2%	1%	*%	-%	1%
										a				
MHI (Mail Handling International)	1	1	-	1	1	1	1	-	-	1	-	-	-	-
	*%	*%	-%	*%	*%	*%	*%	-%	-%	2%	-%	-%	-%	-%
										a				
Citipost	*	*	*	*	*	*	*	-	-	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	1%	-%	*%	5%
														a
Other answers	27	17	14	22	17	2	18	19	1	*	-	*	1	-
	1%	1%	2%	2%	2%	1%	4%	2%	1%	1%	-%	3%	4%	-%
							ac							
NET: RM Only	1505	933	494	1093	481	146	237	981	56	32	13	3	5	3
	75%	80%	67%	76%	56%	60%	55%	79%	60%	65%	52%	30%	40%	52%
		bdef	df	bdef				bef						
NET: RM and Other	408	227	230	322	319	82	171	249	33	15	11	4	7	3
	20%	19%	31%	22%	37%	34%	40%	20%	36%	31%	46%	46%	55%	46%
			ac		ac	ac	abc		a					
NET: Provider other than RM	86	7	17	20	64	14	21	10	4	2	*	2	1	*
	4%	1%	2%	1%	7%	6%	5%	1%	4%	4%	1%	24%	5%	3%
			a		abc	ac	ac					a		

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
NET: RM/Parcelforce	1930	1163	728	1418	814	232	412	1230	92	47	24	7	12	6
	97%	100% bdef	98% d	99% def	94%	96%	96%	99% e	99% e	96%	99%	76%	95%	98%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Royal Mail	1914	717	37	21	12	5	3	5	14	633	286	347	129	20
	96%	93%	82%	98%	97%	100%	84%	84%	90%	100% b	96%	98%	98%	100%
Parcelforce	176	130	10	1	3	1	2	1	4	43	25	48	20	4
	9%	17%	22%	4%	21%	13%	52%	23%	26%	7%	9%	14% a	15% a	19%
Hermes	173	130	5	5	1	1	2	1	5	25	28	49	11	10
	9%	17%	12%	24%	5%	20%	54%	23%	29%	4%	9% a	14% a	9%	49% abcd
DHL	93	49	14	3	1	2	*	1	3	14	23	17	12	3
	5%	6%	31% a	15%	8%	29%	3%	20%	19%	2%	8% a	5%	9% a	14%
DPD/DPD Local	81	45	3	2	1	*	2	*	3	17	6	28	3	2
	4%	6%	7%	10%	6%	8%	56% a	4%	18%	3%	2%	8% ab	2%	11%
UPS	76	55	7	1	*	1	*	1	2	9	9	22	7	*
	4%	7%	15%	3%	3%	20%	5%	19%	16%	1%	3%	6% a	5%	*%
FedEx	40	26	1	*	1	*	*	*	*	11	5	7	3	1
	2%	3%	2%	2%	6%	2%	3%	*%	1%	2%	2%	2%	2%	5%
UK Mail	31	5	7	*	1	*	*	2	2	4	7	5	4	1
	2%	1%	15% a	1%	5%	2%	2%	28%	13% a	1%	3%	2%	3%	3%
TNT Express	26	16	2	-	*	-	*	*	*	2	4	2	1	4
	1%	2%	4%	-%	3%	-%	1%	1%	1%	*%	1%	1%	1%	18% abcd
Yodel	20	10	1	-	1	-	*	1	1	2	1	7	2	*
	1%	1%	3%	-%	4%	-%	1%	23%	10% a	*%	*%	2%	1%	2%
Pitney Bowes	13	2	*	-	-	-	*	1	1	3	*	4	2	*
	1%	*%	*%	-%	-%	-%	1%	20%	8% a	1%	*%	1%	2%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Whistl (Previously known as TNT Post)	12	7	*	-	*	-	-	-	-	4	5	3	*	*
	1%	1%	*%	-%	*%	-%	-%	-%	-%	1%	2%	1%	*%	*%
DX	7	3	1	*	-	-	*	*	*	-	*	3	3	1
	*%	*%	2%	*%	-%	-%	1%	*%	*%	-%	*%	1%	2%	5% a
Amazon Logistics	4	4	-	*	-	-	*	*	*	*	*	2	*	*
	*%	1%	-%	1%	-%	-%	1%	4%	2%	*%	*%	1%	*%	1%
Secured Mail / City Link Post	2	*	1	*	-	-	*	*	*	-	*	*	-	1
	*%	*%	2% a	*%	-%	-%	*%	1%	*%	-%	*%	*%	-%	5% a
MHI (Mail Handling International)	1	-	1	-	-	-	-	-	-	-	-	-	-	1
	*%	-%	2% a	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5% a
Citipost	*	-	-	*	-	-	*	*	*	*	-	-	-	*
	*%	-%	-%	1%	-%	-%	*%	5%	2%	*%	-%	-%	-%	1%
Other answers	27	15	*	-	1	*	1	-	1	10	2	5	5	-
	1%	2%	1%	-%	9%	*%	15%	-%	4%	2%	1%	1%	4%	-%
NET: RM Only	1505	440	18	11	7	2	1	3	5	535	217	251	82	8
	75%	57%	41%	52%	56%	28%	18%	51%	35%	85% bcde	73% e	71%	62%	39%
NET: RM and Other	408	277	18	10	5	4	2	2	8	97	69	97	47	12
	20%	36%	41%	46%	41%	72%	66%	33%	54%	15%	23%	27% a	36% a	60% abc
NET: Provider other than RM	86	54	8	*	*	*	1	1	2	*	11	6	3	*
	4%	7%	18%	2%	3%	*%	16%	16%	10%	*%	4% a	2%	2%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
NET: RM/Parcelforce	1930	729	38	21	12	5	3	5	14	633	289	347	129	20
	97%	95%	86%	98%	97%	100%	84%	84%	90%	100% b	97%	98%	98%	100%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Royal Mail	1914	344	174	208	59	14	550	52	197	1798	116	1359	56
	96%	97% bcd	90%	91%	80%	100%	93%	88%	94%	100% b	57%	100% b	74%
Parcelforce	176	52	28	41	19	8	119	1	25	128	47	130	12
	9%	15%	14%	18%	26%	57% abc	20% b	2%	12%	7%	24% a	10%	15%
Hermes	173	40	42	46	14	3	113	5	28	102	71	103	20
	9%	11%	22% a	20%	19%	24%	19%	9%	13%	6%	35% a	8%	26% a
DHL	93	16	15	23	15	2	52	8	10	50	44	44	25
	5%	4%	8%	10%	21% a	11%	9%	13%	5%	3%	22% a	3%	34% a
DPD/DPD Local	81	15	13	16	7	3	41	7	5	50	31	47	8
	4%	4%	7%	7%	10%	21%	7%	13% c	2%	3%	15% a	3%	11% a
UPS	76	15	5	32	13	*	59	*	6	42	34	42	4
	4%	4%	3%	14% ab	17% ab	2%	10% c	1%	3%	2%	17% a	3%	6%
FedEx	40	11	1	5	10	1	20	*	8	19	21	17	10
	2%	3%	1%	2%	13% abc	8%	3%	*%	4%	1%	11% a	1%	13% a
UK Mail	31	2	1	6	5	*	10	3	2	14	17	9	13
	2%	1%	*%	3%	7% a	3%	2%	4%	1%	1%	8% a	1%	17% a
TNT Express	26	*	4	8	4	2	15	*	4	11	15	7	6
	1%	*%	2%	4% a	6% a	13% a	2%	*%	2%	1%	7% a	1%	8% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Yodel	20	1	1	10	2	*	12	1	*	9	11	8	4
	1%	*%	*%	4% a	3%	*%	2%	2%	*%	*%	6% a	1%	5% a
Pitney Bowes	13	2	1	*	*	*	*	2	*	3	11	3	7
	1%	*%	1%	*%	*%	1%	*%	4% ac	*%	*%	5% a	*%	9% a
Whistl (Previously known as TNT Post)	12	2	4	*	-	*	6	-	*	8	4	8	3
	1%	1%	2%	*%	-%	*%	1%	-%	*%	*%	2%	1%	5% a
DX	7	1	*	2	*	1	4	-	*	2	5	3	4
	*%	*%	*%	1%	*%	7%	1%	-%	*%	*%	3% a	*%	5% a
Amazon Logistics	4	2	1	2	*	*	3	-	1	2	2	2	*
	*%	*%	*%	1%	*%	*%	*%	-%	1%	*%	1%	*%	*%
Secured Mail / City Link Post	2	-	*	*	-	1	1	*	-	*	1	*	1
	*%	-%	*%	*%	-%	7%	*%	*%	-%	*%	1%	*%	2% a
MHI (Mail Handling International)	1	-	-	-	-	1	1	-	-	-	1	-	1
	*%	-%	-%	-%	-%	7%	*%	-%	-%	-%	*%	-%	1% a
Citipost	*	*	-	-	*	*	*	-	-	*	*	*	*
	*%	*%	-%	-%	*%	*%	*%	-%	-%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Other answers	27	4	9	1	4	*	10	1	6	6	21	5	17
	1%	1%	5%	*%	5%	3%	2%	2%	3%	*%	10% a	*%	22% a
NET: RM Only	1505	239	92	126	23	2	307	35	139	1505	-	1093	-
	75%	68% bde	48%	55% de	31%	12%	52%	59%	66% a	84% b	-%	80% b	-%
NET: RM and Other	408	105	82	83	37	12	243	17	59	293	116	266	56
	20%	30%	43% a	36%	50% a	88% abc	41% c	29%	28%	16%	57% a	20%	74% a
NET: Provider other than RM	86	10	19	21	14	*	44	7	12	-	86	-	20
	4%	3%	10% a	9% a	20% a	*%	7%	12%	6%	-%	43% a	-%	26% a
NET: RM/Parcelforce	1930	346	179	215	59	14	561	52	199	1798	132	1359	59
	97%	98% d	93%	94% d	80%	100%	94%	88%	95%	100% b	65%	100% b	79%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Royal Mail	1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
	96%	100% b	88%	100%	94%	100% b	65%	99%	100% c	97%	97%	98%	99%	100%
Parcelforce	176	94	46	125	16	88	59	77	83	27	76	82	29	-
	9%	48%	33%	47%	26%	13%	32% a	17% b	8%	21% b	19%	13%	21%	-%
Hermes	173	69	66	101	17	67	79	45	58	25	48	75	29	-
	9%	35%	48%	38%	28%	10%	43% a	10% b	6%	20% b	12%	12%	20%	-%
DHL	93	35	33	53	13	40	30	24	24	11	49	44	17	-
	5%	18%	24%	20%	22%	6%	16% a	5% b	2%	9% b	12%	7%	12%	-%
DPD/DPD Local	81	33	16	50	6	31	22	29	33	17	33	39	20	-
	4%	17%	11%	19%	10%	5%	12% a	6%	3%	13% b	8%	6%	14%	-%
UPS	76	35	27	36	10	28	37	17	22	7	17	27	9	-
	4%	18%	19%	14%	16%	4%	20% a	4%	2%	6%	4%	4%	6%	-%
FedEx	40	13	10	19	8	14	14	16	13	10	15	15	3	-
	2%	7%	7%	7%	13%	2%	8% a	4%	1%	8% b	4%	2%	2%	-%
UK Mail	31	4	7	14	6	9	5	8	5	4	15	13	12	-
	2%	2%	5%	5%	10%	1%	3%	2%	1%	3%	4%	2%	8% b	-%
TNT Express	26	6	11	7	6	9	9	3	4	5	5	5	2	-
	1%	3%	8%	3%	10%	1%	5%	1%	*%	4% b	1%	1%	2%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Yodel	20	7	3	6	5	7	6	6	8	5	7	9	6	-
	1%	3%	2%	2%	9%	1%	3%	1%	1%	4%	2%	2%	4%	-%
Pitney Bowes	13	*	2	3	6	*	3	7	7	3	5	6	3	-
	1%	*%	1%	1%	10% a	*%	1%	1%	1%	2%	1%	1%	2%	-%
Whistl (Previously known as TNT Post)	12	4	2	8	3	4	2	11	9	3	5	3	3	-
	1%	2%	2%	3%	4%	1%	1%	3%	1%	2%	1%	*%	2%	-%
DX	7	2	2	4	3	1	3	1	2	*	4	4	*	-
	*%	1%	1%	1%	5%	*%	1%	*%	*%	*%	1%	1%	*%	-%
Amazon Logistics	4	2	1	2	*	2	2	2	2	1	1	1	1	-
	*%	1%	1%	1%	*%	*%	1%	1%	*%	1%	*%	*%	1%	-%
Secured Mail / City Link Post	2	1	*	1	*	*	1	1	1	*	*	*	*	-
	*%	1%	*%	*%	1%	*%	1%	*%	*%	*%	*%	*%	*%	-%
MHI (Mail Handling International)	1	1	-	1	-	-	1	1	1	-	-	-	-	-
	*%	*%	-%	*%	-%	-%	1%	*%	*%	-%	-%	-%	-%	-%
Citipost	*	*	*	*	*	*	*	*	*	*	*	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Other answers	27	4	9	5	13	9	9	13	17	7	8	14	5	-
	1%	2%	6%	2%	22% a	1%	5%	3%	2%	5%	2%	2%	4%	-%
NET: RM Only	1505	-	-	-	-	481	-	296	857	64	246	425	78	1
	75%	-%	-%	-%	-%	71% b	-%	66%	82% ac	50%	60%	69%	55%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
NET: RM and Other	408	196	122	265	57	199	120	148	186	59	153	184	63	-
	20%	100%	88%	100%	94%	29%	65%	33%	18%	47%	37%	30%	45%	-%
		b					a	b		b			b	
NET: Provider other than RM	86	-	17	-	4	-	64	6	2	4	11	10	1	-
	4%	-%	12%	-%	6%	-%	35%	1%	*%	3%	3%	2%	1%	-%
			a				a			b				
NET: RM/Parcelforce	1930	196	128	265	60	680	134	447	1043	126	402	612	141	1
	97%	100%	92%	100%	99%	100%	73%	100%	100%	99%	98%	99%	99%	100%
		b				b								

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Royal Mail	1914	552	527	148	1	1156	704	702	1054	795	8
	96%	91%	95%	93%	100%	100%	100%	100%	100%	100%	100%
Parcelforce	176	117	94	25	-	95	98	107	114	85	6
	9%	19%	17%	16%	-%	8%	14%	15%	11%	11%	77%
							a	a			
Hermes	173	106	98	25	-	71	88	88	84	86	1
	9%	18%	18%	16%	-%	6%	12%	13%	8%	11%	8%
							a	a			
DHL	93	64	29	22	-	33	50	48	41	36	*
	5%	11%	5%	14%	-%	3%	7%	7%	4%	5%	5%
		b		b			a	a			
DPD/DPD Local	81	45	30	23	-	40	47	36	45	44	4
	4%	7%	6%	14%	-%	3%	7%	5%	4%	6%	43%
				b			a				
UPS	76	42	46	16	-	33	34	37	40	24	*
	4%	7%	8%	10%	-%	3%	5%	5%	4%	3%	3%
FedEx	40	23	15	9	-	16	14	17	22	14	4
	2%	4%	3%	5%	-%	1%	2%	2%	2%	2%	45%
UK Mail	31	12	6	1	-	9	13	10	12	14	*
	2%	2%	1%	*%	-%	1%	2%	1%	1%	2%	5%
TNT Express	26	16	11	6	-	10	5	9	7	5	*
	1%	3%	2%	4%	-%	1%	1%	1%	1%	1%	2%
Yodel	20	12	8	2	-	8	9	9	10	7	*
	1%	2%	1%	1%	-%	1%	1%	1%	1%	1%	3%
Pitney Bowes	13	3	*	*	-	9	5	*	7	5	*
	1%	*%	*%	*%	-%	1%	1%	*%	1%	1%	1%
Whistl (Previously known as TNT Post)	12	6	4	*	-	11	5	6	11	7	-
	1%	1%	1%	*%	-%	1%	1%	1%	1%	1%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
DX	7	3	2	1	-	2	5	3	4	2	-
	*%	*%	*%	1%	-%	*%	1%	*%	*%	*%	-%
Amazon Logistics	4	3	2	2	-	2	1	2	2	2	*
	*%	*%	*%	1%	-%	*%	*%	*%	*%	*%	1%
Secured Mail / City Link Post	2	1	*	1	-	1	*	*	*	1	*
	*%	*%	*%	1%	-%	*%	*%	*%	*%	*%	1%
MHI (Mail Handling International)	1	1	-	1	-	1	-	-	-	1	-
	*%	*%	-%	1%	-%	*%	-%	-%	-%	*%	-%
Citipost	*	*	*	*	-	*	*	*	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	1%
Other answers	27	13	15	7	-	16	11	11	6	11	*
	1%	2%	3%	4%	-%	1%	2%	2%	1%	1%	3%
NET: RM Only	1505	309	319	80	1	932	483	459	813	598	*
	75%	51%	58%	50%	100%	81%	69%	65%	77%	75%	6%
						bc					
NET: RM and Other	408	243	208	68	-	225	221	243	242	196	8
	20%	40%	38%	43%	-%	19%	31%	35%	23%	25%	94%
							a	a			
NET: Provider other than RM	86	51	26	12	-	-	-	-	-	-	-
	4%	9%	5%	7%	-%	-%	-%	-%	-%	-%	-%
NET: RM/Parcelforce	1930	563	533	151	1	1156	704	702	1054	795	8
	97%	93%	96%	95%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Royal Mail	1914	347	352	337	91	53	887	741	101	40	47	14
	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Parcelforce	176	63	60	70	23	9	90	78	16	4	9	3
	9%	18%	17%	21%	25%	18%	10%	11%	16%	10%	20%	23%
Hermes	173	47	67	31	20	12	64	78	15	8	23	6
	9%	14%	19%	9%	23%	22%	7%	10%	15%	20%	50%	41%
			c		c						a	
DHL	93	27	22	29	15	3	35	25	6	6	4	3
	5%	8%	6%	9%	16%	6%	4%	3%	6%	14%	9%	22%
DPD/DPD Local	81	21	25	26	14	6	38	32	12	*	8	*
	4%	6%	7%	8%	15%	11%	4%	4%	12%	1%	18%	3%
UPS	76	24	14	13	9	7	28	16	7	1	6	6
	4%	7%	4%	4%	10%	13%	3%	2%	7%	3%	14%	42%
FedEx	40	11	7	7	1	2	16	6	1	*	3	3
	2%	3%	2%	2%	1%	4%	2%	1%	1%	1%	6%	23%
UK Mail	31	8	8	4	1	*	11	8	2	6	5	3
	2%	2%	2%	1%	1%	*%	1%	1%	2%	14%	10%	22%
TNT Express	26	3	8	5	5	2	3	5	*	*	3	-
	1%	1%	2%	2%	5%	4%	*%	1%	*%	*%	7%	-%
Yodel	20	8	7	5	1	1	10	7	2	1	1	3
	1%	2%	2%	2%	2%	3%	1%	1%	2%	4%	2%	22%
Pitney Bowes	13	*	*	*	-	*	5	5	*	3	2	3
	1%	*%	*%	*%	-%	*%	1%	1%	*%	7%	4%	22%
Whistl (Previously known as TNT Post)	12	6	4	6	*	-	9	3	4	*	2	-
	1%	2%	1%	2%	*%	-%	1%	*%	4%	*%	4%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
DX	7	*	*	*	-	*	5	1	3	*	1	-
	*%	*%	*%	*%	-%	*%	1%	*%	3%	*%	2%	-%
Amazon Logistics	4	2	2	1	*	1	2	1	*	*	*	-
	*%	1%	1%	*%	*%	3%	*%	*%	*%	*%	*%	-%
Secured Mail / City Link Post	2	*	*	*	-	-	1	*	-	*	1	-
	*%	*%	*%	*%	-%	-%	*%	*%	-%	1%	2%	-%
MHI (Mail Handling International)	1	-	-	-	-	-	1	-	-	-	1	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	2%	-%
Citipost	*	-	-	*	-	-	*	*	*	*	-	-
	*%	-%	-%	*%	-%	-%	*%	*%	*%	*%	-%	-%
Other answers	27	4	4	5	*	-	6	11	-	4	*	*
	1%	1%	1%	2%	*%	-%	1%	2%	-%	11% a	*%	3%
NET: RM Only	1505	211	215	211	41	34	692	570	58	22	10	4
	75%	61%	61%	63%	46%	64%	78%	77%	58% c	54% c	21%	31%
NET: RM and Other	408	136	137	126	49	19	195	171	43	19	37	9
	20%	39%	39%	37%	54%	36%	22%	23%	42%	46%	79% ab	69%
NET: Provider other than RM	86	-	-	-	-	-	-	-	-	-	-	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: RM/Parcelforce	1930	347	352	337	91	53	887	741	101	40	47	14
	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Royal Mail	1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
	96%	97%	97%	96%	96%	96%	96%	97% c	91%	100%	100%	100%	100%	100%
Parcelforce	176	156	94	160	154	127	110	158	27	-	136	13	61	98
	9%	9%	9%	9%	14% abc	11%	13% b	9%	13%	-%	9%	13%	13% b	7%
Hermes	173	143	105	151	140	96	83	148	32	2	114	18	85	72
	9%	8%	10%	8%	12% ace	9%	10%	8%	15% b	49%	7%	19% a	18% b	5%
DHL	93	65	54	73	68	51	59	69	36	-	61	3	30	42
	5%	4%	5%	4%	6%	5%	7% b	4%	17% ab	-%	4%	3%	6% b	3%
DPD/DPD Local	81	72	47	76	65	54	49	72	39	-	62	6	29	41
	4%	4%	5%	4%	6%	5%	6%	4%	18% ab	-%	4%	6%	6% b	3%
UPS	76	58	42	63	63	54	43	60	18	-	38	10	36	28
	4%	3%	4%	4%	6%	5%	5%	3%	8% b	-%	2%	10% a	7% b	2%
FedEx	40	35	24	38	33	34	35	34	17	-	26	1	4	26
	2%	2%	2%	2%	3%	3%	4% b	2%	8% b	-%	2%	1%	1%	2%
UK Mail	31	16	11	18	19	18	18	16	6	*	11	1	19	3
	2%	1%	1%	1%	2%	2%	2%	1%	3%	1%	1%	1%	4% b	*%
TNT Express	26	21	13	22	16	13	14	20	7	-	16	1	10	9
	1%	1%	1%	1%	1%	1%	2%	1%	3%	-%	1%	1%	2%	1%
Yodel	20	19	11	19	16	14	12	18	9	-	13	*	11	5
	1%	1%	1%	1%	1%	1%	1%	1%	4% b	-%	1%	*%	2% b	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Pitney Bowes	13	12	7	13	7	9	9	10	7	-	8	-	7	5
	1%	1%	1%	1%	1%	1%	1%	1%	3% b	-%	1%	-%	2%	*%
Whistl (Previously known as TNT Post)	12	11	7	11	9	6	8	10	3	-	9	-	6	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%	1%	*%
DX	7	4	2	4	6	6	4	3	1	-	7	-	5	2
	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%	*%	-%	1%	*%
Amazon Logistics	4	2	2	2	2	4	2	2	2	-	2	-	*	2
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%	*%	*%
Secured Mail / City Link Post	2	1	*	2	1	1	2	*	1	-	1	-	1	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
MHI (Mail Handling International)	1	1	-	1	1	1	1	-	1	-	1	-	1	-
	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	-%
Citipost	*	*	*	*	*	*	*	*	*	-	*	-	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%
Other answers	27	26	17	26	18	26	13	26	8	-	17	5	8	14
	1%	2%	2%	1%	2%	2%	2%	1%	4%	-%	1%	5% a	2%	1%
NET: RM Only	1505	1306	747	1358	755	815	573	1357	111	2	1262	63	306	1199
	75%	77% d	74% d	76% d	67%	73% d	67% c	77% ac	52%	50%	79% b	65%	63%	84% a
NET: RM and Other	408	345	233	358	338	263	238	355	84	2	329	34	182	226
	20%	20%	23%	20%	30% abce	23%	28% b	20%	39% ab	50%	21%	35% a	37% b	16%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
NET: Provider other than RM	86	54	29	65	41	42	38	60	18	-	-	-	-	-
	4%	3%	3%	4%	4%	4%	4%	3%	9% b	-%	-%	-%	-%	-%
NET: RM/Parcelforce	1930	1664	988	1731	1106	1086	824	1724	198	4	1591	97	488	1426
	97%	98%	98%	97%	98%	97%	97%	97% c	93%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Royal Mail	1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
	96%	82%	71%	80%	84%	88%	97%	96%	89%	90%	98%	95%	96%
							a	a			ab		
Parcelforce	176	153	4	39	136	46	79	50	33	28	103	46	130
	9%	37%	20%	27%	39%	20%	7%	9%	15%	13%	7%	6%	11%
						bc			c				a
Hermes	173	145	7	75	98	32	91	50	72	32	63	50	123
	9%	35%	33%	51%	28%	14%	7%	9%	33%	14%	4%	6%	10%
				b		b			bc	c			
DHL	93	64	9	29	64	31	29	33	31	18	43	50	43
	5%	15%	42%	20%	19%	14%	2%	6%	15%	8%	3%	6%	4%
						bc		b	c	c		b	
DPD/DPD Local	81	72	2	24	57	28	35	18	23	11	43	30	52
	4%	17%	10%	16%	16%	12%	3%	3%	11%	5%	3%	4%	4%
						bc			c				
UPS	76	65	4	30	47	26	35	15	43	6	25	17	59
	4%	16%	18%	20%	13%	12%	3%	3%	20%	3%	2%	2%	5%
						bc			bc				a
FedEx	40	37	2	7	33	10	13	17	20	6	13	20	21
	2%	9%	8%	5%	10%	4%	1%	3%	9%	3%	1%	3%	2%
						b		b	c				
UK Mail	31	18	5	23	9	9	12	11	14	13	2	22	9
	2%	4%	23%	15%	2%	4%	1%	2%	6%	6%	*%	3%	1%
				b		b			c	c		b	
TNT Express	26	19	7	5	21	9	7	10	12	3	8	15	11
	1%	5%	29%	4%	6%	4%	1%	2%	5%	1%	1%	2%	1%
						b			c				
Yodel	20	18	*	6	14	8	9	2	5	8	4	2	18
	1%	4%	1%	4%	4%	4%	1%	*%	2%	4%	*%	*%	1%
						bc			c	c			

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Pitney Bowes	13	9	2	3	10	4	6	3	3	5	3	6	7
	1%	2%	8%	2%	3%	2%	*%	1%	2%	2%	*%	1%	1%
									c	c			
Whistl (Previously known as TNT Post)	12	10	2	2	10	*	7	4	2	2	5	4	8
	1%	2%	8%	1%	3%	*%	1%	1%	1%	1%	*%	1%	1%
DX	7	7	*	4	3	3	2	2	6	1	*	5	2
	*%	2%	1%	3%	1%	1%	*%	*%	3%	*%	*%	1%	*%
									c				
Amazon Logistics	4	4	-	*	4	2	2	1	1	*	2	1	4
	*%	1%	-%	*%	1%	1%	*%	*%	*%	*%	*%	*%	*%
Secured Mail / City Link Post	2	2	-	2	-	*	1	1	*	1	*	1	*
	*%	*%	-%	1%	-%	*%	*%	*%	*%	1%	*%	*%	*%
MHI (Mail Handling International)	1	1	-	1	-	-	-	1	-	1	-	1	-
	*%	*%	-%	1%	-%	-%	-%	*%	-%	*%	-%	*%	-%
Citipost	*	*	-	*	-	*	*	*	*	*	-	*	*
	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%
Other answers	27	25	*	5	22	5	6	15	5	*	21	20	7
	1%	6%	1%	4%	6%	2%	1%	3%	2%	*%	1%	3%	1%
								b				b	
NET: RM Only	1505	-	-	-	-	109	986	392	69	142	1234	572	933
	75%	-%	-%	-%	-%	48%	82%	71%	32%	64%	83%	74%	76%
							ac	a		a	ab		
NET: RM and Other	408	342	16	117	291	89	183	135	123	58	215	161	248
	20%	82%	71%	80%	84%	40%	15%	25%	57%	26%	15%	21%	20%
						bc		b	bc	c			

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
NET: Provider other than RM	86	74	6	30	57	27	38	21	24	23	29	39	48
	4%	18%	29%	20%	16%	12%	3%	4%	11%	10%	2%	5%	4%
						bc			c	c			
NET: RM/Parcelforce	1930	358	16	118	307	203	1178	532	194	204	1453	738	1192
	97%	86%	72%	80%	88%	90%	98%	97%	90%	92%	98%	96%	97%
							a	a			ab		

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1914	474	478	478	484	952	962
	96%	95%	96%	96%	97%	95%	96%
Parcelforce	176	41	61	41	33	102	74
	9%	8%	12%	8%	7%	10%	7%
			d				
Hermes	173	48	42	46	38	89	84
	9%	10%	8%	9%	8%	9%	8%
DHL	93	31	21	13	29	52	42
	5%	6%	4%	3%	6%	5%	4%
DPD/DPD Local	81	18	15	28	20	34	48
	4%	4%	3%	6%	4%	3%	5%
UPS	76	24	22	16	14	47	30
	4%	5%	4%	3%	3%	5%	3%
FedEx	40	11	10	9	11	21	19
	2%	2%	2%	2%	2%	2%	2%
UK Mail	31	8	9	5	10	17	14
	2%	2%	2%	1%	2%	2%	1%
TNT Express	26	17	3	1	5	20	6
	1%	3%	1%	*%	1%	2%	1%
		bc					
Yodel	20	3	9	1	6	12	8
	1%	1%	2%	*%	1%	1%	1%
Pitney Bowes	13	2	8	2	2	10	3
	1%	*%	2%	*%	*%	1%	*%
Whistl (Previously known as TNT Post)	12	*	11	*	*	11	*
	1%	*%	2%	*%	*%	1%	*%
			acd			b	
DX	7	*	*	5	1	1	7
	*%	*%	*%	1%	*%	*%	1%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 27 (continuation)

QV4. And who does your organisation use for its postal service? Please think about all mail items including letters, large letters, packets and parcels. [Please note: Answers coded into "other" were back coded into the relevant provider after fieldwork. These participants will not have the same routing as those who self-coded their provider during the interview.]

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Amazon Logistics	4	1	2	*	2	3	2
	*%	*%	*%	*%	*%	*%	*%
Secured Mail / City Link Post	2	-	*	1	*	*	2
	*%	-%	*%	*%	*%	*%	*%
MHI (Mail Handling International)	1	-	-	1	-	-	1
	*%	-%	-%	*%	-%	-%	*%
Citipost	*	-	*	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%
Other answers	27	15	3	8	*	18	9
	1%	3%	1%	2%	*%	2%	1%
		d					
NET: RM Only	1505	357	375	374	400	731	774
	75%	71%	75%	75%	80%	73%	77%
					a		
NET: RM and Other	408	117	103	104	84	221	188
	20%	23%	21%	21%	17%	22%	19%
NET: Provider other than RM	86	26	22	22	16	48	38
	4%	5%	4%	4%	3%	5%	4%
NET: RM/Parcelforce	1930	480	483	481	486	963	967
	97%	96%	97%	96%	97%	96%	97%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
None	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	762	810	1503	59	6	3	69
	79%	89%	71%	79%	78%	67%	68%	76%
		b		d	d			
2 mentions	271	68	203	259	11	1	1	12
	14%	8%	18%	14%	14%	10%	14%	14%
			a					
3 mentions	95	27	68	89	4	2	*	6
	5%	3%	6%	5%	5%	19%	8%	7%
			a			abe		
4 mentions	37	4	33	35	2	*	*	2
	2%	*%	3%	2%	2%	2%	6%	2%
			a				a	
5 mentions	9	*	9	9	*	*	*	*
	*%	*%	1%	*%	*%	*%	*%	*%
6 mentions	5	-	5	5	*	*	*	*
	*%	-%	*%	*%	*%	1%	3%	*%
							abe	
7 mentions	9	-	9	9	*	*	*	*
	*%	-%	1%	*%	*%	1%	*%	*%
8 mentions	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
9 or more mentions	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	1%	*%
							a	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
None	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	959	398	146	38	27	3	1503	59	9
	79%	78%	79%	83%	81%	73%	68%	79%	78%	67%
		f	fi	fi	fi			fi	f	
2 mentions	271	180	59	20	6	5	1	259	11	2
	14%	15%	12%	11%	13%	14%	14%	14%	14%	11%
3 mentions	95	55	29	5	3	3	*	89	4	2
	5%	4%	6%	3%	6%	8%	8%	5%	5%	15%
							c			abcdgh
4 mentions	37	24	8	3	*	1	*	35	2	*
	2%	2%	2%	2%	1%	4%	6%	2%	2%	3%
							abdg			
5 mentions	9	6	3	1	-	*	*	9	*	*
	*%	*%	1%	*%	-%	*%	*%	*%	*%	*%
6 mentions	5	2	1	1	-	*	*	5	*	*
	*%	*%	*%	1%	-%	1%	3%	*%	*%	2%
							abgh			
7 mentions	9	6	1	1	-	*	*	9	*	*
	*%	1%	*%	1%	-%	1%	*%	*%	*%	1%
8 mentions	1	-	1	-	-	-	-	1	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
9 or more mentions	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
							ag			

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
None	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
1 mention	1572	898	183	30	11	45
	79%	75%	78%	71%	52%	74%
2 mentions	271	196	29	6	2	7
	14%	16%	12%	15%	11%	11%
3 mentions	95	56	16	2	7	7
	5%	5%	7%	4%	34%	11%
					abc	
4 mentions	37	30	4	2	*	*
	2%	3%	2%	5%	2%	1%
5 mentions	9	9	*	-	-	*
	*%	1%	*%	-%	-%	*%
6 mentions	5	3	*	1	*	-
	*%	*%	*%	3%	1%	-%
				a		
7 mentions	9	5	3	*	*	1
	*%	*%	1%	1%	*%	2%
8 mentions	1	-	1	-	-	-
	*%	-%	*%	-%	-%	-%
9 or more mentions	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	129	120	223	74	125	253	208	118	127	1377	96	64	35
	79%	76%	74%	69%	83%	78%	84%	81%	80%	84%	78%	80%	80%	87%
							c			c	c	c	c	abcj
2 mentions	271	25	33	60	13	19	22	38	17	17	243	15	10	3
	14%	15%	20%	19%	14%	12%	7%	15%	11%	11%	14%	12%	13%	7%
			fm	fm										
3 mentions	95	10	2	27	2	5	15	11	4	7	84	6	4	2
	5%	6%	1%	8%	2%	3%	5%	4%	3%	5%	5%	5%	5%	4%
				b										
4 mentions	37	4	7	8	*	5	3	*	6	-	33	3	1	*
	2%	2%	4%	2%	*%	3%	1%	*%	4%	-%	2%	2%	1%	1%
5 mentions	9	1	-	2	-	3	3	-	-	-	9	*	*	*
	*%	1%	-%	1%	-%	2%	1%	-%	-%	-%	*%	*%	*%	1%
6 mentions	5	-	-	2	-	3	-	-	-	-	5	*	*	*
	*%	-%	-%	1%	-%	2%	-%	-%	-%	-%	*%	*%	*%	*%
7 mentions	9	-	-	1	-	*	4	-	3	*	8	1	*	-
	*%	-%	-%	*%	-%	*%	1%	-%	2%	*%	*%	*%	*%	-%
8 mentions	1	-	-	-	-	-	1	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%
9 or more mentions	*	-	*	-	-	-	-	-	-	*	*	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	60	118	12	214	307	53	116	619	1306	266	1513	59
	79%	88%	67%	94%	88%	73%	83%	90%	80%	78%	80%	79%	65%
		b			be		b	be	b			b	
2 mentions	271	1	42	1	19	65	5	13	95	223	48	251	20
	14%	1%	24%	5%	8%	15%	9%	10%	12%	13%	15%	13%	22%
			adfgh			a							a
3 mentions	95	8	9	*	4	24	5	*	38	84	11	85	10
	5%	11%	5%	1%	2%	6%	8%	*%	5%	5%	3%	4%	11%
		dg					dg						a
4 mentions	37	*	6	-	5	17	*	-	9	35	2	36	1
	2%	1%	3%	-%	2%	4%	*%	-%	1%	2%	1%	2%	1%
						h							
5 mentions	9	-	-	-	*	3	-	-	6	6	3	9	*
	*%	-%	-%	-%	*%	1%	-%	-%	1%	*%	1%	*%	*%
6 mentions	5	-	1	-	*	2	-	*	2	4	1	5	*
	*%	-%	1%	-%	*%	*%	-%	*%	*%	*%	*%	*%	*%
7 mentions	9	-	-	-	*	3	-	-	2	9	-	9	*
	*%	-%	-%	-%	*%	1%	-%	-%	*%	1%	-%	*%	*%
8 mentions	1	-	-	-	-	-	-	-	1	1	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
9 or more mentions	*	-	-	*	-	*	-	-	-	*	-	*	-
	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
None	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
1 mention	1572	1518	54	1090	203	278
	79%	78%	100%	85%	73%	62%
			a	bc	c	
2 mentions	271	271	-	126	46	99
	14%	14%	-%	10%	17%	22%
		b			a	a
3 mentions	95	95	-	50	11	34
	5%	5%	-%	4%	4%	8%
						a
4 mentions	37	37	-	4	12	21
	2%	2%	-%	*%	4%	5%
					a	a
5 mentions	9	9	-	4	*	5
	*%	*%	-%	*%	*%	1%
6 mentions	5	5	-	*	2	3
	*%	*%	-%	*%	1%	1%
7 mentions	9	9	-	3	1	5
	*%	*%	-%	*%	*%	1%
8 mentions	1	1	-	-	1	-
	*%	*%	-%	-%	*%	-%
9 or more mentions	*	*	-	-	-	*
	*%	*%	-%	-%	-%	*%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	1427	118	16	2	4	3	*	1	1546	26	10	898	529	145
	79%	84%	51%	52%	16%	40%	98%	62%	11%	80%	42%	31%	90%	74%	49%
		bcejk								bcejk			bc	c	
2 mentions	271	203	57	4	3	2	-	*	2	260	12	7	72	131	69
	14%	12%	25%	14%	25%	22%	-%	9%	35%	13%	19%	23%	7%	18%	23%
			ai											a	a
3 mentions	95	56	26	2	7	1	*	*	3	82	13	11	17	39	39
	5%	3%	11%	8%	56%	7%	*%	1%	53%	4%	21%	34%	2%	5%	13%
			ai								ai	abi		a	ab
4 mentions	37	14	18	2	*	2	-	*	-	33	5	2	9	5	23
	2%	1%	8%	8%	1%	20%	-%	1%	-%	2%	7%	7%	1%	1%	8%
			ai	a		ai					a	a			ab
5 mentions	9	2	5	3	-	-	-	*	-	6	3	*	-	2	8
	*%	*%	2%	10%	-%	-%	-%	*%	-%	*%	5%	*%	-%	*%	3%
			ai	ai							ai				ab
6 mentions	5	2	*	3	*	-	*	*	-	2	3	*	-	2	3
	*%	*%	*%	9%	*%	-%	*%	27%	-%	*%	4%	*%	-%	*%	1%
				abi							ai				
7 mentions	9	4	4	-	*	1	-	-	*	8	1	1	-	4	5
	*%	*%	2%	-%	2%	11%	-%	-%	1%	*%	2%	5%	-%	1%	2%
			a			ai						a			a
8 mentions	1	-	1	-	-	-	-	-	-	1	-	-	-	-	1
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%
9 or more mentions	*	-	-	-	-	-	*	-	*	-	*	*	-	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	*%	-%	*%	*%	-%	-%	*%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	937	508	1109	529	156	250	992	57	34	13	5	6	3
	79%	80%	68%	77%	61%	64%	58%	80%	61%	69%	52%	51%	45%	54%
		bdef	df	bdef				bd						
2 mentions	271	146	135	193	218	48	98	157	20	5	2	2	5	2
	14%	13%	18%	13%	25%	20%	23%	13%	21%	11%	9%	26%	39%	36%
			a		abc	a	ac							
3 mentions	95	56	57	85	72	23	41	61	10	6	8	*	1	*
	5%	5%	8%	6%	8%	9%	10%	5%	11%	12%	31%	1%	4%	5%
					a	a	a				a			
4 mentions	37	19	24	28	29	9	20	19	3	3	*	2	1	*
	2%	2%	3%	2%	3%	4%	5%	2%	4%	5%	1%	19%	12%	*%
							ac					a		
5 mentions	9	*	9	9	9	*	6	7	2	-	*	*	-	*
	*%	*%	1%	1%	1%	*%	1%	1%	2%	-%	*%	2%	-%	*%
			a		a		a							
6 mentions	5	2	3	3	3	*	5	1	-	*	1	*	-	*
	*%	*%	*%	*%	*%	*%	1%	*%	-%	*%	6%	1%	-%	*%
											a			
7 mentions	9	6	5	6	3	5	8	3	1	1	-	-	-	*
	*%	1%	1%	*%	*%	2%	2%	*%	1%	3%	-%	-%	-%	5%
8 mentions	1	1	1	1	1	1	1	1	-	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
9 or more mentions	*	*	*	*	*	*	*	-	-	-	-	*	*	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	*%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	480	24	11	7	2	1	4	7	536	224	256	85	8
	79%	62%	54%	54%	57%	28%	34%	67%	45%	85% bcde	76% e	73% e	64%	39%
2 mentions	271	194	8	8	4	3	*	*	4	68	47	43	29	7
	14%	25%	18%	37%	30%	58%	13%	5%	26%	11%	16%	12%	22% a	34% a
3 mentions	95	60	8	2	1	*	*	*	1	20	18	31	15	*
	5%	8%	19%	7%	9%	8%	2%	4%	5%	3%	6%	9% a	12% a	2%
4 mentions	37	26	*	*	*	*	2	*	2	6	7	13	*	2
	2%	3%	*%	1%	3%	3%	50% ab	*%	13%	1%	2%	4% a	*%	10% ad
5 mentions	9	8	2	-	*	-	-	*	*	3	*	4	*	2
	*%	1%	4%	-%	*%	-%	-%	*%	*%	*%	*%	1%	*%	9% ab
6 mentions	5	1	1	*	-	*	-	*	*	*	*	1	1	*
	*%	*%	3% a	1%	-%	2%	-%	1%	1%	*%	*%	*%	1%	1%
7 mentions	9	1	1	-	*	-	-	1	1	1	-	3	*	1
	*%	*%	2%	-%	1%	-%	-%	23%	9% a	*%	-%	1%	*%	5%
8 mentions	1	1	-	-	-	-	-	-	-	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
9 or more mentions	*	-	-	-	-	-	*	-	*	-	-	*	*	-
	*%	-%	-%	-%	-%	-%	1%	-%	*%	-%	-%	*%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	247	111	136	33	2	337	42	148	1505	67	1093	16
	79%	70% de	57% e	60% e	44%	12%	57%	71%	71% a	84% b	33%	80% b	21%
2 mentions	271	72	65	55	17	9	164	13	40	199	73	164	29
	14%	20%	34% a	24%	23%	60% ac	28%	22%	19%	11%	36% a	12%	39% a
3 mentions	95	27	15	13	16	*	50	4	19	52	43	69	16
	5%	8%	8%	6%	22% abc	3%	8%	6%	9%	3%	21% a	5%	22% a
4 mentions	37	4	2	16	4	2	27	1	2	32	5	20	8
	2%	1%	1%	7% a	6%	16% a	4%	2%	1%	2%	2%	1%	11% a
5 mentions	9	3	*	5	2	-	9	-	*	3	6	7	2
	*%	1%	*%	2%	3%	-%	2%	-%	*%	*%	3% a	1%	2%
6 mentions	5	-	*	1	2	*	3	-	-	3	2	3	*
	*%	-%	*%	1%	2%	1%	1%	-%	-%	*%	1%	*%	*%
7 mentions	9	*	1	1	*	1	3	-	-	2	7	2	4
	*%	*%	*%	1%	*%	7%	1%	-%	-%	*%	3% a	*%	5% a
8 mentions	1	-	-	1	-	-	1	-	-	1	-	1	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
9 or more mentions	*	-	-	*	-	*	*	-	-	*	*	*	-
	*%	-%	-%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	-	-	-	-	481	48	298	860	65	253	432	78	1
	79%	-%	-%	-%	-%	71% b	26%	66%	82% ac	51%	62%	70% c	55%	100%
2 mentions	271	132	85	163	30	134	83	92	132	30	93	110	29	-
	14%	67%	61%	62%	49%	20%	45% a	20% b	13%	24% b	23%	18%	20%	-%
3 mentions	95	34	39	60	24	39	33	36	30	19	33	44	14	-
	5%	17%	28%	23%	41%	6%	18% a	8% b	3%	15% b	8%	7%	10%	-%
4 mentions	37	21	8	26	2	15	14	16	17	9	17	18	13	-
	2%	11%	6%	10%	3%	2%	8% a	4%	2%	7% b	4%	3%	9% b	-%
5 mentions	9	3	6	9	*	5	5	*	*	*	6	6	2	-
	*%	2%	4%	3%	*%	1%	3%	*%	*%	*%	2%	1%	1%	-%
6 mentions	5	3	*	3	*	3	*	2	2	1	3	3	3	-
	*%	1%	*%	1%	*%	*%	*%	*%	*%	1%	1%	*%	2%	-%
7 mentions	9	2	1	2	4	2	1	6	5	3	5	5	4	-
	*%	1%	1%	1%	6%	*%	1%	1%	*%	2%	1%	1%	2%	-%
8 mentions	1	1	-	1	-	1	-	-	1	-	-	1	-	-
	*%	1%	-%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%
9 or more mentions	*	-	*	*	-	-	*	*	*	-	-	*	-	-
	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%	-%	*%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
None	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	345	336	86	1	932	483	459	813	598	*
	79%	57%	61%	54%	100%	81% bc	69%	65%	77%	75%	6%
2 mentions	271	162	152	46	-	145	131	161	144	119	3
	14%	27%	27%	29%	-%	12%	19% a	23% a	14%	15%	41%
3 mentions	95	58	34	12	-	53	49	45	63	42	1
	5%	10%	6%	8%	-%	5%	7%	6%	6%	5%	8%
4 mentions	37	24	22	9	-	18	23	24	19	19	4
	2%	4%	4%	6%	-%	2%	3%	3%	2%	2%	44%
5 mentions	9	8	4	2	-	*	9	7	6	9	*
	*%	1%	1%	1%	-%	*%	1% a	1% a	1%	1%	1%
6 mentions	5	3	3	3	-	1	3	3	3	2	-
	*%	1%	1%	2%	-%	*%	*%	*%	*%	*%	-%
7 mentions	9	3	2	1	-	6	5	2	5	6	*
	*%	1%	*%	1%	-%	1%	1%	*%	*%	1%	1%
8 mentions	1	-	1	-	-	1	1	1	1	1	-
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	-%
9 or more mentions	*	*	-	*	-	*	*	-	*	*	-
	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
None	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	211	215	211	41	34	692	570	58	22	10	4
	79%	61%	61%	63%	46%	64%	78%	77%	58% c	54% c	21%	31%
2 mentions	271	86	85	84	32	7	121	115	29	13	18	1
	14%	25%	24%	25%	36%	14%	14%	15%	29%	32%	38%	5%
3 mentions	95	25	29	18	3	3	46	33	7	*	12	6
	5%	7%	8%	5%	4%	6%	5%	4%	7%	*%	25% ab	42%
4 mentions	37	17	16	17	8	6	17	12	4	4	4	-
	2%	5%	5%	5%	9%	11%	2%	2%	4%	10%	8%	-%
5 mentions	9	2	3	3	3	*	2	6	1	-	3	-
	*%	*%	1%	1%	4%	*%	*%	1%	1%	-%	6%	-%
6 mentions	5	3	1	1	3	3	3	2	1	*	-	-
	*%	1%	*%	*%	3%	5% bc	*%	*%	1%	1%	-%	-%
7 mentions	9	2	2	1	-	-	5	4	*	1	1	3
	*%	*%	*%	*%	-%	-%	1%	*%	*%	3%	2%	22%
8 mentions	1	1	1	1	-	-	1	1	-	-	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%
9 or more mentions	*	-	-	-	-	-	*	*	-	-	-	*
	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	1350	764	1409	784	846	599	1406	123	2	1262	63	306	1199
	79%	79% d	76% d	79% d	69%	76% d	71% c	79% ac	58%	50%	79% b	65%	63%	84% a
2 mentions	271	227	149	233	225	166	154	242	47	2	223	19	103	156
	14%	13%	15%	13%	20% abce	15%	18% b	14%	22% b	50%	14%	19%	21% b	11%
3 mentions	95	70	56	80	72	61	53	67	19	-	59	12	50	40
	5%	4%	6%	4%	6%	5%	6%	4%	9% b	-%	4%	12% a	10% b	3%
4 mentions	37	36	27	36	31	28	27	35	10	-	28	*	17	17
	2%	2%	3%	2%	3%	3%	3%	2%	5%	-%	2%	*%	4% b	1%
5 mentions	9	9	3	9	8	5	5	9	1	-	9	-	1	8
	*%	1%	*%	1%	1%	*%	1%	1%	1%	-%	1%	-%	*%	1%
6 mentions	5	3	3	3	5	5	5	3	5	-	2	3	3	2
	*%	*%	*%	*%	*%	*%	1%	*%	2% b	-%	*%	3% a	1%	*%
7 mentions	9	9	5	9	9	7	6	8	7	-	8	-	5	4
	*%	1%	*%	1%	1%	1%	1%	*%	3% ab	-%	*%	-%	1%	*%
8 mentions	1	1	1	1	1	1	1	1	1	-	1	-	1	-
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%	*%	-%
9 or more mentions	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	60	1	25	42	130	1018	406	82	161	1259	597	975
	79%	15%	4%	17%	12%	58%	84%	74%	38%	72%	85%	77%	79%
							ac	a		a	ab		
2 mentions	271	230	9	61	210	49	125	97	63	32	171	123	149
	14%	55%	42%	41%	60%	22%	10%	18%	29%	14%	12%	16%	12%
					a	b		b	bc				
3 mentions	95	78	7	37	58	25	41	29	46	18	26	33	62
	5%	19%	31%	25%	17%	11%	3%	5%	21%	8%	2%	4%	5%
						b			bc	c			
4 mentions	37	28	5	15	22	7	16	14	17	8	13	15	22
	2%	7%	22%	10%	6%	3%	1%	3%	8%	4%	1%	2%	2%
									c	c			
5 mentions	9	6	*	3	6	8	2	*	4	*	5	*	9
	*%	2%	1%	2%	2%	3%	*%	*%	2%	*%	*%	*%	1%
						bc			c				
6 mentions	5	5	-	2	3	3	*	1	*	2	3	*	5
	*%	1%	-%	1%	1%	1%	*%	*%	*%	1%	*%	*%	*%
						b							
7 mentions	9	8	-	3	6	3	4	2	4	2	*	2	7
	*%	2%	-%	2%	2%	1%	*%	*%	2%	1%	*%	*%	1%
									c	c			
8 mentions	1	1	-	1	-	-	1	-	-	-	1	-	1
	*%	*%	-%	1%	-%	-%	*%	-%	-%	-%	*%	-%	*%
9 or more mentions	*	*	-	*	*	*	-	*	-	*	*	*	*
	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 28 (continuation)

QV4. No. of mentions (And who does your organisation use for its postal service?)

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
None	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
1 mention	1572	371	394	392	415	765	807
	79%	74%	79%	78%	83%	77%	81%
					a		
2 mentions	271	87	64	75	45	151	120
	14%	17%	13%	15%	9%	15%	12%
		d		d			
3 mentions	95	29	18	27	21	47	48
	5%	6%	4%	5%	4%	5%	5%
4 mentions	37	10	15	2	10	25	12
	2%	2%	3%	*%	2%	2%	1%
			c				
5 mentions	9	*	*	3	6	*	9
	*%	*%	*%	1%	1%	*%	1%
6 mentions	5	3	*	*	2	3	2
	*%	1%	*%	*%	*%	*%	*%
7 mentions	9	1	7	1	*	7	2
	*%	*%	1%	*%	*%	1%	*%
8 mentions	1	-	1	-	-	1	-
	*%	-%	*%	-%	-%	*%	-%
9 or more mentions	*	*	-	-	*	*	*
	*%	*%	-%	-%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Royal Mail	1798	776	1022	1719	67	8	4	79
	90%	90%	90%	90% d	88%	87%	83%	88%
Hermes	49	14	35	48	*	*	*	*
	2%	2%	3%	3% be	*%	1%	*%	*%
Parcelforce	31	13	17	30	*	*	*	*
	2%	2%	2%	2%	*%	1%	2%	*%
DHL	21	10	11	19	2	*	*	2
	1%	1%	1%	1%	2%	1%	4% a	2%
DPD/DPD Local	18	4	14	16	1	*	*	2
	1%	1%	1%	1%	2%	5% a	1%	2%
UK Mail	15	*	15	14	*	*	*	1
	1%	*%	1% a	1%	*%	2%	2%	1%
UPS	14	7	7	13	1	*	*	1
	1%	1%	1%	1%	1%	*%	1%	1%
FedEx	9	9	1	8	1	-	*	1
	*%	1%	*%	*%	1%	-%	1%	1%
TNT Express	8	8	*	7	1	-	*	1
	*%	1% b	*%	*%	1%	-%	*%	1%
Pitney Bowes	5	2	2	4	1	-	*	1
	*%	*%	*%	*%	1%	-%	*%	1%
Yodel	5	*	5	4	1	-	*	1
	*%	*%	*%	*%	1%	-%	*%	1%
DX	3	-	3	3	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
Amazon Logistics	2	-	2	2	-	-	*	*
	*%	-%	*%	*%	-%	-%	3% abe	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Whistl (Previously known as TNT Post)	1	1	*	1	-	-	*	*
	*%	*%	*%	*%	-%	-%	1% a	*%
Citipost	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	1% a	*%	*%
Other answers	21	14	6	19	1	*	*	1
	1%	2%	1%	1%	2%	2%	1%	2%
NET: RM only	1798	776	1022	1719	67	8	4	79
	90%	90%	90%	90% d	88%	87%	83%	88%
NET: Provider other than RM	202	84	118	191	9	1	1	11
	10%	10%	10%	10%	12%	13%	17% a	12%
NET: RM/Parcelforce	1829	790	1039	1749	67	8	4	80
	91%	92%	91%	92% d	89%	88%	85%	88%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Royal Mail	1798	1120	443	155	43	32	4	1719	67	12
	90%	91% f	88%	88%	90%	86%	83%	90% f	88%	86%
Hermes	49	42	6	-	*	*	*	48	*	*
	2%	3% cdh	1%	-%	*%	1%	*%	3% h	*%	1%
Parcelforce	31	14	14	2	-	*	*	30	*	*
	2%	1%	3% h	1%	-%	1%	2%	2%	*%	1%
DHL	21	12	6	2	1	1	*	19	2	*
	1%	1%	1%	1%	2%	2%	4% ag	1%	2%	2%
DPD/DPD Local	18	13	3	-	1	1	*	16	1	*
	1%	1%	1%	-%	1%	3% cg	1%	1%	2%	4%
UK Mail	15	8	4	3	-	*	*	14	*	*
	1%	1%	1%	2%	-%	1%	2%	1%	*%	2%
UPS	14	3	8	2	1	*	*	13	1	*
	1%	*%	2%	1%	1%	*%	1%	1%	1%	*%
FedEx	9	*	4	4	*	1	*	8	1	*
	*%	*%	1%	2% ag	1%	2% a	1% a	*%	1% a	1%
TNT Express	8	6	*	1	1	*	*	7	1	*
	*%	*%	*%	1%	1%	1%	*%	*%	1%	*%
Pitney Bowes	5	-	2	2	-	1	*	4	1	*
	*%	-%	*%	1% a	-%	1% a	*%	*%	1%	*%
Yodel	5	-	-	4	*	*	*	4	1	*
	*%	-%	-%	2% abg	*%	1% a	*%	*%	1% a	*%
DX	3	-	3	-	-	-	*	3	-	*
	*%	-%	1%	-%	-%	-%	*%	*%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Amazon Logistics	2	2	-	-	-	-	*	2	-	*
	*%	*%	-%	-%	-%	-%	3% abgh	*%	-%	1%
Whistl (Previously known as TNT Post)	1	1	-	-	-	-	*	1	-	*
	*%	*%	-%	-%	-%	-%	1% g	*%	-%	*%
Citipost	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%
Other answers	21	11	8	*	1	*	*	19	1	*
	1%	1%	2%	*%	2%	*%	1%	1%	2%	1%
NET: RM only	1798	1120	443	155	43	32	4	1719	67	12
	90%	91% f	88%	88%	90%	86%	83%	90% f	88%	86%
NET: Provider other than RM	202	112	59	20	5	5	1	191	9	2
	10%	9%	12%	12%	10%	14%	17% ag	10%	12%	14%
NET: RM/Parcelforce	1829	1134	457	158	43	33	4	1749	67	12
	91%	92% f	91%	90%	90%	86%	85%	92% f	89%	87%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Royal Mail	1798	1088	209	31	12	49
	90%	91% cd	89% d	75%	56%	82%
Hermes	49	40	4	*	-	*
	2%	3%	2%	1%	-%	*%
Parcelforce	31	14	3	1	8	*
	2%	1%	1%	2%	39% abce	*%
DHL	21	8	4	1	*	5
	1%	1%	2%	3%	2%	7% a
DPD/DPD Local	18	11	4	1	*	*
	1%	1%	2%	1%	1%	1%
UK Mail	15	7	3	*	*	4
	1%	1%	1%	*%	*%	6% a
UPS	14	9	*	1	-	*
	1%	1%	*%	1%	-%	*%
FedEx	9	*	1	*	*	-
	*%	*%	1%	1%	*%	-%
TNT Express	8	6	-	-	-	2
	*%	*%	-%	-%	-%	3%
Pitney Bowes	5	-	3	1	-	*
	*%	-%	1% a	3% a	-%	*%
Yodel	5	1	*	3	*	*
	*%	*%	*%	8% ab	*%	*%
DX	3	3	*	-	-	-
	*%	*%	*%	-%	-%	-%
Amazon Logistics	2	2	-	-	*	-
	*%	*%	-%	-%	1%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Whistl (Previously known as TNT Post)	1	*	-	-	*	*
	*%	*%	-%	-%	*%	*%
Citipost	*	-	*	-	*	-
	*%	-%	*%	-%	*%	-%
Other answers	21	8	4	2	*	*
	1%	1%	2%	5%	2%	*%
				a		
NET: RM only	1798	1088	209	31	12	49
	90%	91%	89%	75%	56%	82%
		cd	d			
NET: Provider other than RM	202	109	26	11	9	11
	10%	9%	11%	25%	44%	18%
				a	ab	
NET: RM/Parcelforce	1829	1102	212	32	20	50
	91%	92%	90%	76%	94%	82%
		ce				

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Royal Mail	1798	152	143	280	84	143	263	238	136	137	1577	111	73	37
	90%	90%	88%	87%	95%	90%	87%	92%	92%	90%	90%	93%	91%	92%
Hermes	49	3	3	13	-	12	5	6	4	-	46	1	2	1
	2%	2%	2%	4%	-%	7%	2%	2%	3%	-%	3%	1%	2%	1%
				k		ijklm								
Parcelforce	31	3	4	-	-	-	5	11	3	3	28	2	1	*
	2%	2%	2%	-%	-%	-%	2%	4%	2%	2%	2%	1%	1%	*%
								cm						
DHL	21	3	3	8	1	2	*	*	1	-	18	2	*	1
	1%	2%	2%	3%	2%	1%	*%	*%	*%	-%	1%	1%	*%	3%
DPD/DPD Local	18	1	3	1	2	*	7	3	*	-	17	1	*	*
	1%	1%	2%	*%	2%	*%	2%	1%	*%	-%	1%	1%	*%	*%
UK Mail	15	5	*	-	1	-	3	*	2	2	14	1	1	*
	1%	3%	*%	-%	1%	-%	1%	*%	1%	1%	1%	*%	1%	*%
		jkm												
UPS	14	1	-	5	-	3	-	-	-	2	11	2	1	*
	1%	1%	-%	1%	-%	2%	-%	-%	-%	1%	1%	1%	2%	*%
FedEx	9	-	-	2	*	*	5	-	2	-	9	*	*	*
	*%	-%	-%	1%	*%	*%	2%	-%	1%	-%	*%	*%	*%	*%
TNT Express	8	-	1	4	-	-	1	-	*	1	8	-	*	*
	*%	-%	1%	1%	-%	-%	*%	-%	*%	1%	*%	-%	*%	*%
Pitney Bowes	5	-	-	2	-	-	2	-	-	1	5	-	*	*
	*%	-%	-%	1%	-%	-%	1%	-%	-%	*%	*%	-%	*%	*%
Yodel	5	-	-	*	-	*	3	-	-	*	4	1	-	*
	*%	-%	-%	*%	-%	*%	1%	-%	-%	*%	*%	1%	-%	*%
DX	3	-	-	-	-	-	3	-	-	-	3	-	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	-%	*%
Amazon Logistics	2	-	-	*	-	-	-	-	-	2	2	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%
										j				

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Whistl (Previously known as TNT Post)	1	-	-	-	-	-	-	-	-	*	*	1	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	1%	*%	*%
Citipost	*	-	-	-	-	-	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%
Other answers	21	-	4	7	-	*	4	-	*	3	19	-	1	1
	1%	-%	3% k	2% k	-%	*%	1%	-%	*%	2% k	1%	-%	1%	2%
NET: RM only	1798	152	143	280	84	143	263	238	136	137	1577	111	73	37
	90%	90%	88%	87%	95%	90%	87%	92%	92%	90%	90%	93%	91%	92%
NET: Provider other than RM	202	17	19	43	4	16	38	19	12	15	183	9	7	3
	10%	10%	12%	13%	5%	10%	13%	8%	8%	10%	10%	7%	9%	8%
NET: RM/Parcelforce	1829	155	147	280	84	143	268	248	139	140	1605	113	74	37
	91%	92%	91%	87%	95%	90%	89%	97% c	94%	92%	91%	94% c	92%	92%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Royal Mail	1798 90%	63 92%	149 85%	13 98%	223 92%	363 86%	57 89%	125 96% be	703 91%	1487 89%	311 93%	1723 90%	75 82%
Hermes	49 2%	- -%	11 6%	- -%	7 3%	8 2%	- -%	- -%	21 3%	39 2%	10 3%	48 3%	* *%
Parcelforce	31 2%	2 3%	1 *%	- -%	3 1%	17 4% h	- -%	* *%	8 1%	29 2%	1 *%	26 1%	5 5% a
DHL	21 1%	* *%	6 4% e	* 2%	1 *%	1 *%	- -%	- -%	10 1%	19 1%	2 1%	21 1%	1 1%
DPD/DPD Local	18 1%	1 1%	* *%	* *%	- -%	10 2%	2 3%	- -%	5 1%	18 1%	1 *%	18 1%	* *%
UK Mail	15 1%	* *%	4 2%	- -%	3 1%	* *%	1 1%	- -%	4 1%	12 1%	3 1%	15 1%	* *%
UPS	14 1%	3 4% h	* *%	- -%	* *%	5 1%	- -%	- -%	3 *%	14 1%	* *%	13 1%	1 1%
FedEx	9 *%	- -%	3 2%	- -%	4 2%	* *%	- -%	- -%	2 *%	9 1%	- -%	8 *%	2 2%
TNT Express	8 *%	- -%	2 1%	- -%	1 *%	- -%	- -%	- -%	6 1%	8 *%	* *%	7 *%	1 1%
Pitney Bowes	5 *%	- -%	- -%	- -%	- -%	1 *%	1 2%	- -%	3 *%	3 *%	1 *%	3 *%	2 2% a
Yodel	5 *%	- -%	- -%	- -%	- -%	5 1%	- -%	* *%	* *%	5 *%	* *%	4 *%	* *%
DX	3 *%	- -%	* *%	- -%	- -%	- -%	3 4% deh	- -%	- -%	3 *%	- -%	* *%	3 3% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Amazon Logistics	2	-	-	-	-	*	-	-	2	2	-	2	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	-%
Whistl (Previously known as TNT Post)	1	*	-	-	*	-	-	-	1	1	-	1	*
	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	*%	*%
Citipost	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Other answers	21	*	*	-	1	11	-	5	4	18	3	20	1
	1%	*%	*%	-%	*%	3% h	-%	4% h	1%	1%	1%	1%	1%
NET: RM only	1798	63	149	13	223	363	57	125	703	1487	311	1723	75
	90%	92%	85%	98%	92%	86%	89%	96% be	91%	89%	93%	90%	82%
NET: Provider other than RM	202	5	27	*	19	57	7	5	71	180	22	186	16
	10%	8%	15% g	2%	8%	14% g	11%	4%	9%	11%	7%	10%	18%
NET: RM/Parcelforce	1829	65	150	13	226	380	57	125	710	1516	312	1749	80
	91%	95%	85%	98%	93%	90%	89%	96% b	92%	91%	94%	92%	88%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Royal Mail	1798	1746	52	1164	241	391
	90%	90%	96%	91%	87%	88%
Hermes	49	49	-	24	11	14
	2%	2%	-%	2%	4%	3%
Parcelforce	31	31	-	20	3	7
	2%	2%	-%	2%	1%	2%
DHL	21	21	*	7	11	3
	1%	1%	*%	1%	4%	1%
					a	
DPD/DPD Local	18	18	-	5	1	12
	1%	1%	-%	*%	*%	3%
						a
UK Mail	15	13	2	12	3	*
	1%	1%	4%	1%	1%	*%
UPS	14	14	-	10	1	3
	1%	1%	-%	1%	*%	1%
FedEx	9	9	-	9	*	1
	*%	*%	-%	1%	*%	*%
TNT Express	8	8	-	1	1	6
	*%	*%	-%	*%	*%	1%
						a
Pitney Bowes	5	5	-	3	*	2
	*%	*%	-%	*%	*%	*%
Yodel	5	5	-	3	1	1
	*%	*%	-%	*%	*%	*%
DX	3	3	-	-	3	-
	*%	*%	-%	-%	1%	-%
					a	
Amazon Logistics	2	2	-	2	*	-
	*%	*%	-%	*%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Whistl (Previously known as TNT Post)	1	1	-	1	*	*
	*%	*%	-%	*%	*%	*%
Citipost	*	*	-	-	*	*
	*%	*%	-%	-%	*%	*%
Other answers	21	21	-	15	1	5
	1%	1%	-%	1%	*%	1%
NET: RM only	1798	1746	52	1164	241	391
	90%	90%	96%	91%	87%	88%
NET: Provider other than RM	202	200	2	112	36	54
	10%	10%	4%	9%	13%	12%
NET: RM/Parcelforce	1829	1776	52	1185	245	398
	91%	91%	96%	93%	88%	89%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Royal Mail	1798	1586	169	29	6	7	*	*	*	1755	43	14	953	633	212
	90%	93% bejk	74% k	93% k	44%	71%	8%	57%	6%	91% bjk	67%	43%	96% bc	89% c	72%
Hermes	49	32	17	*	-	-	*	-	-	48	*	*	7	24	17
	2%	2%	7% ai	*%	-%	-%	*%	-%	-%	3%	*%	*%	1%	3% a	6% a
Parcelforce	31	13	8	*	6	-	-	*	3	21	10	9	6	7	18
	2%	1%	3% a	1%	51%	-%	-%	28%	48%	1%	16% abi	29% abi	1%	1%	6% ab
DHL	21	15	6	*	*	*	*	*	-	21	1	*	2	13	6
	1%	1%	2%	*%	*%	*%	10%	*%	-%	1%	1%	1%	*%	2% a	2%
DPD/DPD Local	18	11	7	*	*	*	-	-	-	18	1	*	6	4	7
	1%	1%	3% a	1%	3%	1%	-%	-%	-%	1%	1%	2%	1%	1%	3%
UK Mail	15	9	*	*	-	2	1	*	2	9	6	6	4	5	6
	1%	1%	*%	1%	-%	20% abi	50%	10%	34%	*%	9% abi	17% abi	*%	1%	2%
UPS	14	8	5	1	*	1	-	*	*	13	1	1	3	5	6
	1%	*%	2%	2%	1%	7% ai	-%	5%	*%	1%	2%	3%	*%	1%	2%
FedEx	9	9	*	*	-	-	*	-	-	9	*	*	7	2	1
	*%	1%	*%	1%	-%	-%	*%	-%	-%	*%	1%	*%	1%	*%	*%
TNT Express	8	1	7	-	-	-	-	-	-	8	-	-	-	1	7
	*%	*%	3% ai	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	3% ab
Pitney Bowes	5	1	3	*	-	-	1	-	-	4	1	1	*	1	4
	*%	*%	1% a	*%	-%	-%	32%	-%	-%	*%	2%	3% a	*%	*%	1%
Yodel	5	1	4	-	-	*	-	-	*	5	*	*	-	1	4
	*%	*%	2% ai	-%	-%	*%	-%	-%	*%	*%	*%	*%	-%	*%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
DX	3	*	3	-	-	-	-	-	-	3	-	-	-	*	3
	*%	*%	1% a	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	1%
Amazon Logistics	2	2	*	-	-	-	-	-	-	2	-	-	-	2	*
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%
Whistl (Previously known as TNT Post)	1	1	-	*	-	-	-	-	*	1	*	*	*	1	*
	*%	*%	-%	*%	-%	-%	-%	-%	1%	*%	*%	*%	*%	*%	*%
Citipost	*	*	-	-	-	-	-	-	*	*	*	*	-	*	*
	*%	*%	-%	-%	-%	-%	-%	-%	1%	*%	*%	*%	-%	*%	*%
Other answers	21	20	1	*	-	*	-	-	1	20	1	1	7	12	1
	1%	1%	*%	*%	-%	*%	-%	-%	10%	1%	1%	2%	1%	2%	*%
NET: RM only	1798	1586	169	29	6	7	*	*	*	1755	43	14	953	633	212
	90%	93% bejk	74% k	93% k	44%	71%	8%	57%	6%	91% bjk	67%	43%	96% bc	89% c	72%
NET: Provider other than RM	202	121	61	2	7	3	3	*	5	182	20	18	43	78	81
	10%	7%	26% ai	7%	56%	29% a	92%	43%	94%	9%	33% ai	57% abci	4%	11% a	28% ab
NET: RM/Parcelforce	1829	1599	177	29	12	7	*	*	3	1776	52	23	958	640	230
	91%	94% bejk	77%	94%	96%	71%	8%	85%	54%	92% bek	83%	72%	96% bc	90% c	78%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Royal Mail	1798	1097	677	1328	728	206	360	1164	83	39	17	7	11	5
	90%	94% def	91% df	93% def	84%	85%	84%	94% cde	90%	80%	70%	74%	93%	96%
Hermes	49	8	16	22	46	4	14	19	2	1	-	-	*	*
	2%	1%	2%	2%	5% abc	2%	3% a	2%	2%	2%	-%	-%	*%	1%
Parcelforce	31	15	9	18	20	6	15	8	3	*	7	*	-	*
	2%	1%	1%	1%	2%	3%	3% c	1%	3%	1%	26% abc	1%	-%	*%
DHL	21	8	9	15	9	1	4	12	*	2	*	*	*	*
	1%	1%	1%	1%	1%	*%	1%	1%	*%	4%	*%	*%	1%	1%
DPD/DPD Local	18	5	4	5	12	*	7	2	3	*	*	-	-	-
	1%	*%	*%	*%	1%	*%	2%	*%	3% a	*%	1%	-%	-%	-%
UK Mail	15	4	5	6	5	8	3	3	*	*	*	2	*	*
	1%	*%	1%	*%	1%	3% abcd	1%	*%	*%	*%	*%	24% abc	*%	*%
UPS	14	5	5	8	11	7	2	5	*	3	*	*	*	*
	1%	*%	1%	1%	1%	3% ac	*%	*%	*%	6% a	*%	*%	*%	*%
FedEx	9	5	*	5	6	*	*	5	-	-	*	*	*	-
	*%	*%	*%	*%	1%	*%	*%	*%	-%	-%	*%	*%	*%	-%
TNT Express	8	*	1	1	7	*	2	1	-	-	-	-	-	-
	*%	*%	*%	*%	1% a	*%	*%	*%	-%	-%	-%	-%	-%	-%
Pitney Bowes	5	4	2	4	2	3	2	4	*	-	-	-	*	-
	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%	-%	-%	*%	-%
Yodel	5	*	1	1	4	*	1	*	-	-	*	*	-	*
	*%	*%	*%	*%	1%	*%	*%	*%	-%	-%	1%	*%	-%	*%
DX	3	-	3	3	*	3	-	-	-	3	-	*	-	-
	*%	-%	*%	*%	*%	1% a	-%	-%	-%	6% a	-%	*%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Amazon Logistics	2	*	*	*	2	2	2	-	-	-	*	-	-	-
	*%	*%	*%	*%	*%	1% c	*%	-%	-%	-%	1%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	1	*	1	*	*	*	*	1	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%	-%
Citipost	*	*	*	*	*	*	*	-	-	-	-	-	*	*
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	1%
Other answers	21	15	11	18	11	2	17	17	*	*	-	-	1	-
	1%	1%	2%	1%	1%	1%	4% acd	1%	*%	*%	-%	-%	4%	-%
NET: RM only	1798	1097	677	1328	728	206	360	1164	83	39	17	7	11	5
	90%	94% def	91% df	93% def	84%	85%	84%	94% cde	90%	80%	70%	74%	93%	96%
NET: Provider other than RM	202	70	65	106	137	36	70	76	9	10	7	2	1	*
	10%	6%	9%	7%	16% abc	15% ac	16% abc	6%	10%	20% a	30% a	26% a	7%	4%
NET: RM/Parcelforce	1829	1112	685	1346	748	212	375	1172	87	40	24	7	11	6
	91%	95% def	92% d	94% def	87%	88%	87%	94% ce	93%	81%	97%	76%	93%	97%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Royal Mail	1798	653	32	19	12	4	3	5	11	604	274	323	110	17
	90%	85%	73%	92%	95%	65%	72%	82%	73%	95% d	92%	91%	84%	83%
Hermes	49	42	3	-	*	*	-	-	*	4	4	6	4	3
	2%	6%	6%	-%	2%	2%	-%	-%	1%	1%	1%	2%	3%	14% a
Parcelforce	31	20	*	-	-	*	*	-	*	3	5	7	3	*
	2%	3%	1%	-%	-%	2%	1%	-%	1%	1%	2%	2%	2%	*%
DHL	21	7	1	*	-	1	*	*	2	*	9	2	4	*
	1%	1%	2%	*%	-%	26%	1%	1%	10% a	*%	3% a	1%	3% a	*%
DPD/DPD Local	18	10	*	1	-	*	*	-	1	5	-	*	*	*
	1%	1%	1%	4%	-%	5%	6%	-%	3%	1%	-%	*%	*%	1%
UK Mail	15	2	3	*	*	-	*	*	*	1	2	3	-	*
	1%	*%	6% a	*%	2%	-%	1%	*%	*%	*%	1%	1%	-%	*%
UPS	14	5	5	1	*	*	*	-	*	-	*	7	*	*
	1%	1%	11% a	3%	*%	*%	3%	-%	1%	-%	*%	2% a	*%	*%
FedEx	9	6	-	-	*	-	*	*	*	5	*	*	*	*
	*%	1%	-%	-%	*%	-%	*%	*%	*%	1%	*%	*%	*%	*%
TNT Express	8	7	-	-	-	-	-	-	-	*	-	1	*	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%
Pitney Bowes	5	1	-	-	-	-	-	1	1	1	*	1	2	-
	*%	*%	-%	-%	-%	-%	-%	16%	6% a	*%	*%	*%	1%	-%
Yodel	5	4	-	-	-	-	*	*	*	*	*	*	*	-
	*%	1%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%
DX	3	-	-	-	-	-	*	-	*	-	-	-	3	*
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	2%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Amazon Logistics	2	2	-	*	-	-	-	-	-	-	-	-	-	*
	*%	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Whistl (Previously known as TNT Post)	1	*	*	-	*	-	-	-	-	-	1	*	*	*
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%
Citipost	*	-	-	-	-	-	*	*	*	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	*%	1%	*%	-%	-%	-%	-%	*%
Other answers	21	11	-	-	*	-	1	-	1	10	1	2	5	-
	1%	1%	-%	-%	*%	-%	15%	-%	4%	2%	*%	1%	4%	-%
NET: RM only	1798	653	32	19	12	4	3	5	11	604	274	323	110	17
	90%	85%	73%	92%	95%	65%	72%	82%	73%	95% d	92%	91%	84%	83%
NET: Provider other than RM	202	118	12	2	1	2	1	1	4	29	22	30	21	3
	10%	15%	27%	8%	5%	35%	28%	18%	27%	5%	8%	9%	16% a	17%
NET: RM/Parcelforce	1829	673	33	19	12	4	3	5	11	607	279	330	113	17
	91%	87%	74%	92%	95%	67%	73%	82%	74%	96% d	94%	93%	86%	84%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Royal Mail	1798	323	149	197	47	12	498	48	181	1798	-	1312	16
	90%	91% bd	77%	86% d	64%	83%	84%	81%	87%	100% b	-%	97% b	22%
Hermes	49	10	19	6	9	1	32	*	14	-	49	11	10
	2%	3%	10% a	3%	13% ac	8%	5%	*%	7%	-%	24% a	1%	14% a
Parcelforce	31	5	6	6	3	*	18	-	1	-	31	14	4
	2%	2%	3%	3%	4%	1%	3%	-%	1%	-%	15% a	1%	5%
DHL	21	2	5	*	2	*	7	1	*	-	21	3	11
	1%	1%	3%	*%	2%	3%	1%	2%	*%	-%	11% a	*%	15% a
DPD/DPD Local	18	4	4	3	1	1	8	3	*	-	18	5	*
	1%	1%	2%	1%	1%	5%	1%	6% c	*%	-%	9% a	*%	*%
UK Mail	15	1	*	3	*	*	2	2	1	-	15	1	5
	1%	*%	*%	1%	1%	*%	*%	4% a	*%	-%	7% a	*%	7% a
UPS	14	2	2	3	4	*	9	*	1	-	14	7	1
	1%	1%	1%	1%	5%	*%	2%	*%	1%	-%	7% a	1%	1%
FedEx	9	2	*	*	4	*	3	-	4	-	9	2	3
	*%	1%	*%	*%	6% ac	*%	*%	-%	2%	-%	5% a	*%	4% a
TNT Express	8	*	1	4	2	-	5	-	2	-	8	1	-
	*%	*%	*%	2%	2%	-%	1%	-%	1%	-%	4% a	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Pitney Bowes	5	1	1	-	-	-	-	2	-	-	5	-	4
	*%	*%	1%	-%	-%	-%	-%	4% ac	-%	-%	2% a	-%	5% a
Yodel	5	-	*	4	*	-	4	*	*	-	5	*	1
	*%	-%	*%	2%	*%	-%	1%	*%	*%	-%	2% a	*%	1%
DX	3	-	-	-	-	*	*	-	-	-	3	-	3
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	1% a	-%	4% a
Amazon Logistics	2	-	-	2	*	-	2	-	-	-	2	*	-
	*%	-%	-%	1%	*%	-%	*%	-%	-%	-%	1% a	*%	-%
Whistl (Previously known as TNT Post)	1	*	*	*	-	*	*	-	*	-	1	-	1
	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	*%	-%	1% a
Citipost	*	-	-	-	-	*	*	-	-	-	*	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	-%	*%
Other answers	21	2	7	1	2	-	5	1	5	-	21	2	16
	1%	*%	3%	*%	3%	-%	1%	2%	2%	-%	10% a	*%	22% a
NET: RM only	1798	323	149	197	47	12	498	48	181	1798	-	1312	16
	90%	91% bd	77%	86% d	64%	83%	84%	81%	87%	100% b	-%	97% b	22%
NET: Provider other than RM	202	31	45	32	27	2	96	11	28	-	202	47	59
	10%	9%	23% a	14%	36% ac	17%	16%	19%	13%	-%	100% a	3%	78% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
NET: RM/Parcelforce	1829	328	155	203	50	12	516	48	182	1798	31	1326	20
	91%	93% bd	80%	89% d	67%	84%	87%	81%	87%	100% b	15%	98% b	27%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Royal Mail	1798	190	57	230	5	673	55	408	1000	100	375	564	126	1
	90%	97% b	41%	87% b	9%	99% b	30%	91% c	96% ac	78%	91%	91%	89%	100%
Hermes	49	2	33	15	2	3	43	1	8	*	3	12	6	-
	2%	1%	23% a	6%	3%	*%	23% a	*%	1%	*%	1%	2%	4%	-%
Parcelforce	31	*	12	5	13	-	20	12	5	9	6	8	*	-
	2%	*%	9% a	2%	21% a	-%	11% a	3% b	*%	7% b	1%	1%	*%	-%
DHL	21	*	7	3	7	*	9	1	3	5	7	4	*	-
	1%	*%	5%	1%	12% a	*%	5% a	*%	*%	4% ab	2%	1%	*%	-%
DPD/DPD Local	18	3	4	5	*	-	12	1	3	-	1	3	-	-
	1%	2%	3%	2%	*%	-%	6% a	*%	*%	-%	*%	*%	-%	-%
UK Mail	15	*	2	*	4	*	5	4	3	3	3	5	3	-
	1%	*%	1%	*%	6% a	*%	3% a	1%	*%	2%	1%	1%	2%	-%
UPS	14	1	7	2	5	-	11	3	3	*	*	5	*	-
	1%	*%	5%	1%	9%	-%	6% a	1%	*%	*%	*%	1%	*%	-%
FedEx	9	-	2	2	3	-	6	5	2	5	*	*	*	-
	*%	-%	2%	1%	5%	-%	3% a	1%	*%	4% b	*%	*%	*%	-%
TNT Express	8	-	6	*	1	-	7	*	*	*	1	1	1	-
	*%	-%	4%	*%	2%	-%	4% a	*%	*%	*%	*%	*%	1%	-%
Pitney Bowes	5	-	1	-	3	-	2	2	4	-	2	2	*	-
	*%	-%	1%	-%	5%	-%	1%	*%	*%	-%	*%	*%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Yodel	5	-	1	*	*	-	4	*	*	*	1	*	*	-
	*%	-%	1%	*%	1%	-%	2% a	*%	*%	*%	*%	*%	*%	-%
DX	3	-	*	-	3	-	*	-	-	-	3	3	-	-
	*%	-%	*%	-%	5%	-%	*%	-%	-%	-%	1%	*%	-%	-%
Amazon Logistics	2	-	*	-	*	-	2	*	*	-	*	-	*	-
	*%	-%	*%	-%	*%	-%	1%	*%	*%	-%	*%	-%	*%	-%
Whistl (Previously known as TNT Post)	1	-	*	-	*	-	*	1	*	*	*	*	*	-
	*%	-%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%
Citipost	*	-	*	-	*	*	*	*	*	*	*	*	*	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Other answers	21	-	7	2	13	4	7	12	14	5	7	11	5	-
	1%	-%	5%	1%	22% a	1%	4% a	3%	1%	4%	2%	2%	4%	-%
NET: RM only	1798	190	57	230	5	673	55	408	1000	100	375	564	126	1
	90%	97% b	41%	87% b	9%	99% b	30%	91% c	96% ac	78%	91%	91%	89%	100%
NET: Provider other than RM	202	6	83	35	55	7	129	42	45	28	35	55	16	-
	10%	3%	59% a	13%	91% a	1%	70% a	9% b	4%	22% ab	9%	9%	11%	-%
NET: RM/Parcelforce	1829	190	69	235	18	673	75	420	1005	109	380	573	126	1
	91%	97% b	49%	89% b	30%	99% b	41%	93%	96% c	86%	93%	93%	89%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Royal Mail	1798	492	489	135	1	1094	656	670	1002	748	8
	90%	81%	88%	85%	100%	95%	93%	95%	95%	94%	95%
			a								
Hermes	49	31	32	3	-	7	12	13	8	14	-
	2%	5%	6%	2%	-%	1%	2%	2%	1%	2%	-%
Parcelforce	31	19	7	3	-	12	6	2	9	8	*
	2%	3%	1%	2%	-%	1%	1%	*%	1%	1%	*%
DHL	21	9	1	3	-	8	5	4	5	1	*
	1%	1%	*%	2%	-%	1%	1%	1%	*%	*%	1%
DPD/DPD Local	18	11	2	3	-	5	3	2	5	3	*
	1%	2%	*%	2%	-%	*%	*%	*%	*%	*%	3%
UK Mail	15	5	*	*	-	3	3	*	3	3	-
	1%	1%	*%	*%	-%	*%	*%	*%	*%	*%	-%
UPS	14	6	10	2	-	5	5	3	8	5	-
	1%	1%	2%	1%	-%	*%	1%	*%	1%	1%	-%
FedEx	9	6	*	3	-	5	*	*	5	3	-
	*%	1%	*%	2%	-%	*%	*%	*%	*%	*%	-%
TNT Express	8	7	1	1	-	*	1	*	1	*	-
	*%	1%	*%	1%	-%	*%	*%	*%	*%	*%	-%
Pitney Bowes	5	2	-	-	-	3	2	-	1	2	-
	*%	*%	-%	-%	-%	*%	*%	-%	*%	*%	-%
Yodel	5	4	1	*	-	*	*	1	-	*	-
	*%	1%	*%	*%	-%	*%	*%	*%	-%	*%	-%
DX	3	*	*	-	-	-	3	-	3	-	-
	*%	*%	*%	-%	-%	-%	*%	-%	*%	-%	-%
Amazon Logistics	2	2	-	*	-	-	*	-	*	*	-
	*%	*%	-%	*%	-%	-%	*%	-%	*%	*%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Whistl (Previously known as TNT Post)	1	*	*	*	-	*	*	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Citipost	*	*	*	-	-	*	*	-	*	*	*
	*%	*%	*%	-%	-%	*%	*%	-%	*%	*%	1%
Other answers	21	9	11	5	-	14	8	6	4	8	-
	1%	1%	2%	3%	-%	1%	1%	1%	*%	1%	-%
NET: RM only	1798	492	489	135	1	1094	656	670	1002	748	8
	90%	81%	88% a	85%	100%	95%	93%	95%	95%	94%	95%
NET: Provider other than RM	202	112	64	24	-	63	48	32	52	47	*
	10%	19% b	12%	15%	-%	5%	7%	5%	5%	6%	5%
NET: RM/Parcelforce	1829	511	496	139	1	1105	661	672	1011	756	8
	91%	85%	90%	87%	100%	96%	94%	96%	96%	95%	95%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Royal Mail	1798	331	341	322	87	53	854	702	91	33	27	10
	90%	95%	97%	95%	96%	100%	96%	95%	91% c	83%	57%	75%
Hermes	49	10	9	3	3	-	7	13	5	*	7	3
	2%	3%	3%	1%	3%	-%	1%	2%	5%	*%	14%	22%
Parcelforce	31	1	*	2	*	-	2	8	*	*	3	*
	2%	*%	*%	*%	*%	-%	*%	1%	*%	*%	6%	*%
DHL	21	*	*	4	*	*	2	1	*	*	*	-
	1%	*%	*%	1%	1%	*%	*%	*%	*%	*%	1%	-%
DPD/DPD Local	18	1	*	1	-	-	3	*	*	-	3	*
	1%	*%	*%	*%	-%	-%	*%	*%	*%	-%	6%	3%
UK Mail	15	*	*	*	-	-	3	3	*	*	3	-
	1%	*%	*%	*%	-%	-%	*%	*%	*%	*%	5%	-%
UPS	14	1	*	*	*	*	5	2	4	-	3	-
	1%	*%	*%	*%	*%	*%	1%	*%	4%	-%	7%	-%
FedEx	9	*	*	*	-	-	2	*	-	*	*	-
	*%	*%	*%	*%	-%	-%	*%	*%	-%	*%	1%	-%
TNT Express	8	*	-	*	*	-	1	*	-	-	1	-
	*%	*%	-%	*%	*%	-%	*%	*%	-%	-%	3%	-%
Pitney Bowes	5	-	-	-	-	-	1	2	-	2	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	5%	-%	-%
Yodel	5	1	*	1	*	-	-	*	*	-	-	-
	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%	-%
DX	3	-	-	-	-	-	3	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Amazon Logistics	2	-	-	-	-	-	*	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Whistl (Previously known as TNT Post)	1	*	*	*	*	-	*	*	-	*	-	-
	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	-%
Citipost	*	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Other answers	21	1	*	4	-	-	4	9	-	4	*	-
	1%	*%	*%	1%	-%	-%	*%	1%	-%	11% a	*%	-%
NET: RM only	1798	331	341	322	87	53	854	702	91	33	27	10
	90%	95%	97%	95%	96%	100%	96%	95%	91% c	83%	57%	75%
NET: Provider other than RM	202	16	11	15	4	*	33	39	10	7	20	3
	10%	5%	3%	5%	4%	*%	4%	5%	9%	17%	43% a	25%
NET: RM/Parcelforce	1829	331	341	324	87	53	857	710	91	33	30	10
	91%	96%	97%	96%	96%	100%	97%	96%	91% c	83%	63%	75%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Royal Mail	1798	1565	918	1621	1003	1006	751	1618	166	4	1502	76	438	1360
	90%	92% d	91%	91%	88%	90%	89% c	91% c	77%	100%	94% b	79%	90%	95% a
Hermes	49	37	26	41	38	18	19	43	9	-	23	8	20	14
	2%	2%	3%	2%	3%	2%	2%	2%	4%	-%	1%	9% a	4% b	1%
Parcelforce	31	19	9	22	21	14	16	19	6	-	16	-	1	15
	2%	1%	1%	1%	2%	1%	2%	1%	3%	-%	1%	-%	*%	1%
DHL	21	12	14	17	17	11	16	17	12	-	13	2	5	10
	1%	1%	1%	1%	1%	1%	2%	1%	6% ab	-%	1%	2%	1%	1%
DPD/DPD Local	18	18	6	18	11	8	8	18	6	-	6	1	1	6
	1%	1%	1%	1%	1%	1%	1%	1%	3%	-%	*%	1%	*%	*%
UK Mail	15	5	3	5	8	11	5	5	3	-	5	1	5	*
	1%	*%	*%	*%	1%	1%	1%	*%	1%	-%	*%	1%	1% b	*%
UPS	14	8	8	13	9	11	7	10	4	-	5	3	6	3
	1%	*%	1%	1%	1%	1%	1%	1%	2%	-%	*%	3% a	1%	*%
FedEx	9	8	5	8	7	8	7	8	*	-	5	-	*	5
	*%	*%	1%	*%	1%	1%	1%	*%	*%	-%	*%	-%	*%	*%
TNT Express	8	3	2	4	4	3	2	4	1	-	*	1	1	*
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	1% a	*%	*%
Pitney Bowes	5	4	3	5	*	2	3	4	1	-	1	-	2	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Yodel	5	4	1	5	1	2	1	4	*	-	*	*	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
DX	3	-	-	-	3	3	3	-	-	-	3	-	3	-
	*%	-%	-%	-%	*%	*%	*%	-%	-%	-%	*%	-%	1%	-%
Amazon Logistics	2	-	-	-	*	2	*	*	-	-	*	-	*	-
	*%	-%	-%	-%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%
Whistl (Previously known as TNT Post)	1	1	*	1	*	1	*	1	*	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Citipost	*	*	*	*	-	*	*	*	*	-	*	-	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	-%
Other answers	21	20	13	20	13	20	11	20	7	-	11	5	5	11
	1%	1%	1%	1%	1%	2%	1%	1%	3%	-%	1%	5% a	1%	1%
NET: RM only	1798	1565	918	1621	1003	1006	751	1618	166	4	1502	76	438	1360
	90%	92% d	91%	91%	88%	90%	89% c	91% c	77%	100%	94% b	79%	90%	95% a
NET: Provider other than RM	202	141	91	160	132	114	97	153	48	-	89	21	50	66
	10%	8%	9%	9%	12% a	10%	11%	9%	23% ab	-%	6%	21% a	10% b	5%
NET: RM/Parcelforce	1829	1584	927	1643	1024	1020	767	1637	171	4	1519	76	439	1375
	91%	93%	92%	92%	90%	91%	90% c	92% c	80%	100%	95% b	79%	90%	96% a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Royal Mail	1798	240	14	82	211	166	1128	486	149	177	1402	681	1117
	90%	58%	65%	56%	61%	74%	93%	89%	69%	80%	95%	88%	91%
							ac	a			ab		
Hermes	49	47	-	20	29	9	29	11	23	10	16	17	32
	2%	11%	-%	13%	8%	4%	2%	2%	11%	4%	1%	2%	3%
									c	c			
Parcelforce	31	26	1	10	21	11	12	7	4	11	9	4	26
	2%	6%	5%	7%	6%	5%	1%	1%	2%	5%	1%	1%	2%
						bc				c			
DHL	21	18	*	3	19	6	6	9	7	3	11	9	12
	1%	4%	1%	2%	5%	3%	1%	2%	3%	1%	1%	1%	1%
						b			c				
DPD/DPD Local	18	18	-	4	14	1	11	6	*	4	14	5	13
	1%	4%	-%	3%	4%	*%	1%	1%	*%	2%	1%	1%	1%
UK Mail	15	12	*	10	5	6	6	3	6	7	*	11	4
	1%	3%	2%	7%	1%	3%	1%	*%	3%	3%	*%	1%	*%
				b		b			c	c			
UPS	14	11	1	7	7	8	2	4	10	3	*	8	6
	1%	3%	3%	5%	2%	4%	*%	1%	5%	1%	*%	1%	*%
						bc			c	c			
FedEx	9	9	-	1	8	*	2	7	6	*	3	5	4
	*%	2%	-%	1%	2%	*%	*%	1%	3%	*%	*%	1%	*%
								b	c				
TNT Express	8	4	5	1	7	4	3	1	6	1	2	6	3
	*%	1%	22%	1%	2%	2%	*%	*%	3%	*%	*%	1%	*%
						b			c				
Pitney Bowes	5	3	-	1	4	1	1	2	-	3	2	3	1
	*%	1%	-%	1%	1%	*%	*%	*%	-%	1%	*%	*%	*%
Yodel	5	4	*	1	4	3	2	-	1	4	-	*	4
	*%	1%	1%	*%	1%	1%	*%	-%	*%	2%	-%	*%	*%
						b				c			

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
DX	3	3	-	3	-	3	*	-	3	*	-	3	-
	*%	1%	-%	2%	-%	1%	*%	-%	1%	*%	-%	*%	-%
						b			c				
Amazon Logistics	2	2	-	*	2	2	*	-	-	*	-	-	2
	*%	1%	-%	*%	1%	1%	*%	-%	-%	*%	-%	-%	*%
Whistl (Previously known as TNT Post)	1	1	-	*	1	*	1	*	*	*	*	*	1
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Citipost	*	*	-	*	-	*	-	*	*	*	-	*	*
	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%	-%	*%	*%
Other answers	21	19	*	4	17	4	4	13	1	*	19	18	3
	1%	5%	1%	3%	5%	2%	*%	2%	1%	*%	1%	2%	*%
								b				b	
NET: RM only	1798	240	14	82	211	166	1128	486	149	177	1402	681	1117
	90%	58%	65%	56%	61%	74%	93%	89%	69%	80%	95%	88%	91%
							ac	a			ab		
NET: Provider other than RM	202	177	8	65	137	60	79	63	67	45	77	90	112
	10%	42%	35%	44%	39%	26%	7%	11%	31%	20%	5%	12%	9%
						bc		b	c	c			
NET: RM/Parcelforce	1829	265	15	92	231	178	1141	493	153	188	1411	685	1143
	91%	64%	69%	63%	66%	79%	94%	90%	71%	85%	95%	89%	93%
							ac	a		a	ab		a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1798	438	457	445	458	895	903
	90%	88%	91%	89%	92%	89%	90%
Hermes	49	10	12	13	13	23	26
	2%	2%	2%	3%	3%	2%	3%
Parcelforce	31	9	5	12	4	14	17
	2%	2%	1%	2%	1%	1%	2%
DHL	21	8	5	1	7	13	8
	1%	2%	1%	*%	1%	1%	1%
DPD/DPD Local	18	5	3	10	2	7	11
	1%	1%	1%	2%	*%	1%	1%
UK Mail	15	2	6	4	2	9	6
	1%	*%	1%	1%	*%	1%	1%
UPS	14	5	1	2	6	6	8
	1%	1%	*%	*%	1%	1%	1%
FedEx	9	5	4	*	1	9	1
	*%	1%	1%	*%	*%	1%	*%
TNT Express	8	5	1	*	1	7	2
	*%	1%	*%	*%	*%	1%	*%
Pitney Bowes	5	2	1	1	1	2	2
	*%	*%	*%	*%	*%	*%	*%
Yodel	5	*	*	1	4	*	5
	*%	*%	*%	*%	1%	*%	*%
DX	3	-	*	3	-	*	3
	*%	-%	*%	1%	-%	*%	*%
Amazon Logistics	2	-	2	*	-	2	*
	*%	-%	*%	*%	-%	*%	*%
Whistl (Previously known as TNT Post)	1	*	1	*	*	1	*
	*%	*%	*%	*%	*%	*%	*%
Citipost	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 29 (continuation)

QV4. Main provider (And who does your organisation use for its postal service?)

by QV4. Main provider (And who does your organisation use for its postal service?)

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Other answers	21	11	1	8	*	12	8
	1%	2%	*%	2%	*%	1%	1%
		d					
NET: RM only	1798	438	457	445	458	895	903
	90%	88%	91%	89%	92%	89%	90%
NET: Provider other than RM	202	62	43	55	42	105	97
	10%	12%	9%	11%	8%	11%	10%
NET: RM/Parcelforce	1829	446	463	457	463	909	920
	91%	89%	93%	91%	93%	91%	92%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	478	120	358	268	88	32	90	210
Effective base	171	45	126	155	51	15	42	75
Weighted Base	428	99	329	407	17	3	2	21
Royal Mail	293	46	247	277	13	2	1	16
	68%	47%	75%	68%	78%	61%	64%	74%
			a					
Hermes	38	11	26	37	*	*	*	*
	9%	12%	8%	9%	1%	4%	1%	1%
				e				
Parcelforce	23	7	16	22	*	*	*	*
	5%	7%	5%	5%	1%	4%	2%	2%
DHL	15	7	8	14	1	*	*	1
	3%	7%	3%	3%	5%	3%	9%	5%
UPS	11	4	7	10	*	*	*	*
	3%	4%	2%	3%	1%	1%	3%	1%
TNT Express	7	7	*	7	*	-	*	*
	2%	7%	*%	2%	*%	-%	1%	*%
		b						
DPD/DPD Local	7	*	7	6	1	*	-	1
	2%	*%	2%	1%	5%	15%	-%	6%
						ad		
UK Mail	6	*	6	6	*	*	*	1
	1%	*%	2%	1%	2%	5%	4%	3%
FedEx	5	5	*	5	*	-	*	*
	1%	5%	*%	1%	2%	-%	4%	2%
		b						
Pitney Bowes	3	2	1	3	-	-	*	*
	1%	2%	*%	1%	-%	-%	*%	*%
DX	3	-	3	3	-	-	*	*
	1%	-%	1%	1%	-%	-%	*%	*%
Yodel	1	*	1	1	*	-	*	*
	*%	*%	*%	*%	2%	-%	1%	2%
Whistl (Previously known as TNT Post)	*	*	*	*	-	-	*	*
	*%	*%	*%	*%	-%	-%	3%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	478	120	358	268	88	32	90	210
Effective base	171	45	126	155	51	15	42	75
Weighted Base	428	99	329	407	17	3	2	21
Amazon Logistics	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	8% ae	1%
Citipost	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	2%	*%	*%
Other answers	16	9	6	15	*	*	-	1
	4%	9% b	2%	4%	2%	5%	-%	3%
NET: RM only	293	46	247	277	13	2	1	16
	68%	47%	75% a	68%	78%	61%	64%	74%
NET: Provider other than RM	135	53	83	130	4	1	1	5
	32%	53% b	25%	32%	22%	39%	36%	26%
NET: RM/Parcelforce	315	53	262	299	13	2	1	16
	74%	54%	80% a	74%	79%	65%	67%	76%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	478	157	70	41	41	79	90	268	88	122
Effective base	171	97	41	23	26	39	42	155	51	32
Weighted Base	428	273	104	30	9	10	2	407	17	5
Royal Mail	293	189	68	20	8	7	1	277	13	3
	68%	69%	65%	66%	87% fi	65%	64%	68%	78%	62%
Hermes	38	31	6	-	-	*	*	37	*	*
	9%	11% fh	6%	-%	-%	3%	1%	9%	1%	3%
Parcelforce	23	13	9	1	-	*	*	22	*	*
	5%	5%	9%	2%	-%	3%	2%	5%	1%	3%
DHL	15	11	2	1	*	1	*	14	1	*
	3%	4%	1%	4%	2%	8%	9%	3%	5%	5%
UPS	11	3	5	2	*	*	*	10	*	*
	3%	1%	5%	7%	2%	*%	3%	3%	1%	1%
TNT Express	7	6	-	1	*	-	*	7	*	*
	2%	2%	-%	4%	*%	-%	1%	2%	*%	*%
DPD/DPD Local	7	6	-	-	-	1	-	6	1	*
	2%	2%	-%	-%	-%	12% abfg	-%	1%	5%	10% g
UK Mail	6	6	-	*	-	*	*	6	*	*
	1%	2%	-%	1%	-%	5%	4%	1%	2%	5%
FedEx	5	-	3	2	*	-	*	5	*	*
	1%	-%	3%	6% a	4% a	-%	4%	1%	2%	1%
Pitney Bowes	3	-	1	2	-	-	*	3	-	*
	1%	-%	1%	6% ag	-%	-%	*%	1%	-%	*%
DX	3	-	3	-	-	-	*	3	-	*
	1%	-%	3%	-%	-%	-%	*%	1%	-%	*%
Yodel	1	-	-	1	-	*	*	1	*	*
	*%	-%	-%	3%	-%	3%	1%	*%	2%	*%
Whistl (Previously known as TNT Post)	*	*	-	-	-	-	*	*	-	*
	*%	*%	-%	-%	-%	-%	3%	*%	-%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	478	157	70	41	41	79	90	268	88	122
Effective base	171	97	41	23	26	39	42	155	51	32
Weighted Base	428	273	104	30	9	10	2	407	17	5
Amazon Logistics	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	8% ag	-%	-%	3%
Citipost	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	1%	*%	-%	-%	2%
Other answers	16	8	7	*	*	*	-	15	*	*
	4%	3%	7%	1%	4%	2%	-%	4%	2%	3%
NET: RM only	293	189	68	20	8	7	1	277	13	3
	68%	69%	65%	66%	87% fi	65%	64%	68%	78%	62%
NET: Provider other than RM	135	84	36	10	1	4	1	130	4	2
	32%	31%	35%	34%	13%	35%	36% d	32%	22%	38% d
NET: RM/Parcelforce	315	202	77	20	8	7	1	299	13	3
	74%	74%	74%	67%	87%	68%	67%	74%	79%	65%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	478	194	81	29	21	71
Effective base	171	107	27	12	2	8
Weighted Base	428	299	53	12	10	15
Royal Mail	293	221	35	7	2	7
	68%	74%	66%	57%	24%	44%
Hermes	38	29	4	*	-	*
	9%	10%	7%	2%	-%	*%
Parcelforce	23	12	3	1	6	*
	5%	4%	5%	5%	64%	*%
DHL	15	7	1	1	*	4
	3%	2%	2%	11%	3%	29%
						a
UPS	11	6	*	*	-	*
	3%	2%	*%	1%	-%	1%
TNT Express	7	6	-	-	-	1
	2%	2%	-%	-%	-%	8%
DPD/DPD Local	7	5	*	-	*	*
	2%	2%	1%	-%	3%	2%
UK Mail	6	1	3	*	*	2
	1%	*%	6%	*%	*%	14%
						a
FedEx	5	-	*	*	-	-
	1%	-%	*%	3%	-%	-%
Pitney Bowes	3	-	2	1	-	*
	1%	-%	4%	12%	-%	*%
DX	3	3	*	-	-	-
	1%	1%	*%	-%	-%	-%
Yodel	1	1	*	*	-	*
	*%	*%	1%	*%	-%	*%
Whistl (Previously known as TNT Post)	*	*	-	-	*	*
	*%	*%	-%	-%	*%	*%
Amazon Logistics	*	-	-	-	*	-
	*%	-%	-%	-%	1%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	478	194	81	29	21	71
Effective base	171	107	27	12	2	8
Weighted Base	428	299	53	12	10	15
Citipost	*	-	*	-	*	-
	*%	-%	*%	-%	1%	-%
Other answers	16	8	4	1	*	*
	4%	3%	8%	7%	4%	*%
NET: RM only	293	221	35	7	2	7
	68%	74%	66%	57%	24%	44%
NET: Provider other than RM	135	78	18	5	8	9
	32%	26%	34%	43%	76%	56%
NET: RM/Parcelforce	315	234	38	8	9	7
	74%	78%	71%	63%	88%	44%
		e				

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	*e	f	*g	h	*i	j	k	l	m
Unweighted Base	478	33	33	53	13	26	31	18	30	22	259	66	57	96
Effective base	171	20	19	30	8	16	19	13	12	11	140	34	36	21
Weighted Base	428	40	42	100	15	35	48	49	30	24	383	24	16	5
Royal Mail	293	30	30	61	11	23	28	37	22	18	259	18	11	4
	68%	75%	70%	61%	77%	65%	59%	74%	72%	74%	68%	76%	71%	78%
Hermes	38	1	3	13	-	10	1	3	4	-	36	1	1	*
	9%	3%	7%	13% m	-%	29%	2%	7%	14% m	-%	9%	3%	7%	*%
Parcelforce	23	3	1	-	-	-	5	6	3	3	21	1	1	*
	5%	7%	2%	-%	-%	-%	9%	13%	11%	11%	5%	6%	3%	1%
DHL	15	1	3	6	1	2	-	*	*	-	14	*	*	1
	3%	3%	7%	6%	10%	5%	-%	1%	*%	-%	4%	2%	2%	11%
UPS	11	1	-	4	-	-	-	-	-	2	8	2	1	*
	3%	3%	-%	4%	-%	-%	-%	-%	-%	9%	2%	7%	8%	2%
TNT Express	7	-	1	4	-	-	-	-	*	1	7	-	-	*
	2%	-%	3%	4%	-%	-%	-%	-%	*%	6%	2%	-%	-%	1%
DPD/DPD Local	7	1	-	*	2	*	*	3	*	-	7	*	-	-
	2%	3%	-%	*%	13%	1%	*%	6%	*%	-%	2%	2%	-%	-%
UK Mail	6	2	*	-	-	-	3	-	-	-	5	*	1	*
	1%	5%	1%	-%	-%	-%	6%	-%	-%	-%	1%	1%	6%	1%
FedEx	5	-	-	2	*	*	3	-	*	-	5	-	-	*
	1%	-%	-%	2%	*%	*%	6%	-%	1%	-%	1%	-%	-%	*%
Pitney Bowes	3	-	-	2	-	-	1	-	-	-	3	-	*	-
	1%	-%	-%	2%	-%	-%	3%	-%	-%	-%	1%	-%	*%	-%
DX	3	-	-	-	-	-	3	-	-	-	3	-	-	*
	1%	-%	-%	-%	-%	-%	6%	-%	-%	-%	1%	-%	-%	*%
Yodel	1	-	-	-	-	*	-	-	-	*	*	1	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	*%	*%	4% j	-%	1%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	-	-	*	*	-	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	1%	*%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	*e	f	*g	h	*i	j	k	l	m
Unweighted Base	478	33	33	53	13	26	31	18	30	22	259	66	57	96
Effective base	171	20	19	30	8	16	19	13	12	11	140	34	36	21
Weighted Base	428	40	42	100	15	35	48	49	30	24	383	24	16	5
Amazon Logistics	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Citipost	*	-	-	-	-	-	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%
Other answers	16	-	4	6	-	-	4	-	*	-	15	-	*	*
	4%	-%	10%	6%	-%	-%	9%	-%	1%	-%	4%	-%	1%	5%
NET: RM only	293	30	30	61	11	23	28	37	22	18	259	18	11	4
	68%	75%	70%	61%	77%	65%	59%	74%	72%	74%	68%	76%	71%	78%
NET: Provider other than RM	135	10	13	39	3	12	20	13	8	6	124	6	5	1
	32%	25%	30%	39%	23%	35%	41%	26%	28%	26%	32%	24%	29%	22%
NET: RM/Parcelforce	315	33	31	61	11	23	33	43	25	20	280	19	12	4
	74%	82%	73%	61%	77%	65%	68%	87%	83%	84%	73%	82%	74%	79%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base	478	12	58	5	34	100	17	23	206	395	83	408	70
Effective base	171	3	22	2	12	35	7	6	81	138	35	155	17
Weighted Base	428	8	58	1	28	113	11	14	154	362	66	396	32
Royal Mail	293	5	41	1	20	78	5	9	103	243	49	273	19
	68%	58%	70%	95%	70%	69%	44%	67%	67%	67%	75%	69%	61%
Hermes	38	-	8	-	3	8	-	-	17	30	7	38	*
	9%	-%	15%	-%	12%	7%	-%	-%	11%	8%	11%	10%	*%
Parcelforce	23	*	1	-	3	13	-	*	6	22	1	20	3
	5%	*%	1%	-%	10%	11%	-%	1%	4%	6%	1%	5%	9%
DHL	15	*	3	*	1	*	-	-	8	13	2	15	*
	3%	1%	6%	5%	2%	*%	-%	-%	5%	4%	3%	4%	1%
UPS	11	3	*	-	*	2	-	-	3	10	*	9	1
	3%	35%	1%	-%	*%	2%	-%	-%	2%	3%	*%	2%	4%
TNT Express	7	-	1	-	-	-	-	-	6	7	*	6	1
	2%	-%	2%	-%	-%	-%	-%	-%	4%	2%	*%	1%	4%
DPD/DPD Local	7	1	*	-	-	*	2	-	4	7	1	7	-
	2%	7%	*%	-%	-%	*%	18%	-%	3%	2%	1%	2%	-%
UK Mail	6	-	*	-	1	*	-	-	2	4	2	6	*
	1%	-%	1%	-%	2%	*%	-%	-%	2%	1%	3%	2%	*%
FedEx	5	-	3	-	-	*	-	-	2	5	-	3	2
	1%	-%	5%	-%	-%	*%	-%	-%	1%	1%	-%	1%	6%
Pitney Bowes	3	-	-	-	-	-	1	-	2	2	1	2	1
	1%	-%	-%	-%	-%	-%	13%	-%	1%	1%	2%	*%	4%
DX	3	-	*	-	-	-	3	-	-	3	-	*	3
	1%	-%	*%	-%	-%	-%	25%	-%	-%	1%	-%	*%	9%
													a
Yodel	1	-	-	-	-	1	-	*	*	1	*	1	*
	*%	-%	-%	-%	-%	1%	-%	*%	*%	*%	*%	*%	1%
Whistl (Previously known as TNT Post)	*	*	-	-	*	-	-	-	*	*	-	*	*
	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base	478	12	58	5	34	100	17	23	206	395	83	408	70
Effective base	171	3	22	2	12	35	7	6	81	138	35	155	17
Weighted Base	428	8	58	1	28	113	11	14	154	362	66	396	32
Amazon Logistics	*	-	-	-	-	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%
Citipost	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Other answers	16	-	*	-	1	9	-	4	1	13	2	15	*
	4%	-%	*%	-%	3%	8%	-%	33%	1%	4%	3%	4%	1%
NET: RM only	293	5	41	1	20	78	5	9	103	243	49	273	19
	68%	58%	70%	95%	70%	69%	44%	67%	67%	67%	75%	69%	61%
NET: Provider other than RM	135	4	18	*	8	35	6	5	51	119	17	123	13
	32%	42%	30%	5%	30%	31%	56%	33%	33%	33%	25%	31%	39%
NET: RM/Parcelforce	315	5	42	1	23	91	5	9	109	265	50	293	22
	74%	58%	71%	95%	80%	81%	44%	67%	71%	73%	76%	74%	70%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	478	478	191	142	145
Effective base	171	171	71	37	64
Weighted Base	428	428	187	74	167
Royal Mail	293	293	117	49	126
	68%	68%	63%	66%	75%
Hermes	38	38	16	9	13
	9%	9%	8%	12%	8%
Parcelforce	23	23	16	3	4
	5%	5%	8%	4%	2%
DHL	15	15	7	6	1
	3%	3%	4%	8%	1%
UPS	11	11	7	1	3
	3%	3%	4%	1%	2%
TNT Express	7	7	*	1	6
	2%	2%	*%	2%	4%
DPD/DPD Local	7	7	1	*	5
	2%	2%	1%	1%	3%
UK Mail	6	6	6	1	*
	1%	1%	3%	1%	*%
FedEx	5	5	5	*	*
	1%	1%	2%	*%	*%
Pitney Bowes	3	3	1	-	2
	1%	1%	1%	-%	1%
DX	3	3	-	3	-
	1%	1%	-%	4%	-%
Yodel	1	1	*	*	1
	*%	*%	*%	*%	1%
Whistl (Previously known as TNT Post)	*	*	*	*	*
	*%	*%	*%	*%	*%
Amazon Logistics	*	*	-	*	-
	*%	*%	-%	*%	-%

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	478	478	191	142	145
Effective base	171	171	71	37	64
Weighted Base	428	428	187	74	167
Citipost	*	*	-	*	*
	*%	*%	-%	*%	*%
Other answers	16	16	11	*	5
	4%	4%	6%	*%	3%
NET: RM only	293	293	117	49	126
	68%	68%	63%	66%	75%
NET: Provider other than RM	135	135	70	25	41
	32%	32%	37%	34%	25%
NET: RM/Parcelforce	315	315	133	53	130
	74%	74%	71%	71%	78%

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	478	250	133	45	13	16	7	7	7	383	95	50	73	177	228
Effective base	171	115	41	11	2	5	3	2	2	156	15	7	38	78	56
Weighted Base	428	279	112	15	10	6	*	*	5	391	37	22	98	182	149
Royal Mail	293	206	64	13	4	5	*	*	*	270	22	9	71	135	87
	68%	74%	57%	88%	34%	87%	58%	12%	5%	69%	61%	42%	73%	74%	58%
Hermes	38	21	17	*	-	-	*	-	-	38	*	*	6	15	17
	9%	8%	15%	1%	-%	-%	15%	-%	-%	10%	*%	*%	6%	8%	11%
Parcelforce	23	7	6	*	6	-	-	*	3	13	10	9	4	3	16
	5%	2%	6%	3%	62%	-%	-%	73%	54%	3%	27% abi	43% abi	4%	1%	11% b
DHL	15	12	2	*	*	*	*	*	-	15	*	*	2	11	3
	3%	4%	2%	*%	*%	1%	13%	1%	-%	4%	*%	*%	2%	6%	2%
UPS	11	5	5	1	*	1	-	*	*	9	1	1	3	2	6
	3%	2%	4%	3%	1%	11%	-%	12%	*%	2%	4%	4%	3%	1%	4%
TNT Express	7	*	7	-	-	-	-	-	-	7	-	-	-	*	7
	2%	*%	6% a	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	*%	5%
DPD/DPD Local	7	4	3	*	*	-	-	-	-	7	1	*	-	4	3
	2%	1%	2%	1%	3%	-%	-%	-%	-%	2%	2%	2%	-%	2%	2%
UK Mail	6	4	*	*	-	*	*	*	2	4	2	2	1	3	2
	1%	1%	*%	3%	-%	*%	11%	1%	38%	1%	7%	9%	1%	2%	2%
FedEx	5	5	*	-	-	-	*	-	-	5	*	*	5	*	*
	1%	2%	*%	-%	-%	-%	4%	-%	-%	1%	*%	*%	5% b	*%	*%
Pitney Bowes	3	-	3	*	-	-	-	-	-	3	*	-	-	-	3
	1%	-%	3%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	2%
DX	3	*	3	-	-	-	-	-	-	3	-	-	-	*	3
	1%	*%	2%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	2%
Yodel	1	1	1	-	-	*	-	-	*	1	*	*	-	1	1
	*%	*%	1%	-%	-%	*%	-%	-%	*%	*%	*%	*%	-%	*%	*%
Whistl (Previously known as TNT Post)	*	*	-	*	-	-	-	-	*	*	*	*	*	*	*
	*%	*%	-%	*%	-%	-%	-%	-%	1%	*%	*%	*%	*%	*%	*%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	478	250	133	45	13	16	7	7	7	383	95	50	73	177	228
Effective base	171	115	41	11	2	5	3	2	2	156	15	7	38	78	56
Weighted Base	428	279	112	15	10	6	*	*	5	391	37	22	98	182	149
Amazon Logistics	*	-	*	-	-	-	-	-	-	*	-	-	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%
Citipost	*	*	-	-	-	-	-	-	*	*	*	*	-	*	*
	*%	*%	-%	-%	-%	-%	-%	-%	1%	*%	*%	*%	-%	*%	*%
Other answers	16	15	*	*	-	-	-	-	-	16	*	-	7	9	*
	4%	6%	*%	*%	-%	-%	-%	-%	-%	4%	*%	-%	7%	5%	*%
													c		
NET: RM only	293	206	64	13	4	5	*	*	*	270	22	9	71	135	87
	68%	74%	57%	88%	34%	87%	58%	12%	5%	69%	61%	42%	73%	74%	58%
NET: Provider other than RM	135	73	47	2	7	1	*	*	5	121	15	13	27	47	62
	32%	26%	43%	12%	66%	13%	42%	88%	95%	31%	39%	58%	27%	26%	42%
NET: RM/Parcelforce	315	213	71	14	10	5	*	*	3	283	32	19	75	138	103
	74%	76%	63%	91%	95%	87%	58%	86%	59%	72%	87%	85%	77%	76%	69%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	478	320	286	384	380	155	197	222	40	36	24	24	20	18
Effective base	171	96	102	131	138	39	69	100	15	8	3	5	2	2
Weighted Base	428	230	234	325	336	86	179	249	36	15	12	5	7	3
Royal Mail	293	164	182	236	247	60	122	183	28	8	4	4	6	3
	68%	71%	78%	72%	73%	70%	68%	73%	77%	50%	38%	90%	96%	97%
Hermes	38	7	12	17	35	4	13	14	2	1	-	-	*	-
	9%	3%	5%	5%	10% a	5%	8%	6%	5%	8%	-%	-%	*%	-%
Parcelforce	23	14	8	17	13	6	15	7	3	*	7	*	-	-
	5%	6%	4%	5%	4%	7%	8%	3%	8%	3%	56%	2%	-%	-%
DHL	15	8	5	11	8	1	4	10	*	*	*	*	*	*
	3%	3%	2%	3%	2%	1%	2%	4%	*%	*%	*%	*%	3%	*%
UPS	11	5	5	8	8	4	2	5	*	3	*	*	*	*
	3%	2%	2%	2%	2%	5%	1%	2%	*%	19% a	*%	1%	*%	*%
TNT Express	7	*	1	1	6	*	1	1	-	-	-	-	-	-
	2%	*%	1%	*%	2%	*%	1%	1%	-%	-%	-%	-%	-%	-%
DPD/DPD Local	7	5	3	5	7	*	*	2	3	-	*	-	-	-
	2%	2%	1%	2%	2%	*%	*%	1%	9% a	-%	2%	-%	-%	-%
UK Mail	6	4	3	4	2	5	3	3	*	*	*	*	*	*
	1%	2%	1%	1%	*%	5% d	2%	1%	*%	1%	*%	6%	1%	*%
FedEx	5	5	*	5	2	*	*	5	-	-	*	*	*	-
	1%	2%	*%	2%	1%	*%	*%	2%	-%	-%	*%	*%	*%	-%
Pitney Bowes	3	3	2	3	1	2	2	3	-	-	-	-	*	-
	1%	1%	1%	1%	*%	2%	1%	1%	-%	-%	-%	-%	*%	-%
DX	3	-	3	3	*	3	-	-	-	3	-	*	-	-
	1%	-%	1%	1%	*%	3%	-%	-%	-%	18% a	-%	*%	-%	-%
Yodel	1	*	*	*	1	*	1	*	-	-	*	*	-	*
	*%	*%	*%	*%	*%	*%	1%	*%	-%	-%	3%	*%	-%	*%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	478	320	286	384	380	155	197	222	40	36	24	24	20	18
Effective base	171	96	102	131	138	39	69	100	15	8	3	5	2	2
Weighted Base	428	230	234	325	336	86	179	249	36	15	12	5	7	3
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	-	-	*	-	*	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%	-%
Amazon Logistics	*	*	*	*	*	*	*	-	-	-	*	-	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	1%	-%	-%	-%
Citipost	*	*	*	*	*	*	*	-	-	-	-	-	*	*
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	3%
Other answers	16	14	8	15	7	1	14	15	*	*	-	-	-	-
	4%	6%	3%	5%	2%	1%	8% d	6%	1%	1%	-%	-%	-%	-%
NET: RM only	293	164	182	236	247	60	122	183	28	8	4	4	6	3
	68%	71%	78%	72%	73%	70%	68%	73%	77%	50%	38%	90%	96%	97%
NET: Provider other than RM	135	66	51	90	89	26	57	66	8	8	7	*	*	*
	32%	29%	22%	28%	27%	30%	32%	27%	23%	50%	62%	10%	4%	3%
NET: RM/Parcelforce	315	178	191	253	259	66	137	190	30	8	11	4	6	3
	74%	78%	82%	78%	77%	77%	77%	76%	85%	53%	94%	92%	96%	97%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	478	262	28	17	20	12	26	15	53	84	69	115	76	40
Effective base	171	117	10	3	6	5	2	3	9	39	26	45	17	5
Weighted Base	428	291	21	10	6	4	2	2	8	97	72	97	47	12
Royal Mail	293	213	14	9	5	2	2	2	6	69	57	72	29	9
	68%	73%	69%	88%	91%	51%	81%	93%	70%	71%	79%	74%	61%	73%
Hermes	38	32	3	-	*	*	-	-	*	4	-	6	4	3
	9%	11%	13%	-%	3%	3%	-%	-%	1%	4%	-%	6%	9%	22%
Parcelforce	23	12	*	-	-	*	*	-	*	3	5	7	3	*
	5%	4%	*%	-%	-%	3%	*%	-%	1%	3%	6%	7%	6%	*%
DHL	15	6	*	*	-	1	*	*	1	*	9	*	2	*
	3%	2%	1%	*%	-%	36%	2%	2%	18% a	*%	12% ac	*%	4%	*%
UPS	11	4	2	1	*	*	*	-	*	-	*	7	*	*
	3%	2%	12%	7%	*%	1%	4%	-%	1%	-%	*%	7%	*%	*%
TNT Express	7	6	-	-	-	-	-	-	-	*	-	1	*	-
	2%	2%	-%	-%	-%	-%	-%	-%	-%	*%	-%	1%	*%	-%
DPD/DPD Local	7	6	*	*	-	*	*	-	1	5	-	-	*	*
	2%	2%	2%	3%	-%	7%	9%	-%	6%	5%	-%	-%	*%	2%
UK Mail	6	1	*	*	*	-	*	*	*	1	*	3	-	*
	1%	*%	2%	*%	5%	-%	2%	*%	1%	1%	*%	3%	-%	*%
FedEx	5	2	-	-	-	-	*	*	*	5	*	*	*	*
	1%	1%	-%	-%	-%	-%	1%	*%	*%	5%	*%	*%	1%	*%
Pitney Bowes	3	1	-	-	-	-	-	-	-	1	-	*	2	-
	1%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	*%	4%	-%
DX	3	-	-	-	-	-	*	-	*	-	-	-	3	*
	1%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	6%	*%
Yodel	1	1	-	-	-	-	*	*	*	*	*	*	*	-
	*%	*%	-%	-%	-%	-%	*%	1%	*%	*%	*%	*%	*%	-%
Whistl (Previously known as TNT Post)	*	*	*	-	*	-	-	-	-	-	-	*	-	*
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	478	262	28	17	20	12	26	15	53	84	69	115	76	40
Effective base	171	117	10	3	6	5	2	3	9	39	26	45	17	5
Weighted Base	428	291	21	10	6	4	2	2	8	97	72	97	47	12
Amazon Logistics	*	-	-	*	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Citipost	*	-	-	-	-	-	*	*	*	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	*%	3%	1%	-%	-%	-%	-%	1%
Other answers	16	7	-	-	-	-	-	-	-	10	1	-	4	-
	4%	2%	-%	-%	-%	-%	-%	-%	-%	10% c	1%	-%	9%	-%
NET: RM only	293	213	14	9	5	2	2	2	6	69	57	72	29	9
	68%	73%	69%	88%	91%	51%	81%	93%	70%	71%	79%	74%	61%	73%
NET: Provider other than RM	135	78	6	1	*	2	*	*	3	28	15	25	18	3
	32%	27%	31%	12%	9%	49%	19%	7%	30%	29%	21%	26%	39%	27%
NET: RM/Parcelforce	315	225	14	9	5	2	2	2	6	72	62	79	31	9
	74%	77%	69%	88%	91%	54%	81%	93%	71%	74%	86%	82%	67%	73%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	478	91	72	113	63	41	266	29	82	319	159	307	77
Effective base	171	47	33	35	18	5	100	10	30	122	50	113	19
Weighted Base	428	107	83	92	41	12	257	17	61	293	135	266	59
Royal Mail	293	84	57	72	24	10	191	13	42	293	-	219	16
	68%	78%	69%	77%	59%	81%	74%	74%	69%	100% b	-%	82% b	28%
Hermes	38	6	13	6	9	1	27	-	8	-	38	11	6
	9%	5%	16%	6%	23%	9%	11%	-%	13%	-%	28% a	4%	10%
Parcelforce	23	4	2	4	3	*	11	-	1	-	23	14	3
	5%	3%	3%	4%	7%	1%	4%	-%	2%	-%	17% a	5%	5%
DHL	15	2	4	*	1	*	6	1	*	-	15	3	7
	3%	2%	4%	*%	3%	3%	2%	8%	1%	-%	11% a	1%	12% a
UPS	11	2	2	3	1	*	6	*	1	-	11	7	1
	3%	2%	3%	3%	2%	*%	2%	*%	2%	-%	8% a	3%	1%
TNT Express	7	*	-	4	1	-	4	-	1	-	7	1	-
	2%	*%	-%	5%	3%	-%	2%	-%	2%	-%	5% a	1%	-%
DPD/DPD Local	7	4	*	2	*	1	7	-	-	-	7	5	-
	2%	4%	*%	2%	*%	6%	3%	-%	-%	-%	5% a	2%	-%
UK Mail	6	1	*	*	*	*	1	*	1	-	6	1	3
	1%	1%	*%	*%	1%	*%	*%	2%	1%	-%	5% a	*%	5%
FedEx	5	2	*	*	*	*	*	-	2	-	5	2	3
	1%	2%	*%	*%	1%	*%	*%	-%	3%	-%	4% a	1%	5%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	478	91	72	113	63	41	266	29	82	319	159	307	77
Effective base	171	47	33	35	18	5	100	10	30	122	50	113	19
Weighted Base	428	107	83	92	41	12	257	17	61	293	135	266	59
Pitney Bowes	3	1	-	-	-	-	-	1	-	-	3	-	3
	1%	1%	-%	-%	-%	-%	-%	8%	-%	-%	2%	-%	6% a
DX	3	-	-	-	-	*	*	-	-	-	3	-	3
	1%	-%	-%	-%	-%	*%	*%	-%	-%	-%	2%	-%	5%
Yodel	1	-	*	1	*	-	1	*	-	-	1	*	*
	*%	-%	*%	1%	*%	-%	*%	*%	-%	-%	1%	*%	1%
Whistl (Previously known as TNT Post)	*	*	-	*	-	*	*	-	-	-	*	-	*
	*%	*%	-%	*%	-%	*%	*%	-%	-%	-%	*%	-%	*%
Amazon Logistics	*	-	-	-	*	-	*	-	-	-	*	*	-
	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	*%	-%
Citipost	*	-	-	-	-	*	*	-	-	-	*	-	*
	*%	-%	-%	-%	-%	1%	*%	-%	-%	-%	*%	-%	*%
Other answers	16	1	4	1	*	-	1	1	4	-	16	2	13
	4%	1%	5%	1%	1%	-%	*%	8%	7% a	-%	12% a	1%	22% a
NET: RM only	293	84	57	72	24	10	191	13	42	293	-	219	16
	68%	78%	69%	77%	59%	81%	74%	74%	69%	100% b	-%	82% b	28%
NET: Provider other than RM	135	23	26	21	17	2	66	5	19	-	135	47	43
	32%	22%	31%	23%	41%	19%	26%	26%	31%	-%	100% a	18%	72% a
NET: RM/Parcelforce	315	87	59	75	27	10	202	13	43	293	23	233	20
	74%	82%	71%	81%	66%	81%	79%	74%	71%	100% b	17%	88% b	33%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	478	181	199	286	97	184	196	219	259	101	201	223	88
Effective base	171	77	62	114	18	78	61	58	82	23	66	83	25
Weighted Base	428	196	139	265	60	199	136	152	186	62	156	187	64
Royal Mail	293	190	57	230	5	192	55	112	143	36	129	140	49
	68%	97%	41%	87%	9%	96%	40%	74%	77%	57%	82%	75%	76%
		b		b		b							
Hermes	38	2	33	15	2	3	32	1	7	*	3	12	6
	9%	1%	23%	6%	3%	1%	24%	1%	4%	*%	2%	6%	9%
			a				a						
Parcelforce	23	*	12	5	13	-	13	12	5	9	5	8	*
	5%	*%	9%	2%	21%	-%	9%	8%	3%	15%	3%	4%	*%
			a		a		a			b			
DHL	15	*	7	3	7	*	7	1	3	5	3	2	*
	3%	*%	5%	1%	12%	*%	5%	*%	2%	7%	2%	1%	*%
					a								
UPS	11	1	7	2	5	-	8	3	3	*	*	5	*
	3%	*%	5%	1%	9%	-%	6%	2%	1%	*%	*%	2%	*%
							a						
TNT Express	7	-	6	*	1	-	6	*	*	*	1	1	1
	2%	-%	4%	*%	2%	-%	4%	*%	*%	*%	1%	1%	2%
DPD/DPD Local	7	3	4	5	*	-	7	1	3	-	1	3	-
	2%	2%	3%	2%	*%	-%	5%	*%	2%	-%	*%	2%	-%
UK Mail	6	*	2	*	4	*	2	4	3	3	3	3	3
	1%	*%	1%	*%	6%	*%	1%	2%	2%	5%	2%	1%	5%
					a								
FedEx	5	-	2	2	3	-	2	5	2	5	*	*	*
	1%	-%	2%	1%	5%	-%	2%	3%	1%	7%	*%	*%	*%
Pitney Bowes	3	-	1	-	3	-	1	2	3	-	2	2	-
	1%	-%	1%	-%	5%	-%	1%	1%	2%	-%	1%	1%	-%
DX	3	-	*	-	3	-	*	-	-	-	3	3	-
	1%	-%	*%	-%	5%	-%	*%	-%	-%	-%	2%	1%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	478	181	199	286	97	184	196	219	259	101	201	223	88
Effective base	171	77	62	114	18	78	61	58	82	23	66	83	25
Weighted Base	428	196	139	265	60	199	136	152	186	62	156	187	64
Yodel	1	-	1	*	*	-	1	*	*	-	*	*	-
	*%	-%	1%	*%	1%	-%	1%	*%	*%	-%	*%	*%	-%
Whistl (Previously known as TNT Post)	*	-	*	-	*	-	*	*	*	*	*	*	*
	*%	-%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%
Amazon Logistics	*	-	*	-	*	-	*	*	*	-	*	-	*
	*%	-%	*%	-%	*%	-%	*%	*%	*%	-%	*%	-%	*%
Citipost	*	-	*	-	*	*	*	*	*	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other answers	16	-	7	2	13	4	2	11	14	4	4	8	4
	4%	-%	5%	1%	22% a	2%	2%	7%	7%	7%	3%	4%	7%
NET: RM only	293	190	57	230	5	192	55	112	143	36	129	140	49
	68%	97% b	41%	87% b	9%	96% b	40%	74%	77%	57%	82%	75%	76%
NET: Provider other than RM	135	6	83	35	55	7	82	39	43	27	27	47	15
	32%	3%	59% a	13%	91% a	4%	60% a	26%	23%	43%	18%	25%	24%
NET: RM/Parcelforce	315	190	69	235	18	192	67	124	148	45	134	148	49
	74%	97% b	49%	89% b	30%	96% b	49%	82%	80%	72%	86%	79%	76%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	478	307	229	115	289	253	256	284	227	20
Effective base	171	106	88	34	93	96	98	100	79	4
Weighted Base	428	258	217	74	225	221	243	242	196	8
Royal Mail	293	183	170	55	162	173	211	190	150	7
	68%	71%	79%	75%	72%	78%	87% a	78%	76%	95%
Hermes	38	28	23	3	7	12	13	8	14	-
	9%	11%	11%	4%	3%	5%	5%	3%	7%	-%
Parcelforce	23	12	6	3	12	6	2	9	8	*
	5%	5%	3%	5%	5%	3%	1%	4%	4%	*%
DHL	15	7	1	2	8	5	4	5	1	*
	3%	3%	*%	3%	3%	2%	2%	2%	1%	1%
UPS	11	5	7	2	5	5	3	8	5	-
	3%	2%	3%	2%	2%	2%	1%	3%	2%	-%
TNT Express	7	6	*	1	*	1	*	1	*	-
	2%	2%	*%	2%	*%	1%	*%	1%	*%	-%
DPD/DPD Local	7	6	1	-	5	3	2	5	3	*
	2%	2%	1%	-%	2%	2%	1%	2%	1%	3%
UK Mail	6	2	*	*	3	3	*	3	3	-
	1%	1%	*%	*%	2%	1%	*%	1%	1%	-%
FedEx	5	2	*	2	5	*	*	5	3	-
	1%	1%	*%	3%	2%	*%	*%	2%	2%	-%
Pitney Bowes	3	1	-	-	3	2	-	1	2	-
	1%	1%	-%	-%	1%	1%	-%	1%	1%	-%
DX	3	*	*	-	-	3	-	3	-	-
	1%	*%	*%	-%	-%	1%	-%	1%	-%	-%
Yodel	1	1	1	*	*	*	1	-	*	-
	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	478	307	229	115	289	253	256	284	227	20
Effective base	171	106	88	34	93	96	98	100	79	4
Weighted Base	428	258	217	74	225	221	243	242	196	8
Amazon Logistics	*	*	-	*	-	*	-	*	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	*%	-%
Citipost	*	*	*	-	*	*	-	*	*	*
	*%	*%	*%	-%	*%	*%	-%	*%	*%	1%
Other answers	16	5	7	4	14	8	6	4	8	-
	4%	2%	3%	6%	6%	4%	3%	2%	4%	-%
NET: RM only	293	183	170	55	162	173	211	190	150	7
	68%	71%	79%	75%	72%	78%	87% a	78%	76%	95%
NET: Provider other than RM	135	75	47	18	63	48	32	52	47	*
	32%	29%	21%	25%	28% c	22%	13%	22%	24%	5%
NET: RM/Parcelforce	315	195	177	59	174	179	213	198	157	7
	74%	75%	81%	80%	77%	81%	88%	82%	80%	95%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base	478	135	133	163	47	23	240	201	51	34	42	10
Effective base	171	53	56	55	21	9	84	71	17	7	19	4
Weighted Base	428	136	137	126	49	19	195	171	43	19	37	9
Royal Mail	293	120	126	111	46	19	162	133	33	12	17	6
	68%	88%	92%	88%	92%	99%	83%	77%	78%	63%	46%	64%
Hermes	38	10	9	3	3	-	7	13	5	*	7	3
	9%	7%	7%	2%	6%	-%	3%	8%	12%	1%	18%	32%
Parcelforce	23	1	*	2	*	-	2	8	*	*	3	*
	5%	*%	*%	1%	*%	-%	1%	4%	*%	1%	7%	*%
DHL	15	*	*	4	*	*	2	1	*	*	*	-
	3%	*%	*%	3%	1%	*%	1%	1%	*%	*%	1%	-%
UPS	11	1	*	*	*	*	5	2	4	-	3	-
	3%	1%	*%	*%	*%	1%	2%	1%	10%	-%	9%	-%
TNT Express	7	*	-	*	*	-	1	*	-	-	1	-
	2%	*%	-%	*%	*%	-%	1%	*%	-%	-%	4%	-%
DPD/DPD Local	7	1	*	1	-	-	3	*	*	-	3	*
	2%	1%	*%	*%	-%	-%	1%	*%	1%	-%	7%	4%
UK Mail	6	*	*	*	-	-	3	3	*	*	3	-
	1%	*%	*%	*%	-%	-%	1%	2%	*%	*%	7%	-%
FedEx	5	*	*	*	-	-	2	*	-	*	*	-
	1%	*%	*%	*%	-%	-%	1%	*%	-%	*%	1%	-%
Pitney Bowes	3	-	-	-	-	-	1	2	-	2	-	-
	1%	-%	-%	-%	-%	-%	1%	1%	-%	10%	-%	-%
DX	3	-	-	-	-	-	3	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
Yodel	1	1	*	1	*	-	-	*	*	-	-	-
	*%	1%	*%	1%	*%	-%	-%	*%	*%	-%	-%	-%
Whistl (Previously known as TNT Post)	*	*	*	*	*	-	*	*	-	*	-	-
	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base	478	135	133	163	47	23	240	201	51	34	42	10
Effective base	171	53	56	55	21	9	84	71	17	7	19	4
Weighted Base	428	136	137	126	49	19	195	171	43	19	37	9
Amazon Logistics	*	-	-	-	-	-	*	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	1%	-%	-%
Citipost	*	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Other answers	16	1	*	4	-	-	4	9	-	4	*	-
	4%	1%	*%	4%	-%	-%	2%	5%	-%	24%	*%	-%
NET: RM only	293	120	126	111	46	19	162	133	33	12	17	6
	68%	88%	92%	88%	92%	99%	83%	77%	78%	63%	46%	64%
NET: Provider other than RM	135	16	11	15	4	*	33	39	10	7	20	3
	32%	12%	8%	12%	8%	1%	17%	23%	22%	37%	54%	36%
NET: RM/Parcelforce	315	120	126	112	46	19	165	140	33	12	20	6
	74%	89%	92%	89%	92%	99%	84%	82%	78%	64%	53%	64%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	478	392	312	428	378	312	323	392	124	2	377	28	180	258
Effective base	171	148	107	156	144	116	114	150	38	1	134	14	72	92
Weighted Base	428	356	244	372	350	274	250	365	90	2	329	34	182	226
Royal Mail	293	259	171	263	248	190	178	261	54	2	240	13	132	161
	68%	73%	70%	71%	71%	69%	71%	71%	60%	100%	73%	39%	73%	71%
Hermes	38	33	22	33	35	17	16	35	9	-	23	8	20	14
	9%	9%	9%	9%	10%	6%	6%	10%	9%	-%	7%	24%	11%	6%
Parcelforce	23	12	9	14	13	12	10	12	6	-	16	-	1	15
	5%	3%	4%	4%	4%	4%	4%	3%	6%	-%	5%	-%	1%	7%
DHL	15	8	9	11	15	9	11	11	9	-	13	2	5	10
	3%	2%	4%	3%	4%	3%	4%	3%	10%	-%	4%	5%	3%	4%
UPS	11	5	8	10	6	8	7	7	1	-	5	3	6	3
	3%	1%	3%	3%	2%	3%	3%	2%	1%	-%	2%	8%	3%	1%
TNT Express	7	3	1	3	3	1	1	3	1	-	*	1	1	*
	2%	1%	1%	1%	1%	1%	1%	1%	2%	-%	*%	4%	1%	*%
DPD/DPD Local	7	7	5	7	7	4	7	7	3	-	6	1	1	6
	2%	2%	2%	2%	2%	1%	3%	2%	3%	-%	2%	4%	1%	3%
UK Mail	6	4	3	4	6	5	3	4	3	-	5	1	5	*
	1%	1%	1%	1%	2%	2%	1%	1%	3%	-%	2%	2%	3%	*%
FedEx	5	5	5	5	5	5	5	5	*	-	5	-	*	5
	1%	1%	2%	1%	1%	2%	2%	1%	*%	-%	2%	-%	*%	2%
Pitney Bowes	3	3	2	3	*	2	2	3	-	-	1	-	2	1
	1%	1%	1%	1%	*%	1%	1%	1%	-%	-%	*%	-%	1%	1%
DX	3	-	-	-	3	3	3	-	-	-	3	-	3	-
	1%	-%	-%	-%	1%	1%	1%	-%	-%	-%	1%	-%	2%	-%
Yodel	1	1	*	1	1	1	*	1	*	-	*	*	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	478	392	312	428	378	312	323	392	124	2	377	28	180	258
Effective base	171	148	107	156	144	116	114	150	38	1	134	14	72	92
Weighted Base	428	356	244	372	350	274	250	365	90	2	329	34	182	226
Amazon Logistics	*	-	-	-	*	*	*	*	-	-	*	-	*	-
	*%	-%	-%	-%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%
Citipost	*	*	*	*	-	*	*	*	*	-	*	-	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	-%
Other answers	16	16	9	16	9	16	6	16	4	-	11	5	5	11
	4%	4%	4%	4%	3%	6%	3%	4%	5%	-%	3%	14%	3%	5%
NET: RM only	293	259	171	263	248	190	178	261	54	2	240	13	132	161
	68%	73%	70%	71%	71%	69%	71%	71%	60%	100%	73%	39%	73%	71%
NET: Provider other than RM	135	97	73	109	102	84	71	104	36	-	89	21	50	66
	32%	27%	30%	29%	29%	31%	29%	29%	40%	-%	27%	61%	27%	29%
NET: RM/Parcelforce	315	270	180	278	261	202	188	273	60	2	256	13	133	176
	74%	76%	74%	75%	75%	74%	75%	75%	66%	100%	78%	39%	73%	78%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	478	401	21	172	306	114	232	132	144	85	233	242	236
Effective base	171	142	9	49	122	39	82	51	57	24	86	75	96
Weighted Base	428	356	21	122	306	96	189	143	134	61	220	174	254
Royal Mail	293	240	14	82	211	57	142	93	80	35	168	109	183
	68%	67%	68%	67%	69%	59%	75%	65%	59%	57%	77% a	63%	72%
Hermes	38	37	-	15	22	9	20	8	17	10	12	10	28
	9%	10%	-%	13%	7%	9%	11%	6%	12%	16%	5%	6%	11%
Parcelforce	23	18	1	10	13	9	7	6	4	10	9	4	19
	5%	5%	5%	8%	4%	10%	4%	4%	3%	16% ac	4%	2%	7%
DHL	15	11	*	*	15	4	2	9	6	1	8	9	6
	3%	3%	1%	*%	5%	4%	1%	6%	5%	1%	4%	5%	2%
UPS	11	8	1	4	7	5	2	3	10	*	*	5	6
	3%	2%	4%	3%	2%	6%	1%	2%	8% c	1%	*%	3%	2%
TNT Express	7	3	4	*	7	4	3	*	6	-	1	4	3
	2%	1%	21%	*%	2%	5%	1%	*%	4%	-%	1%	3%	1%
DPD/DPD Local	7	7	-	3	4	1	4	2	*	3	3	5	3
	2%	2%	-%	3%	1%	1%	2%	1%	*%	6%	2%	3%	1%
UK Mail	6	6	*	3	4	3	3	1	3	*	*	3	4
	1%	2%	1%	2%	1%	3%	2%	*%	2%	1%	*%	2%	1%
FedEx	5	5	-	*	5	*	*	5	3	*	2	5	*
	1%	1%	-%	*%	2%	*%	*%	3%	2%	*%	1%	3%	*%
Pitney Bowes	3	1	-	-	3	-	1	2	-	2	1	2	1
	1%	*%	-%	-%	1%	-%	1%	1%	-%	3%	1%	1%	1%
DX	3	3	-	3	-	3	*	-	3	*	-	3	-
	1%	1%	-%	2%	-%	3%	*%	-%	2%	*%	-%	2%	-%
Yodel	1	1	*	1	1	*	1	-	1	*	-	*	1
	*%	*%	1%	1%	*%	*%	1%	-%	1%	1%	-%	*%	*%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	478	401	21	172	306	114	232	132	144	85	233	242	236
Effective base	171	142	9	49	122	39	82	51	57	24	86	75	96
Weighted Base	428	356	21	122	306	96	189	143	134	61	220	174	254
Whistl (Previously known as TNT Post)	*	*	-	*	*	*	*	*	*	-	*	*	*
	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%
Amazon Logistics	*	*	-	*	-	-	*	-	-	*	-	-	*
	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%
Citipost	*	*	-	*	-	*	-	*	*	*	-	*	*
	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%	-%	*%	*%
Other answers	16	16	-	*	15	*	2	13	1	-	15	15	*
	4%	4%	-%	*%	5%	*%	1%	9% b	1%	-%	7%	9% b	*%
NET: RM only	293	240	14	82	211	57	142	93	80	35	168	109	183
	68%	67%	68%	67%	69%	59%	75%	65%	59%	57%	77% a	63%	72%
NET: Provider other than RM	135	117	7	40	95	39	47	49	54	26	52	65	71
	32%	33%	32%	33%	31%	41%	25%	35%	41% c	43%	23%	37%	28%
NET: RM/Parcelforce	315	258	15	92	224	66	149	100	84	45	177	113	202
	74%	72%	72%	75%	73%	69%	79%	70%	62%	73%	81% a	65%	80% a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	478	129	156	102	91	285	193
Effective base	171	53	42	36	44	94	77
Weighted Base	428	129	106	108	85	235	193
Royal Mail	293	81	83	71	58	163	129
	68%	63%	78%	65%	69%	70%	67%
Hermes	38	10	10	9	9	20	18
	9%	7%	10%	9%	10%	8%	9%
Parcelforce	23	7	1	12	3	8	15
	5%	5%	1%	11%	3%	3%	8%
				b			
DHL	15	8	3	1	3	11	4
	3%	6%	3%	1%	4%	5%	2%
UPS	11	3	*	2	6	3	8
	3%	2%	*%	1%	7%	1%	4%
TNT Express	7	4	1	-	1	6	1
	2%	3%	1%	-%	2%	2%	1%
DPD/DPD Local	7	1	2	3	1	3	4
	2%	1%	2%	3%	1%	1%	2%
UK Mail	6	1	5	*	-	6	*
	1%	1%	5%	*%	-%	3%	*%
FedEx	5	5	*	*	*	5	*
	1%	4%	*%	*%	*%	2%	*%
Pitney Bowes	3	2	*	-	1	2	1
	1%	1%	*%	-%	2%	1%	1%
DX	3	-	*	3	-	*	3
	1%	-%	*%	3%	-%	*%	1%
Yodel	1	*	*	1	1	*	1
	*%	*%	*%	1%	1%	*%	1%
Whistl (Previously known as TNT Post)	*	-	*	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%
Amazon Logistics	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 30 (continuation)

QV4. Main provider selected (And who does your organisation use for its postal service?)

by QV4. Main provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	478	129	156	102	91	285	193
Effective base	171	53	42	36	44	94	77
Weighted Base	428	129	106	108	85	235	193
Citipost	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
Other answers	16	8	*	7	*	8	7
	4%	7%	*%	6%	*%	4%	4%
NET: RM only	293	81	83	71	58	163	129
	68%	63%	78%	65%	69%	70%	67%
NET: Provider other than RM	135	48	23	38	26	71	64
	32%	37%	22%	35%	31%	30%	33%
NET: RM/Parcelforce	315	88	83	83	61	171	144
	74%	68%	79%	76%	72%	73%	75%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	469	112	357	265	86	32	86	204
Effective base	167	43	126	152	50	15	38	72
Weighted Base	421	94	327	401	16	3	1	20
Royal Mail	94	34	60	91	2	1	*	3
	22%	36%	18%	23%	14%	29%	10%	16%
		b						
DHL	40	14	26	36	3	*	*	4
	9%	15%	8%	9%	22%	12%	8%	19%
					a			a
UK Mail	8	2	6	7	1	-	*	1
	2%	2%	2%	2%	8%	-%	8%	7%
					a			
UPS	23	9	14	22	1	*	*	1
	5%	9%	4%	5%	6%	5%	7%	6%
Yodel	3	1	2	2	*	*	*	*
	1%	1%	1%	1%	2%	*%	3%	2%
Parcelforce	116	5	111	110	5	1	*	6
	28%	6%	34%	27%	29%	27%	27%	29%
			a					
Hermes	81	9	71	80	1	-	*	1
	19%	10%	22%	20%	4%	-%	7%	4%
				bde				
FedEx	10	7	3	9	1	*	*	1
	2%	7%	1%	2%	7%	4%	2%	6%
		b						
Secured Mail	*	-	*	*	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
DX	1	*	1	1	*	*	-	*
	*%	*%	*%	*%	*%	1%	-%	*%
Pitney Bowes	3	-	3	2	*	*	-	*
	1%	-%	1%	1%	1%	1%	-%	1%
TNT Express	4	2	2	4	-	*	*	*
	1%	3%	1%	1%	-%	5%	7%	1%
							a	

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	469	112	357	265	86	32	86	204
Effective base	167	43	126	152	50	15	38	72
Weighted Base	421	94	327	401	16	3	1	20
Whistl (Previously known as TNT Post)	4	-	4	4	-	-	*	*
	1%	-%	1%	1%	-%	-%	*%	*%
Amazon Logistics	1	-	1	1	-	-	*	*
	*%	-%	*%	*%	-%	-%	1%	*%
DPD/DPD Local	27	7	21	26	1	*	*	2
	7%	7%	6%	6%	7%	11%	14%	8%
Other providers	6	4	2	6	*	*	*	*
	1%	4%	1%	1%	1%	5%	6%	2%
NET: RM/Parcelforce	210	40	170	201	7	2	1	9
	50%	42%	52%	50%	43%	56%	37%	44%
NET: Provider other than RM	327	60	267	310	14	2	1	17
	78%	64%	82%	77%	86%	71%	90%	84%
			a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	469	155	70	40	40	78	86	265	86	118
Effective base	167	95	41	22	25	39	38	152	50	30
Weighted Base	421	269	104	29	9	10	1	401	16	4
Royal Mail	94	58	25	7	1	2	*	91	2	1
	22%	22%	24%	25%	14%	19%	10%	23%	14%	22%
DHL	40	19	11	6	2	2	*	36	3	*
	9%	7%	11%	21%	24%	16%	8%	9%	22%	10%
				a	ag				ag	
UK Mail	8	4	3	*	1	*	*	7	1	*
	2%	1%	3%	*%	10%	3%	8%	2%	8%	3%
					ag				g	
UPS	23	17	4	1	*	1	*	22	1	*
	5%	6%	3%	4%	1%	9%	7%	5%	6%	6%
Yodel	3	2	-	-	*	*	*	2	*	*
	1%	1%	-%	-%	3%	*%	3%	1%	2%	1%
Parcelforce	116	83	24	4	3	3	*	110	5	1
	28%	31%	23%	13%	28%	29%	27%	27%	29%	27%
Hermes	81	52	26	2	*	*	*	80	1	*
	19%	19%	25%	5%	3%	4%	7%	20%	4%	2%
		dehi	defhi					defhi		
FedEx	10	6	1	1	1	*	*	9	1	*
	2%	2%	1%	5%	9%	4%	2%	2%	7%	3%
Secured Mail	*	*	-	-	-	-	*	*	-	*
	*%	*%	-%	-%	-%	-%	*%	*%	-%	*%
DX	1	1	-	-	*	*	-	1	*	*
	*%	*%	-%	-%	*%	*%	-%	*%	*%	1%
Pitney Bowes	3	-	1	2	-	*	-	2	*	*
	1%	-%	1%	6%	-%	1%	-%	1%	1%	1%
				ag						
TNT Express	4	2	2	-	-	*	*	4	-	*
	1%	1%	2%	-%	-%	2%	7%	1%	-%	6%
							g			
Whistl (Previously known as TNT Post)	4	4	-	-	-	-	*	4	-	*
	1%	2%	-%	-%	-%	-%	*%	1%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	469	155	70	40	40	78	86	265	86	118
Effective base	167	95	41	22	25	39	38	152	50	30
Weighted Base	421	269	104	29	9	10	1	401	16	4
Amazon Logistics	1	1	-	-	-	-	*	1	-	*
	*%	1%	-%	-%	-%	-%	1%	*%	-%	*%
DPD/DPD Local	27	16	7	3	1	1	*	26	1	1
	7%	6%	6%	11%	6%	9%	14%	6%	7%	12%
Other providers	6	3	*	3	*	*	*	6	*	*
	1%	1%	*%	9%	1%	3%	6%	1%	1%	5%
				ag						
NET: RM/Parcelforce	210	141	49	11	4	5	1	201	7	2
	50%	53%	47%	38%	42%	48%	37%	50%	43%	49%
NET: Provider other than RM	327	210	78	22	8	8	1	310	14	3
	78%	78%	76%	75%	86%	81%	90%	77%	86%	78%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	469	193	81	29	21	67
Effective base	167	107	27	12	2	8
Weighted Base	421	297	53	12	10	15
Royal Mail	94	55	12	5	1	7
	22%	19%	23%	39%	7%	46%
DHL	40	30	6	*	-	1
	9%	10%	11%	2%	-%	10%
UK Mail	8	4	3	*	*	*
	2%	1%	6%	*%	5%	2%
UPS	23	13	6	-	-	2
	5%	4%	12%	-%	-%	14%
Yodel	3	2	*	*	*	*
	1%	1%	1%	*%	*%	*%
Parcelforce	116	95	10	4	1	1
	28%	32%	18%	32%	9%	7%
Hermes	81	64	6	-	6	*
	19%	22%	12%	-%	64%	3%
FedEx	10	2	3	*	*	2
	2%	1%	5%	4%	*%	14%
Secured Mail	*	*	*	-	-	-
	*%	*%	*%	-%	-%	-%
DX	1	1	-	-	*	-
	*%	*%	-%	-%	*%	-%
Pitney Bowes	3	1	2	*	-	*
	1%	*%	3%	*%	-%	*%
TNT Express	4	4	*	-	-	*
	1%	1%	*%	-%	-%	1%
Whistl (Previously known as TNT Post)	4	4	-	-	*	-
	1%	1%	-%	-%	*%	-%
Amazon Logistics	1	1	*	-	-	-
	*%	*%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	469	193	81	29	21	67
Effective base	167	107	27	12	2	8
Weighted Base	421	297	53	12	10	15
DPD/DPD Local	27	18	4	3	1	*
	7%	6%	8%	23%	15%	3%
Other providers	6	3	-	-	-	*
	1%	1%	-%	-%	-%	1%
NET: RM/Parcelforce	210	150	22	9	2	8
	50%	51%	42%	71%	16%	52%
NET: Provider other than RM	327	242	40	7	9	8
	78%	81%	77%	61%	93%	54%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted Base	469	32	32	52	12	24	31	18	27	22	250	66	57	96
Effective base	167	20	18	30	7	15	19	13	11	11	137	34	36	21
Weighted Base	421	40	40	99	15	33	48	49	28	24	377	24	16	5
Royal Mail	94	6	10	28	1	8	16	6	5	6	87	3	3	1
	22%	15%	24%	29%	10%	25%	33%	12%	18%	26%	23%	12%	22%	19%
DHL	40	3	2	15	1	6	6	-	2	4	37	2	*	*
	9%	7%	4%	15%	6%	19%	12%	-%	6%	15%	10%	9%	3%	5%
UK Mail	8	*	*	5	*	-	1	-	-	*	7	1	*	*
	2%	1%	1%	5%	2%	-%	3%	-%	-%	*%	2%	2%	1%	2%
UPS	23	-	2	11	-	3	*	1	6	-	23	*	-	*
	5%	-%	5%	11% k	-%	8%	*%	2%	22%	-%	6%	*%	-%	3%
Yodel	3	-	-	-	-	-	*	-	*	1	2	1	-	*
	1%	-%	-%	-%	-%	-%	*%	-%	*%	6%	*%	3%	-%	4%
Parcelforce	116	15	12	28	4	13	10	12	2	4	101	8	5	2
	28%	37%	30%	28%	29%	39%	21%	24%	8%	18%	27%	35%	33%	30%
Hermes	81	8	13	3	7	1	8	16	10	4	70	7	4	1
	19%	19%	33% cm	3%	46%	2%	17%	32%	37%	16%	18% c	28% c	24% c	10%
FedEx	10	1	*	2	-	-	-	-	*	4	8	1	*	*
	2%	3%	*%	2%	-%	-%	-%	-%	1%	17%	2%	5%	3%	4%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	*%
DX	1	1	-	-	-	-	-	-	-	-	1	*	-	-
	*%	3%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%
Pitney Bowes	3	1	-	2	-	-	-	-	-	-	2	-	*	*
	1%	2%	-%	2%	-%	-%	-%	-%	-%	-%	1%	-%	*%	1%
TNT Express	4	-	*	-	-	2	2	-	*	*	4	-	*	*
	1%	-%	*%	-%	-%	7%	4%	-%	1%	*%	1%	-%	*%	*%
Whistl (Previously known as TNT Post)	4	-	-	-	-	-	-	4	-	-	4	-	-	*
	1%	-%	-%	-%	-%	-%	-%	8%	-%	-%	1%	-%	-%	*%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted Base	469	32	32	52	12	24	31	18	27	22	250	66	57	96
Effective base	167	20	18	30	7	15	19	13	11	11	137	34	36	21
Weighted Base	421	40	40	99	15	33	48	49	28	24	377	24	16	5
Amazon Logistics	1	-	-	-	-	-	1	-	-	-	1	*	-	*
	*%	-%	-%	-%	-%	-%	3%	-%	-%	-%	*%	*%	-%	*%
DPD/DPD Local	27	5	1	4	-	*	3	9	2	*	25	1	1	1
	7%	13%	4%	4%	-%	*%	6%	17%	7%	1%	7%	4%	7%	12%
Other providers	6	-	*	1	1	-	-	2	-	*	5	*	1	1
	1%	-%	*%	1%	8%	-%	-%	5%	-%	*%	1%	1%	5%	11% j
NET: RM/Parcelforce	210	21	22	56	6	21	26	18	7	11	188	11	9	3
	50%	52%	54%	57%	39%	65%	55%	36%	25%	44%	50%	47%	55%	49%
NET: Provider other than RM	327	34	31	71	13	24	32	43	23	18	290	21	12	4
	78%	85%	76%	71%	90%	75%	67%	88%	82%	74%	77%	88%	78%	81%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base	469	11	57	5	33	99	16	23	202	387	82	402	67
Effective base	167	3	21	2	11	35	7	6	79	135	35	152	17
Weighted Base	421	8	56	1	26	113	11	14	152	355	66	390	31
Royal Mail	94	3	16	*	2	22	4	4	34	79	15	88	6
	22%	43%	29%	5%	6%	20%	38%	33%	23%	22%	23%	22%	21%
DHL	40	-	10	*	6	6	*	1	15	39	*	32	7
	9%	-%	17%	62%	23%	6%	2%	7%	10%	11%	1%	8%	24%
UK Mail	8	*	3	-	*	*	*	*	5	8	*	8	*
	2%	1%	5%	-%	1%	*%	3%	*%	3%	2%	*%	2%	*%
UPS	23	*	*	-	*	15	-	*	7	21	1	20	3
	5%	*%	*%	-%	1%	14%	-%	3%	4%	6%	2%	5%	8%
Yodel	3	-	*	-	*	*	*	-	2	3	*	3	*
	1%	-%	*%	-%	*%	*%	2%	-%	1%	1%	*%	1%	*%
Parcelforce	116	*	10	*	7	31	3	7	40	90	26	109	7
	28%	1%	19%	20%	26%	28%	28%	49%	26%	25%	39%	28%	23%
Hermes	81	5	6	-	7	31	1	1	21	67	13	76	5
	19%	56%	10%	-%	26%	28%	7%	5%	14%	19%	20%	19%	16%
FedEx	10	-	2	-	*	2	-	*	6	7	2	9	*
	2%	-%	3%	-%	1%	2%	-%	*%	4%	2%	4%	2%	1%
Secured Mail	*	-	*	-	-	*	-	-	*	*	-	*	-
	*%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%	*%	-%
DX	1	-	-	-	-	-	-	-	1	1	*	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	*%	*%	*%	-%
Pitney Bowes	3	-	-	-	-	2	-	*	1	3	-	2	*
	1%	-%	-%	-%	-%	2%	-%	*%	1%	1%	-%	1%	*%
TNT Express	4	-	*	-	*	*	2	-	2	4	-	2	2
	1%	-%	*%	-%	*%	*%	16%	-%	1%	1%	-%	1%	6%
Whistl (Previously known as TNT Post)	4	-	4	-	-	-	-	-	*	4	-	4	-
	1%	-%	7% h	-%	-%	-%	-%	-%	*%	1%	-%	1%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base	469	11	57	5	33	99	16	23	202	387	82	402	67
Effective base	167	3	21	2	11	35	7	6	79	135	35	152	17
Weighted Base	421	8	56	1	26	113	11	14	152	355	66	390	31
Amazon Logistics	1	-	-	-	-	*	-	-	1	*	1	1	*
	*%	-%	-%	-%	-%	*%	-%	-%	1%	*%	2%	*%	*%
DPD/DPD Local	27	*	5	*	4	*	*	*	13	23	4	27	*
	7%	*%	9%	3%	16% e	*%	4%	3%	8%	6%	7%	7%	1%
Other providers	6	-	*	*	-	2	-	-	4	4	2	6	*
	1%	-%	*%	10%	-%	2%	-%	-%	3%	1%	3%	2%	1%
NET: RM/Parcelforce	210	4	27	*	8	53	7	11	74	169	41	196	14
	50%	43%	47%	25%	32%	47%	66%	81%	49%	48%	61%	50%	43%
NET: Provider other than RM	327	5	40	1	25	90	7	9	117	276	51	302	25
	78%	57%	71%	95%	94%	80%	62%	67%	77%	78%	77%	78%	79%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	469	469	188	138	143
Effective base	167	167	70	35	63
Weighted Base	421	421	185	72	165
Royal Mail	94	94	50	16	28
	22%	22%	27%	22%	17%
DHL	40	40	16	11	13
	9%	9%	9%	16%	8%
UK Mail	8	8	3	1	5
	2%	2%	2%	1%	3%
UPS	23	23	10	1	12
	5%	5%	5%	2%	7%
Yodel	3	3	1	*	2
	1%	1%	*%	*%	1%
Parcelforce	116	116	41	20	56
	28%	28%	22%	28%	34%
Hermes	81	81	37	14	29
	19%	19%	20%	20%	18%
FedEx	10	10	3	1	6
	2%	2%	1%	1%	4%
Secured Mail	*	*	-	*	-
	*%	*%	-%	*%	-%
DX	1	1	1	*	-
	*%	*%	1%	*%	-%
Pitney Bowes	3	3	2	*	*
	1%	1%	1%	*%	*%
TNT Express	4	4	2	*	2
	1%	1%	1%	*%	1%
Whistl (Previously known as TNT Post)	4	4	-	*	4
	1%	1%	-%	*%	3%
Amazon Logistics	1	1	-	*	1
	*%	*%	-%	*%	1%

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	469	469	188	138	143
Effective base	167	167	70	35	63
Weighted Base	421	421	185	72	165
DPD/DPD Local	27	27	15	7	6
	7%	7%	8%	9%	4%
Other providers	6	6	4	*	2
	1%	1%	2%	*%	1%
NET: RM/Parcelforce	210	210	91	36	84
	50%	50%	49%	50%	51%
NET: Provider other than RM	327	327	134	56	137
	78%	78%	73%	78%	83%

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	469	245	131	44	13	15	7	7	7	376	93	49	71	174	224
Effective base	167	113	40	11	2	4	3	2	2	152	15	7	37	76	55
Weighted Base	421	275	110	15	10	6	*	*	5	385	37	22	97	178	147
Royal Mail	94	64	25	1	*	1	-	*	2	89	5	3	26	39	30
	22%	23%	23%	10%	5%	12%	-%	12%	40%	23%	13%	15%	27%	22%	20%
DHL	40	19	18	1	-	*	-	-	3	36	4	3	5	14	21
	9%	7%	16%	6%	-%	*%	-%	-%	54%	9%	10%	13%	5%	8%	14%
UK Mail	8	5	*	*	*	2	*	*	-	5	3	3	*	5	3
	2%	2%	*%	*%	2%	39%	7%	14%	-%	1%	7%	12%	*%	3%	2%
UPS	23	3	19	*	*	1	*	*	-	21	1	1	-	3	20
	5%	1%	17% ai	1%	*%	19%	15%	1%	-%	6%	3%	5%	-%	2%	13% ab
Yodel	3	2	*	*	*	-	*	-	-	3	*	*	-	2	*
	1%	1%	*%	1%	*%	-%	16%	-%	-%	1%	*%	*%	-%	1%	*%
Parcelforce	116	85	20	8	3	-	-	-	-	105	11	3	27	59	31
	28%	31%	18%	54% b	27%	-%	-%	-%	-%	27%	30%	13%	28%	33%	21%
Hermes	81	50	24	*	6	-	-	-	-	74	7	6	23	27	31
	19%	18%	22%	3%	62%	-%	-%	-%	-%	19%	19%	30%	23%	15%	21%
FedEx	10	7	2	*	*	-	-	*	-	9	1	1	4	2	3
	2%	3%	2%	*%	4%	-%	-%	72%	-%	2%	1%	2%	5%	1%	2%
Secured Mail	*	*	-	-	-	-	*	-	-	*	*	*	-	*	*
	*%	*%	-%	-%	-%	-%	4%	-%	-%	*%	*%	*%	-%	*%	*%
DX	1	1	*	-	-	-	-	-	-	1	-	-	-	1	*
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	1%	*%
Pitney Bowes	3	1	*	-	-	2	-	-	-	1	2	2	-	1	2
	1%	*%	*%	-%	-%	29%	-%	-%	-%	*%	5%	8%	-%	*%	1%
TNT Express	4	4	*	*	-	-	-	-	*	4	*	*	-	4	*
	1%	1%	*%	*%	-%	-%	-%	-%	*%	1%	*%	*%	-%	2%	*%
Whistl (Previously known as TNT Post)	4	4	-	*	-	-	-	-	-	4	*	-	-	4	*
	1%	2%	-%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	2%	*%
Amazon Logistics	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	1%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	469	245	131	44	13	15	7	7	7	376	93	49	71	174	224
Effective base	167	113	40	11	2	4	3	2	2	152	15	7	37	76	55
Weighted Base	421	275	110	15	10	6	*	*	5	385	37	22	97	178	147
DPD/DPD Local	27	23	2	3	-	*	*	-	*	24	3	*	10	13	5
	7%	8%	2%	19% b	-%	*%	58%	-%	5%	6%	9%	1%	10%	7%	3%
Other providers	6	4	1	1	*	-	-	-	-	5	1	*	3	2	2
	1%	2%	1%	7%	*%	-%	-%	-%	-%	1%	3%	*%	3%	1%	1%
NET: RM/Parcelforce	210	150	45	9	3	1	-	*	2	194	16	6	53	97	60
	50%	55%	40%	63%	32%	12%	-%	12%	40%	51%	42%	28%	54%	55%	41%
NET: Provider other than RM	327	210	85	13	10	5	*	*	3	295	32	19	71	139	117
	78%	77%	77%	90%	95%	88%	100%	88%	60%	77%	87%	85%	73%	78%	80%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	469	312	280	375	373	154	195	215	40	36	24	23	20	17
Effective base	167	93	100	127	135	39	68	96	15	8	3	5	2	2
Weighted Base	421	225	229	319	329	86	177	242	36	15	12	5	7	3
Royal Mail	94	49	43	69	59	20	35	57	5	6	*	*	*	*
	22%	22%	19%	22%	18%	23%	20%	24%	15%	42%	2%	*%	3%	3%
DHL	40	21	21	24	34	13	12	13	7	2	1	*	*	*
	9%	9%	9%	7%	10%	15%	7%	6%	20% a	12%	10%	*%	*%	1%
UK Mail	8	3	5	8	6	1	2	1	4	*	*	*	*	2
	2%	2%	2%	2%	2%	2%	1%	*%	12% a	2%	3%	*%	*%	80%
UPS	23	9	9	11	23	2	5	9	1	*	*	1	-	*
	5%	4%	4%	4%	7%	2%	3%	4%	3%	*%	*%	27%	-%	*%
Yodel	3	2	2	2	3	*	*	2	*	-	*	-	*	*
	1%	1%	1%	1%	1%	*%	*%	1%	*%	-%	1%	-%	*%	*%
Parcelforce	116	73	77	101	102	26	68	88	9	1	2	1	*	*
	28%	32%	34%	32%	31%	30%	39%	36%	24%	5%	19%	11%	6%	*%
Hermes	81	34	46	64	62	12	32	41	6	3	7	-	6	*
	19%	15%	20%	20%	19%	14%	18%	17%	17%	22%	64%	-%	90%	6%
FedEx	10	4	6	7	8	2	4	6	1	1	-	*	-	*
	2%	2%	3%	2%	2%	3%	2%	2%	2%	4%	-%	2%	-%	*%
Secured Mail	*	*	*	*	*	*	*	-	-	-	*	*	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	*%	-%	-%
DX	1	1	1	1	1	-	*	1	*	-	-	-	-	-
	*%	1%	1%	*%	*%	-%	*%	1%	*%	-%	-%	-%	-%	-%
Pitney Bowes	3	3	1	3	*	-	1	1	-	2	*	-	*	-
	1%	1%	*%	1%	*%	-%	*%	*%	-%	12% a	*%	-%	*%	-%
TNT Express	4	2	*	2	4	2	2	2	-	*	-	*	*	-
	1%	1%	*%	1%	1%	3%	1%	1%	-%	*%	-%	1%	*%	-%
Whistl (Previously known as TNT Post)	4	4	-	4	4	-	-	4	-	-	*	-	-	-
	1%	2%	-%	1%	1%	-%	-%	2%	-%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	469	312	280	375	373	154	195	215	40	36	24	23	20	17
Effective base	167	93	100	127	135	39	68	96	15	8	3	5	2	2
Weighted Base	421	225	229	319	329	86	177	242	36	15	12	5	7	3
Amazon Logistics	1	1	*	1	1	*	1	1	-	*	-	*	-	-
	*%	1%	*%	*%	*%	*%	1%	1%	-%	*%	-%	*%	-%	-%
DPD/DPD Local	27	18	15	18	15	7	13	14	1	*	*	2	*	*
	7%	8%	7%	6%	5%	8%	8%	6%	3%	*%	1%	53%	1%	10%
Other providers	6	3	3	4	6	1	1	2	1	*	-	*	-	-
	1%	1%	1%	1%	2%	1%	1%	1%	3%	2%	-%	5%	-%	-%
NET: RM/Parcelforce	210	121	120	170	161	46	104	145	14	7	2	1	1	*
	50%	54%	53%	53%	49%	53%	59%	60%	39%	47%	21%	12%	9%	3%
NET: Provider other than RM	327	177	186	249	270	66	141	185	31	9	11	5	7	3
	78%	78%	81%	78%	82%	77%	80%	76%	85%	58%	98%	100%	97%	97%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	469	256	28	17	19	12	26	15	53	82	68	112	73	40
Effective base	167	114	10	3	7	5	2	3	9	39	25	44	16	5
Weighted Base	421	287	21	10	4	4	2	2	8	97	70	94	45	12
Royal Mail	94	53	3	1	*	2	*	*	2	21	12	17	18	2
	22%	18%	15%	11%	*%	41%	15%	5%	25%	21%	17%	18%	40%	18%
DHL	40	26	6	3	*	-	*	*	*	7	10	3	2	1
	9%	9%	28%	28%	2%	-%	*%	*%	*%	7%	15%	3%	5%	8%
UK Mail	8	1	4	*	*	-	*	1	1	2	1	*	4	*
	2%	*%	20%	*%	8%	-%	*%	25%	6%	2%	2%	*%	9%	3%
UPS	23	20	*	*	*	1	*	1	2	4	3	4	1	*
	5%	7%	*%	*%	9%	25%	*%	57%	25%	4%	4%	4%	1%	*%
Yodel	3	3	-	-	*	-	-	-	-	*	*	2	-	*
	1%	1%	-%	-%	2%	-%	-%	-%	-%	*%	*%	2%	-%	*%
Parcelforce	116	93	6	1	1	*	*	-	*	38	15	37	11	*
	28%	33%	30%	7%	24%	9%	2%	-%	5%	39%	21%	40%	23%	2%
Hermes	81	56	*	5	*	1	*	-	1	18	16	18	7	5
	19%	20%	*%	50%	1%	21%	7%	-%	12%	18%	24%	20%	15%	38%
FedEx	10	7	*	-	*	*	-	-	*	3	2	*	2	*
	2%	3%	*%	-%	13%	3%	-%	-%	1%	3%	3%	*%	5%	*%
Secured Mail	*	*	-	-	-	-	*	*	*	-	*	-	-	*
	*%	*%	-%	-%	-%	-%	*%	*%	*%	-%	*%	-%	-%	*%
DX	1	1	-	-	-	-	-	-	-	-	*	1	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	1%	*%	-%
Pitney Bowes	3	*	*	-	-	-	-	-	-	2	-	1	*	-
	1%	*%	*%	-%	-%	-%	-%	-%	-%	2%	-%	1%	*%	-%
TNT Express	4	4	-	-	-	-	*	-	*	-	-	*	*	2
	1%	1%	-%	-%	-%	-%	1%	-%	*%	-%	-%	*%	*%	15%
Whistl (Previously known as TNT Post)	4	4	-	-	-	-	-	-	-	*	4	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	*%	6%	-%	-%	-%
Amazon Logistics	1	1	-	-	-	-	*	-	*	-	-	1	-	*
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	2%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	469	256	28	17	19	12	26	15	53	82	68	112	73	40
Effective base	167	114	10	3	7	5	2	3	9	39	25	44	16	5
Weighted Base	421	287	21	10	4	4	2	2	8	97	70	94	45	12
DPD/DPD Local	27	11	1	*	*	*	2	*	2	3	5	7	*	2
	7%	4%	5%	4%	12%	1%	74%	12%	25% a	3%	8%	8%	*%	17%
Other providers	6	5	*	-	1	*	-	-	*	1	1	2	*	-
	1%	2%	2%	-%	29%	1%	-%	-%	*%	1%	1%	2%	1%	-%
NET: RM/Parcelforce	210	146	9	2	1	2	*	*	3	59	26	54	29	2
	50%	51%	45%	18%	25%	50%	17%	5%	30%	60%	38%	57%	63%	19%
NET: Provider other than RM	327	234	17	9	4	2	2	2	6	76	58	78	27	10
	78%	82%	85%	89%	100%	59%	85%	95%	75%	79%	83%	82%	60%	82%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	469	89	71	113	59	41	264	29	77	310	159	298	77
Effective base	167	46	32	35	17	5	98	10	29	118	50	109	19
Weighted Base	421	104	81	92	39	12	253	17	58	286	135	260	59
Royal Mail	94	14	24	8	12	1	41	4	13	-	94	31	38
	22%	14%	30% c	9%	30%	6%	16%	24%	23%	-%	69% a	12%	65% a
DHL	40	8	9	11	5	1	21	6	8	25	15	19	5
	9%	8%	11%	12%	13%	8%	8%	33%	14%	9%	11%	7%	8%
UK Mail	8	1	1	*	4	*	5	*	1	8	*	4	3
	2%	1%	1%	*%	11% c	2%	2%	*%	2%	3%	*%	2%	6%
UPS	23	3	1	16	3	*	20	*	3	15	8	11	*
	5%	3%	2%	17% ab	7%	*%	8%	2%	5%	5%	6%	4%	*%
Yodel	3	1	-	2	*	-	2	*	*	2	1	2	*
	1%	1%	-%	2%	*%	-%	1%	*%	*%	1%	*%	1%	*%
Parcelforce	116	45	17	26	7	6	80	1	20	110	6	95	6
	28%	44% b	21%	28%	18%	48%	32%	7%	34%	39% b	4%	37% b	10%
Hermes	81	22	15	24	1	*	54	4	4	70	11	58	6
	19%	21%	18%	26% d	2%	*%	21%	24%	6%	24% b	8%	22%	10%
FedEx	10	4	1	1	2	*	5	*	3	10	*	7	*
	2%	4%	1%	1%	4%	1%	2%	1%	5%	3%	*%	3%	*%
Secured Mail	*	-	*	*	-	*	*	-	-	*	*	-	*
	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%	*%	-%	*%
DX	1	1	-	-	-	-	1	-	-	*	1	1	*
	*%	1%	-%	-%	-%	-%	*%	-%	-%	*%	1%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	469	89	71	113	59	41	264	29	77	310	159	298	77
Effective base	167	46	32	35	17	5	98	10	29	118	50	109	19
Weighted Base	421	104	81	92	39	12	253	17	58	286	135	260	59
Pitney Bowes	3	-	*	*	*	-	*	*	*	3	-	3	-
	1%	-%	*%	*%	*%	-%	*%	*%	*%	1%	-%	1%	-%
TNT Express	4	-	2	*	-	2	2	*	2	4	*	2	*
	1%	-%	3%	*%	-%	15%	1%	*%	3%	1%	*%	1%	*%
Whistl (Previously known as TNT Post)	4	-	4	-	-	-	4	-	-	4	-	4	-
	1%	-%	5%	-%	-%	-%	2%	-%	-%	1%	-%	2%	-%
Amazon Logistics	1	1	-	-	-	*	*	-	1	1	*	1	*
	*%	1%	-%	-%	-%	*%	*%	-%	2%	*%	*%	1%	*%
DPD/DPD Local	27	1	5	3	4	2	12	1	2	27	*	18	*
	7%	1%	6%	4%	10%	17%	5%	8%	3%	10% b	*%	7%	*%
Other providers	6	2	2	*	1	*	5	-	1	6	*	3	*
	1%	2%	3%	*%	4%	3%	2%	-%	2%	2%	*%	1%	1%
NET: RM/Parcelforce	210	60	41	34	19	7	122	5	33	110	100	126	44
	50%	57%	51%	37%	48%	54%	48%	31%	57%	39%	74% a	49%	74% a
NET: Provider other than RM	327	90	57	84	27	12	211	13	45	286	41	228	21
	78%	86%	70%	91% b	70%	94%	84%	76%	77%	100% b	31%	88% b	35%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

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Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	469	176	197	277	97	179	194	215	252	100	198	217	87
Effective base	167	74	62	111	18	75	61	57	80	22	65	81	24
Weighted Base	421	191	139	258	60	193	136	149	181	61	154	183	62
Royal Mail	94	5	54	24	45	7	52	28	37	17	23	40	14
	22%	3%	39%	9%	74%	4%	38%	19%	21%	28%	15%	22%	23%
			a		a		a						
DHL	40	21	13	20	4	20	14	17	15	3	15	18	*
	9%	11%	9%	8%	6%	11%	10%	11%	8%	5%	10%	10%	1%
UK Mail	8	2	4	7	1	6	*	2	1	*	5	5	3
	2%	1%	3%	3%	1%	3%	*%	2%	1%	1%	3%	3%	5%
UPS	23	14	8	10	1	14	8	3	6	1	3	8	1
	5%	8%	6%	4%	2%	7%	6%	2%	4%	2%	2%	5%	2%
Yodel	3	2	1	2	*	2	1	*	2	2	*	2	1
	1%	1%	*%	1%	*%	1%	*%	*%	1%	3%	*%	1%	2%
Parcelforce	116	79	23	99	2	73	28	59	68	14	62	56	24
	28%	41%	16%	38%	3%	38%	21%	40%	37%	24%	40%	31%	38%
		b		b		b							
Hermes	81	40	22	57	7	42	20	17	21	11	30	34	12
	19%	21%	16%	22%	12%	22%	15%	11%	12%	17%	20%	19%	19%
FedEx	10	5	3	7	*	5	3	1	4	1	2	6	*
	2%	2%	2%	3%	*%	2%	2%	1%	2%	1%	2%	3%	*%
Secured Mail	*	*	*	-	*	*	*	*	*	*	*	*	*
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%
DX	1	-	1	1	*	-	1	*	1	-	*	1	-
	*%	-%	1%	*%	*%	-%	1%	*%	1%	-%	*%	1%	-%
Pitney Bowes	3	*	*	2	*	*	*	2	1	*	*	1	*
	1%	*%	*%	1%	*%	*%	*%	1%	*%	*%	*%	*%	*%
TNT Express	4	2	2	2	*	4	*	*	2	*	*	*	*
	1%	1%	1%	1%	*%	2%	*%	*%	1%	*%	*%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	469	176	197	277	97	179	194	215	252	100	198	217	87
Effective base	167	74	62	111	18	75	61	57	80	22	65	81	24
Weighted Base	421	191	139	258	60	193	136	149	181	61	154	183	62
Whistl (Previously known as TNT Post)	4	4	-	4	-	4	-	4	4	-	-	-	-
	1%	2%	-%	2%	-%	2%	-%	3%	2%	-%	-%	-%	-%
Amazon Logistics	1	1	*	1	*	1	*	1	1	1	*	-	*
	*%	1%	*%	1%	*%	1%	*%	1%	1%	2%	*%	-%	*%
DPD/DPD Local	27	10	5	17	*	10	5	13	15	8	13	9	5
	7%	5%	4%	7%	1%	5%	4%	9%	8%	14%	9%	5%	8%
Other providers	6	4	2	4	*	4	2	2	3	1	*	3	*
	1%	2%	1%	1%	*%	2%	1%	1%	1%	2%	*%	2%	1%
NET: RM/Parcelforce	210	84	76	124	46	81	80	87	105	31	85	96	38
	50%	44%	55%	48%	77% a	42%	59% a	58%	58%	51%	55%	53%	61%
NET: Provider other than RM	327	185	85	234	16	186	84	122	143	44	131	143	47
	78%	97% b	61%	91% b	26%	96% b	62%	81%	79%	72%	85%	78%	77%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	469	303	222	114	281	247	251	278	223	19
Effective base	167	105	84	33	90	94	95	97	78	4
Weighted Base	421	256	211	72	220	217	237	235	194	8
Royal Mail	94	48	36	11	48	43	29	39	39	*
	22%	19%	17%	15%	22%	20%	12%	16%	20%	4%
DHL	40	32	16	11	18	18	22	16	12	*
	9%	12%	8%	16%	8%	8%	9%	7%	6%	3%
UK Mail	8	5	2	*	3	2	6	4	3	*
	2%	2%	1%	*%	2%	1%	2%	2%	1%	4%
UPS	23	13	15	5	9	8	14	6	8	*
	5%	5%	7%	7%	4%	4%	6%	2%	4%	*%
Yodel	3	3	2	*	2	2	2	2	*	-
	1%	1%	1%	*%	1%	1%	1%	1%	*%	-%
Parcelforce	116	82	69	18	72	74	88	92	60	6
	28%	32%	33%	26%	33%	34%	37%	39%	31%	80%
Hermes	81	42	41	11	34	46	44	46	45	*
	19%	17%	19%	16%	15%	21%	18%	19%	23%	*%
FedEx	10	4	5	2	4	5	7	7	1	*
	2%	2%	2%	3%	2%	2%	3%	3%	*%	1%
Secured Mail	*	*	*	*	*	*	*	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
DX	1	-	1	-	1	1	1	1	1	-
	*%	-%	1%	-%	1%	1%	1%	1%	1%	-%
Pitney Bowes	3	*	*	*	3	1	*	3	1	-
	1%	*%	*%	*%	1%	*%	*%	1%	*%	-%
TNT Express	4	2	4	2	2	*	2	*	2	*
	1%	1%	2%	3%	1%	*%	1%	*%	1%	*%
Whistl (Previously known as TNT Post)	4	4	4	-	4	-	4	4	4	-
	1%	2%	2%	-%	2%	-%	2%	2%	2%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	469	303	222	114	281	247	251	278	223	19
Effective base	167	105	84	33	90	94	95	97	78	4
Weighted Base	421	256	211	72	220	217	237	235	194	8
Amazon Logistics	1	*	1	1	1	*	1	1	1	-
	*%	*%	1%	2%	1%	*%	1%	1%	1%	-%
DPD/DPD Local	27	14	10	7	17	14	11	14	14	*
	7%	6%	5%	10%	8%	7%	4%	6%	7%	4%
Other providers	6	5	4	2	2	3	4	2	2	*
	1%	2%	2%	2%	1%	1%	2%	1%	1%	3%
NET: RM/Parcelforce	210	130	105	29	120	117	118	131	100	7
	50%	51%	50%	41%	55%	54%	50%	56%	51%	84%
NET: Provider other than RM	327	208	175	61	171	174	208	197	155	7
	78%	81%	83%	85%	78%	80%	88%	84%	80%	96%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base	469	133	132	161	46	22	234	197	50	34	42	10
Effective base	167	51	55	55	21	8	81	68	16	7	19	4
Weighted Base	421	132	135	126	47	17	189	167	41	19	37	9
Royal Mail	94	15	11	14	4	*	27	34	8	6	15	3
	22%	12%	8%	11%	8%	1%	15%	21%	20%	35%	39%	36%
DHL	40	11	7	13	5	-	16	9	3	*	1	-
	9%	8%	5%	10%	11%	-%	9%	5%	8%	1%	3%	-%
UK Mail	8	4	5	1	*	*	5	2	1	*	2	3
	2%	3%	3%	1%	*%	*%	2%	1%	1%	1%	6%	31%
UPS	23	9	8	1	1	*	6	7	1	1	1	3
	5%	7%	6%	1%	2%	*%	3%	4%	3%	6%	4%	28%
Yodel	3	2	2	*	-	-	2	*	*	-	-	-
	1%	1%	1%	*%	-%	-%	1%	*%	1%	-%	-%	-%
Parcelforce	116	56	48	62	20	9	77	55	12	3	1	-
	28%	42%	35%	49%	42%	52%	41%	33%	30% c	16%	2%	-%
Hermes	81	17	36	14	9	2	28	44	4	7	13	-
	19%	13%	27% c	11%	19%	13%	15%	26%	9%	35%	36%	-%
FedEx	10	5	1	3	*	*	6	1	*	*	-	-
	2%	4%	1%	2%	*%	*%	3%	1%	*%	1%	-%	-%
Secured Mail	*	*	*	*	-	-	*	*	-	*	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	-%	1%	-%	-%
DX	1	-	-	-	-	-	1	1	1	-	-	-
	*%	-%	-%	-%	-%	-%	1%	1%	3%	-%	-%	-%
Pitney Bowes	3	*	*	*	-	*	1	1	-	1	2	*
	1%	*%	*%	*%	-%	*%	*%	*%	-%	4%	5%	*%
TNT Express	4	2	2	2	2	2	*	2	-	*	-	-
	1%	2%	2%	2%	5%	13%	*%	1%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base	469	133	132	161	46	22	234	197	50	34	42	10
Effective base	167	51	55	55	21	8	81	68	16	7	19	4
Weighted Base	421	132	135	126	47	17	189	167	41	19	37	9
Whistl (Previously known as TNT Post)	4	4	4	4	-	-	4	*	4	-	-	-
	1%	3%	3%	3%	-%	-%	2%	*%	10%	-%	-%	-%
Amazon Logistics	1	1	1	-	-	1	1	*	-	*	-	-
	*%	1%	1%	-%	-%	8%	1%	*%	-%	*%	-%	-%
DPD/DPD Local	27	2	6	11	6	2	12	8	6	*	2	*
	7%	2%	4%	8%	13% a	11%	6%	5%	15%	*%	6%	*%
Other providers	6	2	4	1	*	-	2	2	-	-	-	*
	1%	2%	3%	1%	*%	-%	1%	1%	-%	-%	-%	5%
NET: RM/Parcelforce	210	71	59	76	24	9	105	89	21	9	15	3
	50%	54%	44%	60%	50%	53%	55%	54%	50%	50%	42%	36%
NET: Provider other than RM	327	116	124	112	44	17	162	133	32	12	23	6
	78%	88%	92%	89%	92%	99%	85%	79%	80%	65%	61%	64%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	469	385	308	421	373	306	319	385	123	2	368	28	179	250
Effective base	167	146	106	153	142	114	113	147	37	1	130	14	72	89
Weighted Base	421	351	242	367	346	270	247	360	88	2	322	34	182	220
Royal Mail	94	74	60	82	76	66	52	82	27	-	74	15	44	50
	22%	21%	25%	22%	22%	24%	21%	23%	30%	-%	23%	44%	24%	23%
DHL	40	24	22	27	26	19	22	24	13	-	26	*	12	14
	9%	7%	9%	7%	8%	7%	9%	7%	14%	-%	8%	*%	7%	6%
UK Mail	8	3	4	5	3	6	5	3	1	*	3	*	6	2
	2%	1%	2%	1%	1%	2%	2%	1%	1%	2%	1%	1%	3%	1%
UPS	23	16	14	16	19	10	10	20	2	-	11	4	12	7
	5%	5%	6%	4%	6%	4%	4%	5%	2%	-%	3%	12%	7%	3%
Yodel	3	2	2	2	2	2	2	2	*	-	2	-	1	1
	1%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	-%	1%	*%
Parcelforce	116	112	66	112	112	96	80	113	15	-	97	8	44	71
	28%	32%	27%	31%	32%	35%	32%	31%	17%	-%	30%	25%	24%	33%
Hermes	81	67	43	69	63	39	36	66	10	2	61	5	42	39
	19%	19%	18%	19%	18%	15%	15%	18%	12%	98%	19%	14%	23%	18%
FedEx	10	9	6	9	8	5	8	9	3	-	7	-	*	10
	2%	3%	2%	3%	2%	2%	3%	3%	4%	-%	2%	-%	*%	4%
Secured Mail	*	*	*	*	*	*	*	*	*	-	*	-	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%
DX	1	1	*	1	*	*	*	1	-	-	1	-	-	1
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	1%
Pitney Bowes	3	3	1	3	1	1	3	1	*	-	1	-	2	*
	1%	1%	*%	1%	*%	*%	1%	*%	*%	-%	*%	-%	1%	*%
TNT Express	4	4	2	4	2	2	*	4	*	-	4	-	2	2
	1%	1%	1%	1%	1%	1%	*%	1%	*%	-%	1%	-%	1%	1%
Whistl (Previously known as TNT Post)	4	4	4	4	4	*	4	4	*	-	4	-	-	4
	1%	1%	2%	1%	1%	*%	2%	1%	*%	-%	1%	-%	-%	2%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	469	385	308	421	373	306	319	385	123	2	368	28	179	250
Effective base	167	146	106	153	142	114	113	147	37	1	130	14	72	89
Weighted Base	421	351	242	367	346	270	247	360	88	2	322	34	182	220
Amazon Logistics	1	1	1	1	1	1	1	1	1	-	1	-	*	1
	*%	*%	1%	*%	*%	1%	1%	*%	2%	-%	*%	-%	*%	1%
DPD/DPD Local	27	25	14	25	22	17	21	23	14	-	24	1	13	14
	7%	7%	6%	7%	6%	6%	9%	7%	16%	-%	7%	4%	7%	7%
Other providers	6	5	4	5	5	6	2	6	1	-	6	-	3	3
	1%	1%	2%	1%	1%	2%	1%	2%	2%	-%	2%	-%	2%	1%
NET: RM/Parcelforce	210	186	126	194	188	161	132	195	42	-	171	23	87	122
	50%	53%	52%	53%	54%	60%	53%	54%	48%	-%	53%	69%	48%	55%
NET: Provider other than RM	327	277	183	285	270	204	195	279	62	2	249	19	138	170
	78%	79%	75%	78%	78%	76%	79%	77%	70%	100%	77%	56%	76%	77%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	469	392	21	172	297	112	229	128	142	85	226	235	234
Effective base	167	138	9	49	119	39	81	49	56	24	84	73	95
Weighted Base	421	349	21	122	299	96	187	139	132	61	215	170	252
Royal Mail	94	84	1	21	73	19	36	39	34	13	45	49	45
	22%	24%	7%	17%	24%	20%	19%	28%	25%	21%	21%	29%	18%
DHL	40	25	6	13	27	14	16	10	12	8	20	26	14
	9%	7%	28%	10%	9%	14%	9%	7%	9%	12%	9%	16%	5%
												b	
UK Mail	8	3	5	6	3	3	1	4	7	1	*	7	2
	2%	1%	22%	5%	1%	3%	1%	3%	5%	1%	*%	4%	1%
									c				
UPS	23	19	3	9	13	5	14	3	11	1	10	2	21
	5%	5%	14%	8%	4%	6%	7%	3%	8%	2%	5%	1%	8%
													a
Yodel	3	3	-	*	3	*	2	1	1	*	2	*	3
	1%	1%	-%	*%	1%	*%	1%	1%	1%	*%	1%	*%	1%
Parcelforce	116	104	*	21	95	26	53	38	18	11	82	33	83
	28%	30%	2%	17%	32%	27%	28%	27%	13%	19%	38%	20%	33%
					a						a		
Hermes	81	61	1	39	41	12	38	31	33	19	25	23	57
	19%	18%	5%	32%	14%	13%	20%	22%	25%	31%	12%	14%	23%
				b					c	c			
FedEx	10	8	2	1	9	1	5	4	2	1	5	6	4
	2%	2%	8%	1%	3%	1%	3%	3%	1%	2%	2%	3%	2%
Secured Mail	*	*	-	*	-	*	*	-	*	*	*	*	*
	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%
DX	1	1	-	-	1	-	1	*	1	-	*	*	1
	*%	*%	-%	-%	*%	-%	1%	*%	1%	-%	*%	*%	1%
Pitney Bowes	3	*	2	2	1	-	2	1	*	2	1	3	*
	1%	*%	8%	1%	*%	-%	1%	1%	*%	3%	*%	1%	*%
TNT Express	4	4	-	2	2	2	2	*	*	*	4	2	2
	1%	1%	-%	2%	1%	2%	1%	*%	*%	*%	2%	1%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	469	392	21	172	297	112	229	128	142	85	226	235	234
Effective base	167	138	9	49	119	39	81	49	56	24	84	73	95
Weighted Base	421	349	21	122	299	96	187	139	132	61	215	170	252
Whistl (Previously known as TNT Post)	4	4	-	-	4	-	-	4	-	*	4	*	4
	1%	1%	-%	-%	1%	-%	-%	3%	-%	*%	2%	*%	2%
Amazon Logistics	1	1	-	*	1	-	1	-	*	-	1	*	1
	*%	*%	-%	*%	*%	-%	1%	-%	*%	-%	1%	*%	1%
DPD/DPD Local	27	26	1	7	21	12	14	1	10	5	12	17	11
	7%	7%	6%	6%	7%	13% c	7%	1%	7%	8%	6%	10%	4%
Other providers	6	6	*	2	5	2	3	2	4	-	2	2	4
	1%	2%	*%	1%	2%	2%	1%	1%	3%	-%	1%	1%	2%
NET: RM/Parcelforce	210	187	2	42	168	45	89	76	51	24	127	83	127
	50%	54%	8%	34%	56% a	47%	47%	55%	39%	39%	59% a	49%	51%
NET: Provider other than RM	327	265	20	101	226	76	151	100	99	49	170	120	207
	78%	76%	93%	83%	76%	80%	81%	72%	75%	79%	79%	71%	82%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	469	128	151	100	90	279	190
Effective base	167	52	41	35	44	93	75
Weighted Base	421	127	105	104	84	233	189
Royal Mail	94	35	16	22	21	50	44
	22%	27%	15%	21%	25%	22%	23%
DHL	40	14	13	8	5	27	13
	9%	11%	13%	8%	5%	12%	7%
UK Mail	8	2	*	*	6	2	6
	2%	1%	*%	*%	7%	1%	3%
					b		
UPS	23	8	7	8	*	15	8
	5%	6%	7%	7%	*%	6%	4%
Yodel	3	-	1	*	2	1	2
	1%	-%	1%	*%	2%	*%	1%
Parcelforce	116	29	42	24	21	71	45
	28%	22%	40%	23%	25%	30%	24%
Hermes	81	25	12	28	15	37	44
	19%	19%	12%	27%	18%	16%	23%
FedEx	10	2	*	4	3	2	8
	2%	2%	*%	4%	4%	1%	4%
Secured Mail	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
DX	1	*	*	-	1	*	1
	*%	*%	*%	-%	1%	*%	1%
Pitney Bowes	3	*	2	1	-	2	1
	1%	*%	2%	1%	-%	1%	*%
TNT Express	4	2	*	*	2	2	2
	1%	2%	*%	*%	2%	1%	1%
Whistl (Previously known as TNT Post)	4	-	4	-	*	4	*
	1%	-%	4%	-%	*%	2%	*%
Amazon Logistics	1	*	*	-	1	*	1
	*%	*%	*%	-%	2%	*%	1%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 31 (continuation)

QV4. Second provider selected (And who does your organisation use for its postal service?)

by QV4. Second provider selected (And who does your organisation use for its postal service?)

Base: All selecting more than one provider

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	469	128	151	100	90	279	190
Effective base	167	52	41	35	44	93	75
Weighted Base	421	127	105	104	84	233	189
DPD/DPD Local	27	8	6	8	6	13	14
	7%	6%	5%	8%	7%	6%	7%
Other providers	6	4	2	*	*	6	*
	1%	3%	2%	*%	*%	3%	*%
NET: RM/Parcelforce	210	63	58	46	43	121	89
	50%	50%	55%	44%	51%	52%	47%
NET: Provider other than RM	327	93	89	82	63	182	145
	78%	73%	85%	79%	75%	78%	77%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	203	31	172	95	37	21	50	108
Effective base	63	12	51	56	20	9	20	35
Weighted Base	157	31	126	148	6	2	1	9
Hermes	42	5	37	39	2	*	*	3
	27%	16%	29%	27%	33%	15%	35%	29%
UPS	40	10	30	39	*	*	*	1
	25%	32%	24%	27%	4%	7%	14%	6%
				be				
DPD/DPD Local	35	1	34	35	*	*	*	1
	23%	3%	27%	24%	6%	5%	15%	7%
				e				
DHL	35	7	28	32	2	*	*	2
	22%	23%	22%	22%	29%	23%	25%	28%
Parcelforce	25	2	22	23	2	*	*	2
	16%	8%	18%	16%	25%	7%	18%	20%
Royal Mail	22	3	19	20	1	*	*	1
	14%	9%	15%	14%	14%	7%	38%	15%
							a	
FedEx	21	5	16	20	1	1	*	2
	13%	16%	13%	13%	10%	33%	23%	17%
TNT Express	13	5	9	12	1	*	*	1
	9%	16%	7%	8%	14%	23%	1%	14%
Yodel	13	*	12	12	1	*	*	1
	8%	1%	10%	8%	13%	1%	7%	9%
UK Mail	8	-	8	8	*	*	*	*
	5%	-%	6%	5%	*%	9%	21%	4%
							abe	
Whistl (Previously known as TNT Post)	7	-	7	6	*	-	-	*
	4%	-%	5%	4%	*%	-%	-%	*%
Pitney Bowes	6	-	6	6	-	*	*	*
	4%	-%	5%	4%	-%	3%	3%	1%
DX	3	*	3	3	*	-	*	*
	2%	1%	2%	2%	2%	-%	6%	2%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	203	31	172	95	37	21	50	108
Effective base	63	12	51	56	20	9	20	35
Weighted Base	157	31	126	148	6	2	1	9
Secured Mail / City Link Post	1	-	1	1	*	*	*	*
	1%	-%	1%	1%	5%	3%	*%	4%
MHI (Mail Handling International)	1	-	1	1	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%
Amazon Logistics	1	-	1	1	*	-	*	*
	1%	-%	1%	1%	1%	-%	3%	1%
Citipost	*	-	*	*	-	-	*	*
	*%	-%	*%	*%	-%	-%	14% ae	1%
Other answers	*	*	-	-	-	-	*	*
	*%	*%	-%	-%	-%	-%	2%	*%
NET: Provider other than RM	135	28	107	128	5	2	1	8
	86%	91%	85%	86% d	86%	93%	62%	85%
NET: RM/Parcelforce	47	5	41	43	2	*	*	3
	30%	17%	33%	29%	39%	14%	53%	35%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	*b	*c	*d	e	f	g	h	i
Unweighted Base	203	56	25	14	13	45	50	95	37	71
Effective base	63	36	15	9	8	22	20	56	20	17
Weighted Base	157	93	44	11	3	5	1	148	6	3
Hermes	42	27	9	3	1	2	*	39	2	1
	27%	29%	21%	28%	25%	31%	35%	27%	33%	21%
UPS	40	27	9	4	*	*	*	39	*	*
	25%	29% eh	20%	36%	8%	3%	14%	27% eh	4%	9%
DPD/DPD Local	35	19	13	2	-	*	*	35	*	*
	23%	20%	30%	23%	-%	9%	15%	24%	6%	8%
DHL	35	19	10	3	1	1	*	32	2	1
	22%	21%	23%	27%	30%	27%	25%	22%	29%	24%
Parcelforce	25	12	9	3	1	1	*	23	2	*
	16%	12%	20%	25%	37%	10%	18%	16%	25%	10%
Royal Mail	22	12	7	1	-	1	*	20	1	*
	14%	13%	17%	7%	-%	20%	38% ag	14%	14%	17%
FedEx	21	13	7	-	*	1	*	20	1	1
	13%	14%	15%	-%	8%	21%	23%	13%	10%	30%
TNT Express	13	10	-	2	-	1	*	12	1	*
	9%	11%	-%	19%	-%	25% fg	1%	8%	14%	16%
Yodel	13	8	2	2	*	1	*	12	1	*
	8%	8%	4%	23%	1%	15%	7%	8%	13%	3%
UK Mail	8	5	1	1	-	*	*	8	*	*
	5%	6%	3%	11%	-%	4%	21% gh	5%	*%	13%
Whistl (Previously known as TNT Post)	7	5	-	2	-	*	-	6	*	-
	4%	5%	-%	17%	-%	*%	-%	4%	*%	-%
Pitney Bowes	6	6	-	-	-	*	*	6	-	*
	4%	6%	-%	-%	-%	1%	3%	4%	-%	3%
DX	3	*	2	*	-	*	*	3	*	*
	2%	*%	5%	3%	-%	3%	6%	2%	2%	2%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	*b	*c	*d	e	f	g	h	i
Unweighted Base	203	56	25	14	13	45	50	95	37	71
Effective base	63	36	15	9	8	22	20	56	20	17
Weighted Base	157	93	44	11	3	5	1	148	6	3
Secured Mail / City Link Post	1	-	1	-	-	*	*	1	*	*
	1%	-%	2%	-%	-%	7%	*%	1%	5%	2%
MHI (Mail Handling International)	1	-	1	-	-	-	-	1	-	-
	1%	-%	2%	-%	-%	-%	-%	1%	-%	-%
Amazon Logistics	1	1	-	-	-	*	*	1	*	*
	1%	1%	-%	-%	-%	1%	3%	1%	1%	1%
Citipost	*	*	-	-	-	-	*	*	-	*
	*%	*%	-%	-%	-%	-%	14% g	*%	-%	4%
Other answers	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	2%	-%	-%	1%
NET: Provider other than RM	135	81	37	10	3	4	1	128	5	2
	86%	87% f	83%	93%	100%	80%	62%	86% f	86%	83%
NET: RM/Parcelforce	47	24	16	3	1	2	*	43	2	1
	30%	26%	37%	31%	37%	30%	53% a	29%	39%	26%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	203	73	47	16	10	37
Effective base	63	40	12	5	1	3
Weighted Base	157	103	24	6	8	9
Hermes	42	26	9	2	1	2
	27%	25%	36%	42%	7%	24%
UPS	40	34	2	2	-	*
	25%	33%	7%	37%	-%	1%
DPD/DPD Local	35	28	6	2	-	*
	23%	27%	23%	30%	-%	*%
DHL	35	25	5	2	*	3
	22%	24%	23%	35%	*%	31%
Parcelforce	25	17	1	2	1	2
	16%	17%	6%	42%	7%	20%
Royal Mail	22	10	3	*	7	*
	14%	10%	11%	7%	90%	4%
FedEx	21	17	3	1	-	*
	13%	16%	13%	14%	-%	3%
TNT Express	13	6	2	*	*	5
	9%	6%	9%	2%	3%	53%
						a
Yodel	13	5	4	2	*	1
	8%	5%	18%	30%	*%	16%
UK Mail	8	5	1	*	*	1
	5%	5%	5%	2%	3%	14%
Whistl (Previously known as TNT Post)	7	*	6	*	-	-
	4%	*%	27%	*%	-%	-%
			a			
Pitney Bowes	6	3	3	-	*	*
	4%	3%	11%	-%	1%	3%
DX	3	3	*	-	-	*
	2%	3%	1%	-%	-%	1%

Columns Tested:: a,b,c,d,e
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	203	73	47	16	10	37
Effective base	63	40	12	5	1	3
Weighted Base	157	103	24	6	8	9
Secured Mail / City Link Post	1	1	*	-	*	-
	1%	1%	*%	-%	1%	-%
MHI (Mail Handling International)	1	1	-	-	-	-
	1%	1%	-%	-%	-%	-%
Amazon Logistics	1	1	-	-	-	*
	1%	1%	-%	-%	-%	4%
Citipost	*	-	-	-	*	*
	*%	-%	-%	-%	2%	3%
Other answers	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%
NET: Provider other than RM	135	93	21	5	1	8
	86%	90%	89%	93%	10%	96%
NET: RM/Parcelforce	47	27	4	3	7	2
	30%	26%	17%	49%	96%	23%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted Base	203	14	8	27	3	12	16	3	11	9	103	22	23	55
Effective base	63	7	3	15	1	7	10	2	5	5	51	13	16	9
Weighted Base	157	16	10	40	2	16	26	11	13	7	140	9	5	2
Hermes	42	7	1	11	-	4	7	*	5	2	38	3	1	1
	27%	42%	11%	29%	-%	25%	29%	3%	38%	33%	27%	28%	17%	32%
UPS	40	-	*	6	-	9	8	4	6	3	37	2	1	1
	25%	-%	1%	16%	-%	56%	32%	40%	47%	40%	26%	17%	14%	32%
DPD/DPD Local	35	4	3	7	*	4	12	-	*	*	31	3	1	*
	23%	29%	32%	19%	6%	27%	45%	-%	*%	*%	22%	38%	10%	21%
DHL	35	5	4	8	*	11	4	-	*	*	32	1	1	*
	22%	32%	43%	21%	6%	68%	16%	-%	*%	*%	23%	14%	13%	15%
Parcelforce	25	-	*	11	*	-	2	-	8	*	21	1	2	1
	16%	-%	*%	26%	6%	-%	10%	-%	58%	3%	15%	16%	36%	24%
Royal Mail	22	1	1	5	2	*	4	7	-	*	20	1	*	*
	14%	8%	15%	12%	88%	3%	15%	60%	-%	1%	14%	9%	8%	3%
FedEx	21	3	3	*	-	6	2	-	3	2	20	1	*	*
	13%	19%	32%	1%	-%	41%	10%	-%	23%	28%	14%	6%	6%	1%
TNT Express	13	*	-	8	-	*	-	-	4	*	12	1	*	*
	9%	2%	-%	21%	-%	1%	-%	-%	27%	2%	9%	6%	1%	13%
Yodel	13	*	*	1	-	2	4	-	3	*	10	1	1	*
	8%	2%	*%	3%	-%	10%	15%	-%	23%	2%	7%	16%	20%	7%
UK Mail	8	1	4	1	-	-	1	-	-	-	8	-	*	*
	5%	8%	43%	3%	-%	-%	5%	-%	-%	-%	6%	-%	3%	2%
Whistl (Previously known as TNT Post)	7	-	-	2	-	2	3	-	-	-	6	-	*	*
	4%	-%	-%	4%	-%	12%	11%	-%	-%	-%	5%	-%	1%	*%
Pitney Bowes	6	-	-	-	-	-	3	-	3	*	6	-	*	-
	4%	-%	-%	-%	-%	-%	11%	-%	23%	*%	4%	-%	6%	-%
DX	3	-	-	-	-	-	2	-	*	*	2	*	*	*
	2%	-%	-%	-%	-%	-%	9%	-%	*%	*%	2%	4%	7%	*%
Secured Mail / City Link Post	1	-	-	-	-	*	1	-	-	-	1	-	*	*
	1%	-%	-%	-%	-%	2%	4%	-%	-%	-%	1%	-%	1%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted Base	203	14	8	27	3	12	16	3	11	9	103	22	23	55
Effective base	63	7	3	15	1	7	10	2	5	5	51	13	16	9
Weighted Base	157	16	10	40	2	16	26	11	13	7	140	9	5	2
MHI (Mail Handling International)	1	-	-	-	-	-	1	-	-	-	1	-	-	-
	1%	-%	-%	-%	-%	-%	4%	-%	-%	-%	1%	-%	-%	-%
Amazon Logistics	1	-	-	-	-	-	-	-	-	*	*	1	*	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	6%	4%	3%
Citipost	*	-	-	*	-	-	-	-	-	-	*	-	*	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	4%	-%
Other answers	*	-	-	-	-	-	-	-	-	*	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%
NET: Provider other than RM	135	14	8	35	*	15	22	4	13	7	120	8	5	2
	86%	92%	85%	88%	12%	97%	85%	40%	100%	99%	86%	91%	92%	97%
NET: RM/Parcelforce	47	1	1	15	2	*	6	7	8	*	41	2	2	1
	30%	8%	15%	38%	94%	3%	25%	60%	58%	3%	29%	25%	44%	27%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	*b	a	*b
Unweighted Base	203	8	23	2	16	51	7	6	82	174	29	174	29
Effective base	63	2	6	1	4	16	3	2	31	55	8	58	6
Weighted Base	157	8	17	*	9	48	5	1	59	139	18	145	12
Hermes	42	*	*	*	2	14	*	*	21	35	7	39	3
	27%	*%	*%	100%	20%	28%	6%	18%	36%	26%	37%	27%	29%
UPS	40	4	2	*	3	14	3	-	9	31	9	37	3
	25%	53%	11%	15%	37%	30%	51%	-%	15%	22%	48%	25%	27%
DPD/DPD Local	35	3	2	-	*	13	*	-	15	33	3	35	*
	23%	37%	9%	-%	3%	27%	4%	-%	25%	24%	15%	24%	3%
DHL	35	*	9	*	4	8	-	*	13	30	5	34	*
	22%	4%	56%	15%	42%	17%	-%	1%	22%	22%	27%	24%	3%
Parcelforce	25	*	6	*	*	8	*	*	10	24	1	23	2
	16%	5%	38%	15%	2%	17%	2%	3%	17%	18%	3%	16%	14%
Royal Mail	22	*	*	-	1	7	2	*	10	20	2	21	*
	14%	1%	1%	-%	11%	15%	36%	18%	17%	14%	10%	15%	4%
FedEx	21	-	*	*	6	9	-	*	4	16	5	18	3
	13%	-%	1%	15%	69%	19%	-%	76%	7%	12%	27%	12%	28%
TNT Express	13	-	1	-	*	5	-	-	8	13	-	13	1
	9%	-%	3%	-%	1%	11%	-%	-%	13%	10%	-%	9%	5%
Yodel	13	*	1	*	1	3	*	*	3	12	*	13	*
	8%	5%	8%	15%	11%	6%	5%	18%	6%	9%	1%	9%	1%
UK Mail	8	-	4	*	*	*	-	-	4	8	-	8	*
	5%	-%	25%	15%	1%	*%	-%	-%	6%	6%	-%	5%	1%
Whistl (Previously known as TNT Post)	7	-	-	-	-	2	*	*	2	6	*	7	-
	4%	-%	-%	-%	-%	4%	1%	1%	3%	5%	*%	4%	-%
Pitney Bowes	6	-	-	-	-	3	-	-	*	6	-	6	-
	4%	-%	-%	-%	-%	6%	-%	-%	1%	4%	-%	4%	-%
DX	3	-	1	-	*	*	-	*	*	3	*	3	*
	2%	-%	8%	-%	3%	1%	-%	18%	*%	2%	2%	2%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	*b	a	*b
Unweighted Base	203	8	23	2	16	51	7	6	82	174	29	174	29
Effective base	63	2	6	1	4	16	3	2	31	55	8	58	6
Weighted Base	157	8	17	*	9	48	5	1	59	139	18	145	12
Secured Mail / City Link Post	1	-	-	-	-	*	-	-	*	1	-	1	*
	1%	-%	-%	-%	-%	1%	-%	-%	*%	1%	-%	1%	3%
MHI (Mail Handling International)	1	-	-	-	-	-	-	-	-	1	-	1	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%	-%
Amazon Logistics	1	-	-	-	*	*	-	-	1	1	-	1	*
	1%	-%	-%	-%	1%	*%	-%	-%	1%	1%	-%	1%	1%
Citipost	*	-	-	-	-	*	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	-%
Other answers	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
NET: Provider other than RM	135	8	16	*	8	41	3	*	49	119	16	124	11
	86%	99%	99%	100%	89%	85%	64%	82%	83%	86%	90%	85%	96%
NET: RM/Parcelforce	47	*	6	*	1	15	2	*	20	44	2	45	2
	30%	6%	39%	15%	13%	32%	38%	21%	34%	32%	13%	31%	18%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	203	203	64	72	67
Effective base	63	63	21	13	30
Weighted Base	157	157	61	28	68
Hermes	42	42	13	9	20
	27%	27%	22%	33%	29%
UPS	40	40	11	9	20
	25%	25%	18%	33%	29%
DPD/DPD Local	35	35	13	8	15
	23%	23%	21%	27%	22%
DHL	35	35	5	10	19
	22%	22%	9%	36%	28%
Parcelforce	25	25	3	4	18
	16%	16%	5%	15%	26%
					a
Royal Mail	22	22	14	3	5
	14%	14%	23%	12%	7%
FedEx	21	21	3	5	13
	13%	13%	6%	18%	19%
TNT Express	13	13	6	1	6
	9%	9%	10%	4%	9%
Yodel	13	13	5	2	6
	8%	8%	8%	7%	8%
UK Mail	8	8	1	5	1
	5%	5%	2%	20%	2%
Whistl (Previously known as TNT Post)	7	7	6	*	-
	4%	4%	11%	*%	-%
Pitney Bowes	6	6	3	-	3
	4%	4%	5%	-%	5%
DX	3	3	*	1	2
	2%	2%	1%	4%	2%

Columns Tested:: a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	203	203	64	72	67
Effective base	63	63	21	13	30
Weighted Base	157	157	61	28	68
Secured Mail / City Link Post	1	1	-	1	*
	1%	1%	-%	5%	*%
MHI (Mail Handling International)	1	1	-	1	-
	1%	1%	-%	3%	-%
Amazon Logistics	1	1	*	*	1
	1%	1%	*%	*%	1%
Citipost	*	*	*	*	-
	*%	*%	*%	*%	-%
Other answers	*	*	-	-	*
	*%	*%	-%	-%	*%
NET: Provider other than RM	135	135	47	24	64
	86%	86%	77%	88%	93%
NET: RM/Parcelforce	47	47	17	7	22
	30%	30%	28%	27%	33%

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	k	*a	b	c
Unweighted Base	203	82	65	24	9	8	7	4	4	147	56	32	20	62	121
Effective base	63	31	23	6	1	3	3	1	1	54	9	4	10	21	32
Weighted Base	157	77	55	11	7	4	*	*	3	132	25	15	26	51	80
Hermes	42	21	15	4	*	1	*	-	*	36	6	2	6	15	21
	27%	27%	28%	41%	*%	36%	58%	-%	8%	27%	24%	12%	24%	28%	27%
UPS	40	16	17	6	*	-	*	*	-	33	7	*	6	10	23
	25%	21%	31%	60%	1%	-%	71%	94%	-%	25%	26%	1%	24%	20%	29%
DPD/DPD Local	35	19	13	3	*	1	-	*	*	32	4	1	6	13	16
	23%	25%	23%	25%	2%	18%	-%	94%	1%	24%	14%	7%	24%	25%	21%
DHL	35	12	14	6	1	1	*	*	*	27	8	2	6	6	23
	22%	16%	26%	60%	7%	29%	72%	3%	1%	20%	32%	12%	23%	12%	28%
Parcelforce	25	4	17	2	*	1	*	*	*	21	4	2	1	3	21
	16%	5%	31%	22%	4%	29%	58%	2%	3%	16%	15%	11%	4%	6%	26%
			a												
Royal Mail	22	7	8	*	6	*	*	*	*	15	7	7	*	7	15
	14%	9%	14%	3%	87%	1%	26%	95%	1%	11%	28%	46%	1%	13%	18%
FedEx	21	6	9	3	-	-	*	*	3	15	6	3	3	3	15
	13%	8%	17%	30%	-%	-%	65%	4%	90%	12%	24%	19%	12%	6%	19%
TNT Express	13	8	3	*	-	2	-	-	*	11	2	2	-	8	5
	9%	10%	6%	3%	-%	45%	-%	-%	2%	9%	9%	13%	-%	16%	7%
Yodel	13	5	5	1	*	1	*	-	-	10	3	2	2	3	8
	8%	6%	8%	13%	4%	37%	65%	-%	-%	7%	12%	12%	7%	6%	10%
UK Mail	8	5	1	-	*	1	*	*	*	7	1	1	4	1	3
	5%	7%	2%	-%	*%	29%	62%	95%	2%	5%	5%	9%	16%	2%	3%
Whistl (Previously known as TNT Post)	7	5	*	-	-	2	-	-	-	5	2	2	-	5	2
	4%	6%	*%	-%	-%	45%	-%	-%	-%	4%	7%	12%	-%	9%	2%
Pitney Bowes	6	3	3	-	*	-	-	-	*	6	*	*	-	3	3
	4%	4%	5%	-%	3%	-%	-%	-%	3%	4%	1%	2%	-%	5%	4%
DX	3	2	2	*	-	-	*	-	*	3	*	*	*	1	2
	2%	2%	3%	*%	-%	-%	4%	-%	1%	2%	*%	*%	1%	2%	2%
Secured Mail / City Link Post	1	1	*	-	-	-	-	-	*	1	*	*	-	1	*
	1%	2%	*%	-%	-%	-%	-%	-%	2%	1%	*%	*%	-%	3%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	k	*a	b	c
Unweighted Base	203	82	65	24	9	8	7	4	4	147	56	32	20	62	121
Effective base	63	31	23	6	1	3	3	1	1	54	9	4	10	21	32
Weighted Base	157	77	55	11	7	4	*	*	3	132	25	15	26	51	80
MHI (Mail Handling International)	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	2%	-%
Amazon Logistics	1	-	1	-	*	*	-	-	*	1	*	*	-	-	1
	1%	-%	1%	-%	3%	*%	-%	-%	1%	*%	1%	2%	-%	-%	1%
Citipost	*	-	*	-	*	-	-	-	-	*	*	*	-	-	*
	*%	-%	*%	-%	3%	-%	-%	-%	-%	*%	1%	2%	-%	-%	*%
Other answers	*	-	-	-	*	-	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%
NET: Provider other than RM	135	70	47	10	1	4	*	*	3	117	18	8	25	44	65
	86%	91%	86%	97%	13%	99%	74%	5%	99%	89%	72%	54%	99%	87%	82%
NET: RM/Parcelforce	47	11	25	3	7	1	*	*	*	36	11	8	1	10	36
	30%	14%	45%	24%	92%	29%	84%	97%	3%	27%	43%	56%	5%	19%	45%
			a												

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	203	133	137	171	169	94	98	78	16	21	15	15	15	11
Effective base	63	31	42	51	53	18	31	36	7	5	2	2	2	3
Weighted Base	157	84	99	133	118	38	81	92	16	10	10	2	2	1
Hermes	42	30	29	35	36	12	26	29	3	1	*	2	*	*
	27%	35%	29%	26%	31%	31%	33%	31%	18%	7%	4%	80%	2%	44%
UPS	40	19	22	27	31	9	31	22	1	3	1	*	*	*
	25%	22%	22%	21%	27%	23%	39%	24%	4%	30%	14%	16%	4%	1%
DPD/DPD Local	35	18	30	33	27	15	22	24	3	3	1	*	-	-
	23%	21%	30%	25%	23%	40%	27%	27%	20%	33%	14%	17%	-%	-%
DHL	35	7	30	31	29	4	17	17	11	1	2	*	*	*
	22%	8%	31%	23%	24%	9%	21%	19%	66%	9%	17%	2%	4%	1%
			a											
Parcelforce	25	10	17	19	21	5	9	11	3	*	*	2	2	*
	16%	11%	18%	14%	18%	13%	12%	12%	19%	2%	2%	81%	78%	52%
Royal Mail	22	14	5	17	13	2	13	9	*	1	7	*	*	*
	14%	17%	5%	13%	11%	5%	16%	10%	*%	12%	70%	7%	2%	1%
FedEx	21	10	12	15	14	8	18	10	3	2	*	*	*	*
	13%	12%	12%	11%	11%	22%	22%	10%	18%	16%	5%	1%	3%	1%
TNT Express	13	8	3	10	7	2	2	5	2	2	-	*	*	*
	9%	10%	4%	7%	6%	5%	2%	6%	13%	19%	-%	11%	16%	12%
Yodel	13	7	8	9	6	6	10	5	1	*	2	-	*	*
	8%	9%	8%	7%	5%	15%	13%	6%	7%	4%	17%	-%	2%	42%
UK Mail	8	3	8	8	4	2	1	6	1	*	*	*	*	*
	5%	3%	8%	6%	3%	4%	2%	7%	7%	*%	1%	5%	1%	12%
Whistl (Previously known as TNT Post)	7	7	5	7	2	3	5	5	-	2	-	-	-	*
	4%	8%	5%	5%	2%	7%	6%	5%	-%	18%	-%	-%	-%	1%
Pitney Bowes	6	3	3	3	*	3	6	3	-	-	-	*	-	*
	4%	4%	3%	2%	*%	8%	7%	3%	-%	-%	-%	1%	-%	52%
DX	3	1	1	2	3	1	2	-	-	1	*	*	1	-
	2%	1%	1%	2%	2%	3%	3%	-%	-%	10%	*%	2%	68%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	203	133	137	171	169	94	98	78	16	21	15	15	15	11
Effective base	63	31	42	51	53	18	31	36	7	5	2	2	2	3
Weighted Base	157	84	99	133	118	38	81	92	16	10	10	2	2	1
Secured Mail / City Link Post	1	1	*	1	1	1	1	-	-	1	*	-	-	*
	1%	1%	*%	1%	1%	3%	2%	-%	-%	10%	3%	-%	-%	12%
MHI (Mail Handling International)	1	1	-	1	1	1	1	-	-	1	-	-	-	-
	1%	1%	-%	1%	1%	3%	1%	-%	-%	10%	-%	-%	-%	-%
Amazon Logistics	1	1	1	1	1	1	1	1	*	-	-	*	*	*
	1%	1%	1%	1%	1%	2%	1%	1%	*%	-%	-%	1%	*%	40%
Citipost	*	*	*	*	*	*	*	-	-	-	*	-	-	*
	*%	*%	*%	*%	*%	1%	*%	-%	-%	-%	1%	-%	-%	40%
Other answers	*	*	-	*	*	*	-	*	-	-	-	-	-	-
	*%	*%	-%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%
NET: Provider other than RM	135	70	94	115	105	36	67	83	16	9	3	2	2	1
	86%	83%	95%	87%	89%	95%	84%	90%	100%	88%	30%	93%	98%	99%
NET: RM/Parcelforce	47	24	22	36	35	7	23	21	3	1	7	2	2	*
	30%	28%	22%	27%	29%	18%	28%	22%	19%	14%	72%	87%	80%	53%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	*a	*b	c	d	*e
Unweighted Base	203	92	18	12	10	7	19	11	37	29	28	56	33	25
Effective base	63	40	8	4	6	5	1	2	4	13	8	20	8	4
Weighted Base	157	97	13	2	2	1	2	2	4	29	26	54	18	5
Hermes	42	30	3	*	*	*	2	1	3	3	7	22	*	2
	27%	30%	21%	12%	18%	25%	93%	81%	77%	12%	27%	40% d	2%	46%
UPS	40	30	1	-	-	*	*	*	*	5	6	11	6	*
	25%	31%	11%	-%	-%	15%	4%	*%	4%	16%	24%	19%	33%	1%
DPD/DPD Local	35	24	1	1	*	*	*	-	*	9	*	21	3	*
	23%	24%	12%	47%	19%	15%	1%	-%	3%	30%	1%	38%	17%	*%
DHL	35	19	7	*	1	*	*	1	1	7	4	12	6	2
	22%	19%	57%	18%	57%	25%	4%	67%	32%	23%	17%	22%	34%	34%
Parcelforce	25	14	4	*	*	*	2	1	4	2	4	4	5	4
	16%	14%	28%	11%	4%	32%	94%	82%	79% a	7%	14%	7%	30%	67%
Royal Mail	22	11	1	*	*	*	*	*	*	8	*	8	*	1
	14%	12%	8%	9%	11%	43%	3%	2%	9%	26%	*%	14%	3%	21%
FedEx	21	12	1	*	*	*	*	*	*	3	3	7	1	1
	13%	12%	8%	22%	14%	*%	5%	*%	2%	10%	12%	13%	3%	18%
TNT Express	13	5	2	-	*	-	*	*	*	2	4	1	1	2
	9%	5%	14%	-%	19%	-%	*%	4%	2%	6%	17%	1%	6%	34%
Yodel	13	3	1	-	*	-	*	1	1	2	*	5	2	*
	8%	3%	11%	-%	28%	-%	2%	80%	32%	7%	*%	9%	9%	5%
UK Mail	8	2	-	*	-	*	*	1	1	1	4	2	*	*
	5%	2%	-%	7%	-%	15%	2%	71%	31%	4%	16%	4%	1%	4%
Whistl (Previously known as TNT Post)	7	2	-	-	-	-	-	-	-	4	-	3	-	-
	4%	2%	-%	-%	-%	-%	-%	-%	-%	13%	-%	5%	-%	-%
Pitney Bowes	6	-	-	-	-	-	*	*	*	*	-	3	*	*
	4%	-%	-%	-%	-%	-%	1%	17%	7%	1%	-%	5%	*%	1%
DX	3	2	1	*	-	-	*	*	*	-	*	1	*	1
	2%	2%	8%	1%	-%	-%	1%	*%	1%	-%	*%	3%	*%	18%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	*a	*b	c	d	*e
Unweighted Base	203	92	18	12	10	7	19	11	37	29	28	56	33	25
Effective base	63	40	8	4	6	5	1	2	4	13	8	20	8	4
Weighted Base	157	97	13	2	2	1	2	2	4	29	26	54	18	5
Secured Mail / City Link Post	1	-	1	*	-	-	-	*	*	-	*	*	-	1
	1%	-%	8%	*%	-%	-%	-%	4%	2%	-%	1%	*%	-%	19%
MHI (Mail Handling International)	1	-	1	-	-	-	-	-	-	-	-	-	-	1
	1%	-%	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	18%
Amazon Logistics	1	1	-	-	-	-	*	*	*	*	*	1	*	-
	1%	1%	-%	-%	-%	-%	1%	13%	6%	1%	*%	1%	*%	-%
Citipost	*	-	-	*	-	-	-	*	*	*	-	-	-	*
	*%	-%	-%	7%	-%	-%	-%	13%	5%	1%	-%	-%	-%	2%
Other answers	*	-	-	-	-	*	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	-%	3%	-%	-%	*%	-%	-%	-%	*%	-%
NET: Provider other than RM	135	86	12	2	2	*	2	2	4	22	25	47	17	4
	86%	88%	92%	91%	89%	57%	97%	98%	91%	74%	100%	86%	97%	79%
NET: RM/Parcelforce	47	26	5	*	*	1	2	1	4	10	4	12	6	5
	30%	26%	36%	20%	15%	75%	96%	84%	88% a	33%	14%	22%	32%	88%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	d	*e	a	*b	*c	a	b	a	b
Unweighted Base	203	26	25	55	36	27	124	14	29	118	85	126	45
Effective base	63	14	10	17	11	3	40	2	11	41	23	41	10
Weighted Base	157	35	18	38	24	4	93	4	21	94	63	103	30
Hermes	42	5	9	16	4	2	25	1	10	30	12	32	3
	27%	15%	49%	41%	17%	61%	27%	20%	49%	32%	18%	31%	11%
UPS	40	10	2	13	6	*	30	-	2	27	12	24	3
	25%	29%	10%	35%	26%	4%	32%	-%	8%	29%	20%	24%	10%
DPD/DPD Local	35	10	4	10	3	*	21	3	3	23	12	24	8
	23%	28%	25%	25%	11%	3%	22%	61%	15%	24%	20%	24%	28%
DHL	35	5	1	11	11	*	27	1	1	24	10	22	9
	22%	14%	6%	30%	48%	6%	29%	17%	4%	26%	16%	21%	31%
Parcelforce	25	1	2	9	8	2	19	*	2	14	11	17	2
	16%	3%	10%	24%	32%	50%	21%	2%	9%	15%	18%	16%	6%
Royal Mail	22	7	1	3	*	2	10	*	3	-	22	16	1
	14%	20%	8%	7%	2%	42%	11%	1%	13%	-%	34% a	16%	3%
FedEx	21	4	1	4	4	1	12	*	2	9	12	8	7
	13%	13%	4%	10%	15%	26%	13%	2%	8%	10%	18%	7%	24%
TNT Express	13	-	1	4	3	*	7	-	*	7	6	4	6
	9%	-%	5%	10%	11%	2%	7%	-%	1%	8%	10%	3%	21%
Yodel	13	*	1	4	2	*	5	1	-	7	6	6	3
	8%	1%	3%	10%	8%	*%	6%	18%	-%	7%	10%	6%	10%
UK Mail	8	-	*	4	*	*	4	-	-	6	2	4	4
	5%	-%	*%	9%	1%	5%	4%	-%	-%	7%	2%	4%	14%
Whistl (Previously known as TNT Post)	7	2	*	-	-	-	2	-	*	4	3	4	3
	4%	6%	*%	-%	-%	-%	2%	-%	*%	4%	4%	4%	9%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	d	*e	a	*b	*c	a	b	a	b
Unweighted Base	203	26	25	55	36	27	124	14	29	118	85	126	45
Effective base	63	14	10	17	11	3	40	2	11	41	23	41	10
Weighted Base	157	35	18	38	24	4	93	4	21	94	63	103	30
Pitney Bowes	6	*	-	-	-	*	*	-	-	*	6	*	3
	4%	1%	-%	-%	-%	2%	*%	-%	-%	*%	9%	*%	9%
DX	3	-	*	2	*	1	3	-	*	2	1	1	1
	2%	-%	*%	4%	*%	26%	3%	-%	*%	2%	2%	1%	3%
Secured Mail / City Link Post	1	-	-	*	-	1	1	*	-	*	1	*	1
	1%	-%	-%	*%	-%	27%	1%	*%	-%	*%	2%	*%	5%
MHI (Mail Handling International)	1	-	-	-	-	1	1	-	-	-	1	-	1
	1%	-%	-%	-%	-%	25%	1%	-%	-%	-%	2%	-%	3%
Amazon Logistics	1	*	1	-	-	*	1	-	*	1	*	1	*
	1%	1%	4%	-%	-%	1%	1%	-%	*%	1%	*%	1%	*%
Citipost	*	*	-	-	*	-	*	-	-	*	*	*	-
	*%	1%	-%	-%	1%	-%	*%	-%	-%	*%	*%	*%	-%
Other answers	*	-	-	-	*	-	*	-	-	-	*	*	-
	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	*%	-%
NET: Provider other than RM	135	28	16	35	23	2	82	4	18	94	41	87	29
	86%	80%	92%	93%	98%	58%	89%	99%	87%	100% b	66%	84%	97%
NET: RM/Parcelforce	47	8	3	12	8	4	30	*	5	14	33	33	3
	30%	23%	19%	31%	34%	91%	32%	3%	23%	15%	52% a	32%	10%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	203	67	102	112	59	73	96	106	99	57	109	99	57
Effective base	63	28	26	43	9	30	24	22	25	9	28	34	13
Weighted Base	157	64	54	102	31	65	53	60	54	32	63	77	35
Hermes	42	25	12	27	8	20	16	25	27	12	12	27	9
	27%	38%	21%	26%	26%	31%	30%	42%	49%	38%	19%	35%	26%
UPS	40	20	12	24	3	14	18	11	13	6	14	14	7
	25%	31%	21%	24%	10%	21%	33%	19%	24%	18%	22%	18%	21%
DPD/DPD Local	35	20	6	27	6	21	5	15	15	9	19	27	15
	23%	32%	12%	26%	19%	33% b	10%	25%	28%	27%	30%	35%	42%
DHL	35	14	15	29	2	19	10	6	5	3	27	22	17
	22%	21%	28%	28%	6%	30%	18%	10%	10%	11%	43%	28%	48%
Parcelforce	25	11	11	17	2	11	11	5	8	3	8	16	6
	16%	16%	20%	16%	6%	16%	20%	8%	15%	8%	13%	21%	16%
Royal Mail	22	1	12	10	7	*	13	8	5	7	1	4	1
	14%	2%	23% a	10%	22%	*%	25% a	14%	10%	21%	1%	6%	1%
FedEx	21	9	5	10	5	9	5	10	7	5	12	9	3
	13%	14%	9%	10%	15%	14%	9%	17%	13%	15%	18%	12%	8%
TNT Express	13	4	3	5	5	5	2	3	2	5	3	3	1
	9%	6%	5%	5%	15%	8%	4%	6%	3%	14%	5%	5%	3%
Yodel	13	5	2	4	5	5	1	6	6	3	7	8	4
	8%	7%	3%	4%	16%	8%	2%	10%	10%	9%	11%	10%	12%
UK Mail	8	2	2	6	1	4	*	2	1	*	7	4	6
	5%	4%	3%	6%	5%	6%	1%	3%	3%	1%	11%	5%	16%
Whistl (Previously known as TNT Post)	7	-	2	4	3	-	2	7	5	3	5	3	3
	4%	-%	4%	4%	9%	-%	4%	11%	9%	8%	8%	4%	8%
Pitney Bowes	6	*	*	*	3	*	*	3	3	3	3	3	3
	4%	*%	*%	*%	9%	*%	*%	5%	5%	9%	4%	4%	8%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	203	67	102	112	59	73	96	106	99	57	109	99	57
Effective base	63	28	26	43	9	30	24	22	25	9	28	34	13
Weighted Base	157	64	54	102	31	65	53	60	54	32	63	77	35
DX	3	2	*	2	*	1	1	1	1	*	1	*	*
	2%	4%	1%	2%	*%	2%	2%	2%	2%	*%	2%	*%	*%
Secured Mail / City Link Post	1	1	*	1	*	*	1	1	1	*	*	*	*
	1%	2%	*%	1%	1%	*%	2%	2%	2%	*%	1%	*%	*%
MHI (Mail Handling International)	1	1	-	1	-	-	1	1	1	-	-	-	-
	1%	2%	-%	1%	-%	-%	2%	2%	2%	-%	-%	-%	-%
Amazon Logistics	1	*	1	1	*	1	*	1	1	*	1	1	1
	1%	*%	1%	1%	*%	1%	*%	1%	1%	*%	1%	1%	2%
Citipost	*	*	*	*	*	*	*	*	*	-	*	-	*
	*%	*%	*%	*%	*%	*%	*%	1%	*%	-%	*%	-%	*%
Other answers	*	-	*	*	-	-	*	-	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%
NET: Provider other than RM	135	63	42	92	24	65	40	51	49	25	62	72	34
	86%	98% b	77%	90%	78%	100% b	75%	86%	90%	79%	99%	94%	99%
NET: RM/Parcelforce	47	12	23	27	9	11	24	13	13	10	9	20	6
	30%	18%	43%	26%	28%	17%	45% a	22%	25%	30%	14%	27%	18%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	203	147	96	63	114	114	116	127	103	13
Effective base	63	43	31	14	30	38	42	40	34	2
Weighted Base	157	96	65	28	80	90	82	98	78	4
Hermes	42	30	24	9	29	28	29	28	24	1
	27%	31%	36%	33%	36%	31%	36%	29%	31%	14%
UPS	40	23	21	9	19	21	19	27	11	*
	25%	24%	32%	34%	23%	23%	24%	28%	14%	5%
DPD/DPD Local	35	20	18	12	18	30	24	27	28	3
	23%	21%	28%	44%	22%	33%	29%	27%	36%	67%
DHL	35	27	15	8	7	27	22	21	23	*
	22%	28%	23%	30%	8%	30%	27%	21%	29%	2%
						a	a			
Parcelforce	25	16	14	3	10	17	13	9	17	*
	16%	16%	22%	12%	12%	19%	16%	9%	21%	4%
Royal Mail	22	12	2	2	14	5	2	13	8	*
	14%	13%	4%	6%	18%	5%	3%	14%	10%	1%
					c					
FedEx	21	12	9	3	7	9	9	11	10	4
	13%	12%	14%	12%	9%	10%	11%	11%	13%	82%
TNT Express	13	7	6	3	8	3	7	5	3	*
	9%	7%	10%	10%	10%	4%	8%	5%	4%	3%
Yodel	13	5	5	2	6	7	6	8	7	*
	8%	5%	7%	6%	8%	8%	7%	8%	10%	6%
UK Mail	8	2	4	*	3	8	4	4	8	*
	5%	2%	6%	1%	3%	9%	4%	4%	10%	2%
Whistl (Previously known as TNT Post)	7	2	*	-	6	5	2	6	3	-
	4%	2%	*%	-%	8%	5%	2%	7%	4%	-%
Pitney Bowes	6	*	-	-	3	3	*	3	3	*
	4%	*%	-%	-%	4%	3%	*%	3%	4%	2%
DX	3	3	*	1	1	1	2	*	1	-
	2%	3%	1%	4%	1%	2%	2%	*%	1%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	203	147	96	63	114	114	116	127	103	13
Effective base	63	43	31	14	30	38	42	40	34	2
Weighted Base	157	96	65	28	80	90	82	98	78	4
Secured Mail / City Link Post	1	1	-	1	1	*	*	*	1	*
	1%	1%	-%	4%	1%	*%	*%	*%	1%	2%
MHI (Mail Handling International)	1	1	-	1	1	-	-	-	1	-
	1%	1%	-%	4%	1%	-%	-%	-%	1%	-%
Amazon Logistics	1	1	1	*	1	1	1	1	1	*
	1%	1%	1%	*%	1%	1%	1%	1%	1%	2%
Citipost	*	*	-	*	*	*	*	*	*	-
	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%
Other answers	*	*	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%
NET: Provider other than RM	135	84	63	26	66	86	79	84	70	4
	86%	87%	96%	94%	82%	95%	97%	86%	90%	99%
							a			
NET: RM/Parcelforce	47	28	17	5	24	22	16	22	24	*
	30%	29%	25%	18%	30%	24%	19%	23%	31%	5%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	203	65	69	79	23	16	106	87	31	14	21	7
Effective base	63	24	26	24	8	5	35	25	9	2	9	3
Weighted Base	157	49	53	42	17	11	74	57	14	6	19	9
Hermes	42	20	20	14	7	7	27	18	4	1	4	3
	27%	41%	38%	34%	39%	66%	37%	32%	30%	25%	18%	30%
UPS	40	14	6	12	8	7	18	7	2	*	2	3
	25%	28%	11%	29%	45%	60%	24%	13%	12%	1%	9%	35%
DPD/DPD Local	35	18	19	14	7	4	23	24	5	*	3	-
	23%	36%	36%	35%	43%	34%	31%	42%	40%	4%	18%	-%
DHL	35	16	15	12	9	3	17	14	3	5	3	3
	22%	32%	28%	30%	54%	25%	23%	25%	22%	94%	14%	34%
Parcelforce	25	3	11	7	3	1	7	14	4	1	6	3
	16%	7%	21%	16%	18%	6%	9%	24%	28%	20%	30%	36%
Royal Mail	22	1	*	1	*	*	5	5	1	*	5	*
	14%	2%	*%	3%	*%	*%	7%	8%	9%	8%	28%	*%
FedEx	21	6	6	4	1	2	8	4	1	*	2	3
	13%	11%	11%	11%	3%	17%	11%	8%	6%	4%	13%	35%
TNT Express	13	1	6	3	2	*	1	3	*	-	2	-
	9%	2%	12%	7%	14%	1%	1%	6%	2%	-%	9%	-%
Yodel	13	5	5	4	1	1	8	7	2	1	1	3
	8%	11%	10%	10%	8%	12%	11%	12%	15%	25%	4%	35%
UK Mail	8	4	4	2	1	-	4	3	1	5	-	*
	5%	7%	7%	6%	7%	-%	5%	5%	9%	92%	-%	*%
Whistl (Previously known as TNT Post)	7	2	*	2	-	-	5	3	-	-	2	-
	4%	4%	*%	5%	-%	-%	6%	5%	-%	-%	9%	-%
Pitney Bowes	6	-	-	*	-	-	3	3	*	-	-	3
	4%	-%	-%	1%	-%	-%	4%	5%	2%	-%	-%	34%
DX	3	*	*	*	-	*	1	*	1	*	1	-
	2%	1%	*%	1%	-%	*%	1%	*%	10%	2%	5%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	203	65	69	79	23	16	106	87	31	14	21	7
Effective base	63	24	26	24	8	5	35	25	9	2	9	3
Weighted Base	157	49	53	42	17	11	74	57	14	6	19	9
Secured Mail / City Link Post	1	-	-	*	-	-	1	*	-	*	1	-
	1%	-%	-%	*%	-%	-%	1%	*%	-%	*%	5%	-%
MHI (Mail Handling International)	1	-	-	-	-	-	1	-	-	-	1	-
	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	5%	-%
Amazon Logistics	1	1	1	1	*	*	*	1	*	-	*	-
	1%	1%	1%	2%	*%	1%	*%	1%	2%	-%	*%	-%
Citipost	*	-	-	*	-	-	*	*	*	*	-	-
	*%	-%	-%	1%	-%	-%	*%	*%	2%	2%	-%	-%
Other answers	*	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET: Provider other than RM	135	48	53	40	17	11	69	52	12	5	14	9
	86%	98%	100%	97%	100%	100%	93%	92%	91%	92%	72%	100%
NET: RM/Parcelforce	47	4	11	8	3	1	12	18	5	2	11	3
	30%	8%	21%	19%	18%	7%	16%	32%	37%	28%	58%	36%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	203	162	138	186	163	144	151	156	69	158	9	89	94	172	10
Effective base	63	54	41	59	55	48	46	54	19	45	6	31	29	51	6
Weighted Base	157	128	95	139	126	109	96	123	43	106	15	78	70	126	12
Hermes	42	36	34	39	37	36	28	36	11	29	5	24	17	34	6
	27%	28%	36%	28%	30%	34%	29%	29%	26%	27%	35%	31%	25%	27%	52%
UPS	40	33	21	34	36	33	26	30	12	22	3	19	18	35	*
	25%	26%	22%	24%	28%	31%	27%	24%	29%	21%	21%	24%	25%	27%	2%
DPD/DPD Local	35	30	27	33	32	29	20	31	19	32	3	15	21	28	1
	23%	23%	29%	23%	26%	27%	21%	25%	43%	31%	21%	19%	30%	22%	9%
DHL	35	32	21	32	28	24	25	31	15	22	1	13	19	24	3
	22%	25%	22%	23%	23%	22%	26%	25%	34%	21%	9%	16%	27%	19%	25%
Parcelforce	25	22	19	24	19	15	12	24	6	18	4	17	7	20	3
	16%	17%	20%	17%	15%	14%	12%	20%	14%	17%	28%	21%	10%	16%	25%
Royal Mail	22	13	2	13	14	7	8	12	3	15	6	6	16	19	*
	14%	10%	2%	9%	11%	6%	8%	10%	7%	14%	39%	8%	22%	15%	*%
FedEx	21	18	14	21	18	20	20	17	14	14	1	4	12	21	-
	13%	14%	14%	15%	14%	19%	21%	14%	32%	13%	10%	5%	17%	17%	-%
TNT Express	13	13	8	13	9	8	11	11	5	12	-	7	7	11	2
	9%	10%	9%	10%	7%	7%	11%	9%	12%	11%	-%	9%	10%	9%	15%
Yodel	13	12	8	13	12	10	10	12	8	11	*	9	4	11	-
	8%	10%	9%	9%	10%	9%	10%	10%	19%	11%	*%	12%	5%	9%	-%
UK Mail	8	8	4	8	8	1	8	8	3	3	-	8	*	3	-
	5%	6%	4%	6%	6%	1%	8%	6%	6%	3%	-%	10%	*%	2%	-%
Whistl (Previously known as TNT Post)	7	7	3	7	5	5	4	5	3	5	-	6	*	5	2
	4%	5%	3%	5%	4%	4%	4%	4%	6%	4%	-%	8%	*%	4%	15%
Pitney Bowes	6	6	3	6	6	6	3	6	6	6	-	3	3	6	-
	4%	5%	3%	4%	5%	5%	3%	5%	13%	6%	-%	4%	4%	5%	-%
DX	3	3	2	3	3	3	1	2	1	3	-	2	1	3	*
	2%	2%	2%	2%	2%	3%	1%	2%	2%	3%	-%	3%	1%	2%	2%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	203	162	138	186	163	144	151	156	69	158	9	89	94	172	10
Effective base	63	54	41	59	55	48	46	54	19	45	6	31	29	51	6
Weighted Base	157	128	95	139	126	109	96	123	43	106	15	78	70	126	12
Secured Mail / City Link Post	1	1	*	1	1	1	1	*	1	1	-	1	*	1	-
	1%	1%	*%	1%	1%	1%	1%	*%	2%	1%	-%	1%	*%	1%	-%
MHI (Mail Handling International)	1	1	-	1	1	1	1	-	1	1	-	1	-	1	-
	1%	1%	-%	1%	1%	1%	1%	-%	2%	1%	-%	1%	-%	1%	-%
Amazon Logistics	1	1	1	1	1	1	*	1	1	1	-	*	1	1	-
	1%	1%	1%	1%	1%	1%	*%	1%	1%	1%	-%	*%	1%	1%	-%
Citipost	*	*	-	*	*	*	*	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	-%
Other answers	*	*	*	*	*	*	*	*	-	*	-	-	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	*%	-%
NET: Provider other than RM	135	116	93	126	112	102	88	111	40	91	9	72	55	108	12
	86%	90%	98%	91%	89%	94%	92%	90%	93%	86%	61%	92%	78%	85%	100%
NET: RM/Parcelforce	47	35	21	37	33	22	19	36	9	33	10	23	23	39	3
	30%	27%	22%	26%	27%	20%	20%	29%	21%	31%	67%	29%	32%	31%	26%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	a	b	c	a	b	c	a	b
Unweighted Base	203	94	109	57	96	50	78	43	74	102	101
Effective base	63	22	42	18	27	18	29	9	24	23	41
Weighted Base	157	61	96	46	65	46	71	29	48	51	105
Hermes	42	16	26	11	24	7	14	3	22	8	34
	27%	26%	27%	23%	38%	15%	20%	12%	45%	15%	33%
UPS	40	13	27	13	19	8	22	2	14	7	33
	25%	22%	28%	27%	30%	17%	32%	6%	30%	14%	31%
DPD/DPD Local	35	13	23	15	10	11	13	2	17	8	27
	23%	21%	24%	32%	16%	23%	18%	8%	36%	16%	26%
DHL	35	17	18	11	7	17	16	7	12	17	18
	22%	27%	19%	24%	11%	36% b	22%	25%	24%	33%	17%
Parcelforce	25	9	16	9	12	4	11	6	8	6	19
	16%	14%	17%	19%	18%	9%	16%	20%	16%	12%	18%
Royal Mail	22	14	7	13	5	3	9	10	2	2	20
	14%	23%	8%	28%	8%	7%	13%	34% c	5%	4%	19%
FedEx	21	5	16	9	7	5	12	4	5	9	12
	13%	8%	17%	19%	10%	12%	17%	14%	11%	17%	12%
TNT Express	13	2	11	2	2	9	5	2	3	7	6
	9%	4%	11%	5%	3%	20%	7%	7%	6%	15%	6%
Yodel	13	5	7	5	6	2	3	4	2	1	11
	8%	9%	8%	10%	10%	3%	5%	14%	5%	3%	11%
UK Mail	8	7	1	*	4	4	1	5	1	4	4
	5%	11%	1%	1%	6%	9%	2%	18%	3%	8%	4%
Whistl (Previously known as TNT Post)	7	2	5	-	7	-	2	2	*	4	3
	4%	3%	5%	-%	10%	-%	3%	6%	*%	7%	3%
Pitney Bowes	6	*	6	3	3	*	3	-	*	*	6
	4%	*%	6%	7%	4%	*%	5%	-%	*%	*%	5%
DX	3	1	2	*	1	2	2	1	*	3	1
	2%	2%	2%	*%	1%	5%	3%	4%	*%	5%	1%

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	a	b	c	a	b	c	a	b
Unweighted Base	203	94	109	57	96	50	78	43	74	102	101
Effective base	63	22	42	18	27	18	29	9	24	23	41
Weighted Base	157	61	96	46	65	46	71	29	48	51	105
Secured Mail / City Link Post	1	1	-	*	*	1	*	1	-	1	*
	1%	2%	-%	*%	*%	2%	*%	4%	-%	3%	*%
MHI (Mail Handling International)	1	1	-	-	-	1	-	1	-	1	-
	1%	2%	-%	-%	-%	2%	-%	3%	-%	2%	-%
Amazon Logistics	1	*	1	*	-	1	1	-	*	1	*
	1%	*%	1%	1%	-%	1%	1%	-%	*%	2%	*%
Citipost	*	*	-	*	*	-	*	*	-	*	*
	*%	1%	-%	1%	*%	-%	*%	*%	-%	*%	*%
Other answers	*	-	*	-	-	*	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%
NET: Provider other than RM	135	47	89	33	59	43	62	20	46	49	86
	86%	77%	92%	72%	92%	93%	87%	66%	95% b	96%	81%
NET: RM/Parcelforce	47	23	24	22	17	7	21	16	10	8	38
	30%	38%	25%	48% c	27%	15%	29%	53%	21%	16%	37%

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	203	45	72	41	45	117	86
Effective base	63	16	15	12	22	31	33
Weighted Base	157	42	41	33	40	84	73
Hermes	42	13	17	3	10	30	12
	27%	30%	41%	9%	24%	35%	17%
UPS	40	11	14	7	8	26	14
	25%	26%	35%	20%	19%	31%	19%
DPD/DPD Local	35	6	7	10	13	13	22
	23%	14%	17%	30%	31%	16%	31%
DHL	35	12	2	4	17	14	21
	22%	28%	5%	11%	43%	16%	29%
					b		
Parcelforce	25	2	13	2	7	15	10
	16%	5%	32%	7%	19%	18%	13%
Royal Mail	22	2	5	11	4	7	15
	14%	4%	12%	33%	10%	8%	20%
FedEx	21	4	6	4	6	10	11
	13%	9%	15%	13%	16%	12%	15%
TNT Express	13	9	2	*	2	11	2
	9%	21%	5%	1%	5%	13%	3%
Yodel	13	3	8	*	1	11	1
	8%	7%	20%	1%	2%	14%	2%
UK Mail	8	4	2	*	1	6	2
	5%	10%	6%	*%	4%	8%	2%
Whistl (Previously known as TNT Post)	7	-	6	*	-	6	*
	4%	-%	16%	*%	-%	8%	*%
Pitney Bowes	6	*	6	-	*	6	*
	4%	*%	14%	-%	1%	7%	*%
DX	3	*	*	3	-	1	3
	2%	1%	*%	8%	-%	1%	4%
Secured Mail / City Link Post	1	-	*	1	*	*	1
	1%	-%	*%	4%	*%	*%	2%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 32 (continuation)

QV4. Other providers used (And who does your organisation use for its postal service?)

by QV4. Other providers used (And who does your organisation use for its postal service?)

Base: All selecting more than 2 providers

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	203	45	72	41	45	117	86
Effective base	63	16	15	12	22	31	33
Weighted Base	157	42	41	33	40	84	73
MHI (Mail Handling International)	1	-	-	1	-	-	1
	1%	-%	-%	3%	-%	-%	1%
Amazon Logistics	1	1	*	-	*	1	*
	1%	1%	*%	-%	1%	1%	*%
Citipost	*	-	-	*	*	-	*
	*%	-%	-%	*%	1%	-%	*%
Other answers	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
NET: Provider other than RM	135	40	36	22	36	77	58
	86%	96%	88%	67%	90%	92%	80%
NET: RM/Parcelforce	47	4	18	13	11	22	25
	30%	9%	43%	40%	28%	26%	34%
			a				

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1659	749	910	1088	295	72	204	571
Effective base	615	266	355	558	178	30	110	233
Weighted Base	1434	541	893	1361	60	8	4	73
Royal Mail	1359	517	841	1290	57	8	4	68
	95%	96%	94%	95%	94%	96%	94%	94%
DHL	15	7	8	14	1	*	*	1
	1%	1%	1%	1%	1%	1%	2%	1%
Parcelforce	11	*	11	11	*	-	*	*
	1%	*%	1%	1%	*%	-%	1%	*%
UK Mail	10	-	10	9	1	*	*	1
	1%	-%	1%	1%	1%	2%	1%	1%
Hermes	10	*	9	10	*	*	*	*
	1%	*%	1%	1%	*%	*%	*%	*%
Pitney Bowes	4	2	1	3	1	-	*	1
	*%	*%	*%	*%	1%	-%	*%	1%
FedEx	4	3	1	4	-	-	*	*
	*%	1%	*%	*%	-%	-%	*%	*%
UPS	4	1	3	4	-	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%
Whistl (Previously known as TNT Post)	1	1	*	1	-	-	*	*
	*%	*%	*%	*%	-%	-%	1%	*%
Yodel	*	-	*	-	*	*	*	*
	*%	-%	*%	-%	1%	*%	*%	*%
Secured Mail	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	1%	-%	-%	*%
Citipost	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	1%	*%	*%
						a		
DX	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	1%	1%	*%
DPD/DPD Local	*	-	*	-	*	-	*	*
	*%	-%	*%	-%	*%	-%	*%	*%
TNT Express	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1659	749	910	1088	295	72	204	571
Effective base	615	266	355	558	178	30	110	233
Weighted Base	1434	541	893	1361	60	8	4	73
Amazon Logistics	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%
Other answers	17	10	6	16	1	-	*	1
	1%	2%	1%	1%	1%	-%	*%	1%
NET: RM Only	1359	517	841	1290	57	8	4	68
	95%	96%	94%	95%	94%	96%	94%	94%
NET: Provider other than RM	75	24	51	71	4	*	*	4
	5%	4%	6%	5%	6%	4%	6%	6%
NET: RM/Parcelforce	1370	518	853	1302	57	8	4	69
	96%	96%	95%	96%	94%	96%	95%	94%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1659	597	322	169	170	197	204	1088	295	276
Effective base	615	316	166	104	106	101	110	558	178	68
Weighted Base	1434	857	370	134	36	32	4	1361	60	12
Royal Mail	1359	811	348	132	34	31	4	1290	57	12
	95%	95%	94%	98%	94%	94%	94%	95%	94%	95%
DHL	15	10	4	-	1	*	*	14	1	*
	1%	1%	1%	-%	2%	*%	2%	1%	1%	1%
Parcelforce	11	8	3	*	-	*	*	11	*	*
	1%	1%	1%	*%	-%	*%	1%	1%	*%	*%
UK Mail	10	9	-	-	*	1	*	9	1	*
	1%	1%	-%	-%	1%	2%	1%	1%	1%	1%
Hermes	10	8	2	-	*	*	*	10	*	*
	1%	1%	1%	-%	*%	*%	*%	1%	*%	*%
Pitney Bowes	4	-	1	2	-	1	*	3	1	*
	*%	-%	*%	1%	-%	2%	*%	*%	1%	*%
				a		a				
FedEx	4	-	4	*	-	-	*	4	-	*
	*%	-%	1%	*%	-%	-%	*%	*%	-%	*%
UPS	4	1	3	-	-	*	*	4	-	*
	*%	*%	1%	-%	-%	*%	*%	*%	-%	*%
Whistl (Previously known as TNT Post)	1	1	-	-	-	-	*	1	-	*
	*%	*%	-%	-%	-%	-%	1%	*%	-%	*%
Yodel	*	-	-	-	*	*	*	-	*	*
	*%	-%	-%	-%	1%	*%	*%	-%	1%	*%
					g					
Secured Mail	*	-	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	1%	-%	-%	1%	-%
						g				
Citipost	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	1%
DX	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	1%	-%	-%	1%
DPD/DPD Local	*	-	-	-	*	-	*	-	*	*
	*%	-%	-%	-%	*%	-%	*%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1659	597	322	169	170	197	204	1088	295	276
Effective base	615	316	166	104	106	101	110	558	178	68
Weighted Base	1434	857	370	134	36	32	4	1361	60	12
TNT Express	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
Amazon Logistics	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
Other answers	17	11	5	-	1	-	*	16	1	*
	1%	1%	1%	-%	2%	-%	*%	1%	1%	*%
NET: RM Only	1359	811	348	132	34	31	4	1290	57	12
	95%	95%	94%	98%	94%	94%	94%	95%	94%	95%
NET: Provider other than RM	75	47	22	2	2	2	*	71	4	1
	5%	5%	6%	2%	6%	6%	6%	5%	6%	5%
NET: RM/Parcelforce	1370	819	351	132	34	31	4	1302	57	12
	96%	95%	95%	99%	94%	95%	95%	96%	94%	96%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1659	552	218	78	45	194
Effective base	615	311	84	28	6	32
Weighted Base	1434	847	188	33	17	47
Royal Mail	1359	804	174	30	17	42
	95%	95%	92%	92%	99%	89%
DHL	15	6	2	*	-	5
	1%	1%	1%	*%	-%	10%
						a
Parcelforce	11	8	3	*	-	*
	1%	1%	1%	1%	-%	*%
UK Mail	10	6	3	*	-	*
	1%	1%	2%	*%	-%	1%
Hermes	10	10	*	-	-	-
	1%	1%	*%	-%	-%	-%
Pitney Bowes	4	-	2	1	-	*
	*%	-%	1%	4%	-%	*%
				a		
FedEx	4	1	*	*	*	-
	*%	*%	*%	*%	*%	-%
UPS	4	4	*	-	-	*
	*%	*%	*%	-%	-%	*%
Whistl (Previously known as TNT Post)	1	-	-	-	*	*
	*%	-%	-%	-%	*%	*%
Yodel	*	-	*	-	*	*
	*%	-%	*%	-%	*%	*%
Secured Mail	*	*	-	-	-	-
	*%	*%	-%	-%	-%	-%
Citipost	*	-	*	-	*	-
	*%	-%	*%	-%	*%	-%
DX	*	-	-	-	*	-
	*%	-%	-%	-%	*%	-%
DPD/DPD Local	*	-	-	*	-	*
	*%	-%	-%	*%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1659	552	218	78	45	194
Effective base	615	311	84	28	6	32
Weighted Base	1434	847	188	33	17	47
TNT Express	*	-	*	-	-	-
	*%	-%	*%	-%	-%	-%
Amazon Logistics	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%
Other answers	17	8	4	1	-	-
	1%	1%	2%	3%	-%	-%
NET: RM Only	1359	804	174	30	17	42
	95%	95%	92%	92%	99%	89%
NET: Provider other than RM	75	43	15	3	*	5
	5%	5%	8%	8%	1%	11%
NET: RM/Parcelforce	1370	812	176	30	17	42
	96%	96%	94%	93%	99%	89%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1659	94	98	137	65	105	133	88	80	91	891	259	251	258
Effective base	615	59	62	68	37	67	76	57	43	54	494	159	163	72
Weighted Base	1434	114	122	221	64	127	227	185	99	113	1272	80	55	27
Royal Mail	1359	109	109	197	62	124	208	185	97	110	1201	79	53	26
	95%	95%	89%	89%	97%	97%	92%	100% bcf	98%	98%	94%	98% bcf	96% bc	96%
DHL	15	2	3	10	-	-	*	-	-	-	15	*	-	*
	1%	2%	3% kl	4% jklm	-%	-%	*%	-%	-%	-%	1%	*%	-%	*%
Parcelforce	11	3	3	5	-	-	-	-	*	-	10	1	*	*
	1%	2%	2%	2%	-%	-%	-%	-%	*%	-%	1%	1%	*%	*%
UK Mail	10	*	5	-	-	-	3	-	2	-	10	*	-	*
	1%	*%	4% jkl	-%	-%	-%	1%	-%	2%	-%	1%	*%	-%	*%
Hermes	10	-	-	-	2	3	4	-	-	-	9	-	*	1
	1%	-%	-%	-%	3% k	2% k	2%	-%	-%	-%	1%	-%	1%	2%
Pitney Bowes	4	-	-	2	-	-	1	-	-	1	4	-	*	*
	*%	-%	-%	1%	-%	-%	1%	-%	-%	*%	*%	-%	*%	*%
FedEx	4	-	-	-	-	-	4	-	-	-	4	-	*	*
	*%	-%	-%	-%	-%	-%	2%	-%	-%	-%	*%	-%	*%	*%
UPS	4	-	-	-	-	-	3	-	-	-	3	*	1	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	*%	1% j	*%
Whistl (Previously known as TNT Post)	1	-	-	-	-	-	-	-	-	-	-	1	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1% j	-%	*%
Yodel	*	-	-	*	-	-	-	-	-	-	*	*	-	*
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%
Secured Mail	*	-	-	-	-	*	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
Citipost	*	-	-	-	-	-	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1659	94	98	137	65	105	133	88	80	91	891	259	251	258
Effective base	615	59	62	68	37	67	76	57	43	54	494	159	163	72
Weighted Base	1434	114	122	221	64	127	227	185	99	113	1272	80	55	27
DX	*	-	-	-	-	-	-	-	*	-	*	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%	-%	-%
DPD/DPD Local	*	-	-	-	-	-	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%
TNT Express	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Amazon Logistics	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Other answers	17	-	2	7	*	-	4	-	-	2	16	-	*	*
	1%	-%	2%	3% k	*%	-%	2%	-%	-%	2%	1%	-%	1%	*%
NET: RM Only	1359	109	109	197	62	124	208	185	97	110	1201	79	53	26
	95%	95%	89%	89%	97%	97%	92%	100% bcf	98%	98%	94%	98% bcf	96% bc	96%
NET: Provider other than RM	75	5	13	23	2	3	19	-	2	3	71	2	2	1
	5%	5%	11% gkl	11% gkl	3%	3%	8% gk	-%	2%	2%	6%	2%	4%	4%
NET: RM/Parcelforce	1370	111	112	202	62	124	208	185	97	110	1211	79	53	27
	96%	98%	92%	91%	97%	97%	92%	100% bcf	98%	98%	95%	99% bcfj	97%	96%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1659	63	118	14	209	244	78	133	733	1298	361	1489	170
Effective base	615	23	39	4	73	89	35	54	297	486	137	573	48
Weighted Base	1434	58	94	10	194	283	49	124	530	1187	247	1361	73
Royal Mail	1359	58	81	10	186	270	44	119	503	1116	243	1297	62
	95%	100%	87%	99%	96%	96%	91%	96%	95%	94%	98% a	95% b	85%
DHL	15	*	5	-	-	*	-	-	7	15	*	15	*
	1%	*%	5% e	-%	-%	*%	-%	-%	1%	1%	*%	1%	*%
Parcelforce	11	-	*	-	3	3	-	-	5	11	*	8	3
	1%	-%	*%	-%	1%	1%	-%	-%	1%	1%	*%	1%	4% a
UK Mail	10	-	4	-	*	*	*	*	2	10	*	10	*
	1%	-%	4% h	-%	*%	*%	1%	*%	*%	1%	*%	1%	*%
Hermes	10	-	-	-	4	*	-	-	6	10	-	8	2
	1%	-%	-%	-%	2%	*%	-%	-%	1%	1%	-%	1%	3%
Pitney Bowes	4	-	-	-	-	1	1	-	2	2	1	2	2
	*%	-%	-%	-%	-%	*%	3%	-%	*%	*%	1%	*%	3% a
FedEx	4	-	3	-	-	*	-	-	*	4	-	4	*
	*%	-%	3% h	-%	-%	*%	-%	-%	*%	*%	-%	*%	*%
UPS	4	-	*	-	-	1	3	-	*	3	*	1	3
	*%	-%	*%	-%	-%	*%	6% deh	-%	*%	*%	*%	*%	4% a
Whistl (Previously known as TNT Post)	1	*	-	-	*	-	-	-	1	1	-	1	*
	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	*%	*%
Yodel	*	-	*	-	*	-	-	*	*	*	-	*	*
	*%	-%	*%	-%	*%	-%	-%	*%	*%	*%	-%	*%	*%
Secured Mail	*	-	-	-	-	*	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	*%
Citipost	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1659	63	118	14	209	244	78	133	733	1298	361	1489	170
Effective base	615	23	39	4	73	89	35	54	297	486	137	573	48
Weighted Base	1434	58	94	10	194	283	49	124	530	1187	247	1361	73
DX	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
DPD/DPD Local	*	-	-	*	-	-	-	-	*	*	*	*	*
	*%	-%	-%	1%	-%	-%	-%	-%	*%	*%	*%	*%	*%
TNT Express	*	-	*	-	-	-	-	-	-	*	-	*	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Amazon Logistics	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Other answers	17	-	-	-	1	7	-	5	4	14	2	16	1
	1%	-%	-%	-%	*%	3%	-%	4%	1%	1%	1%	1%	1%
NET: RM Only	1359	58	81	10	186	270	44	119	503	1116	243	1297	62
	95%	100%	87%	99%	96%	96%	91%	96%	95%	94%	98% a	95% b	85%
NET: Provider other than RM	75	*	12	*	8	13	4	5	27	71	4	64	11
	5%	*%	13%	1%	4%	4%	9%	4%	5%	6% b	2%	5%	15% a
NET: RM/Parcelforce	1370	58	82	10	189	274	44	119	508	1127	243	1305	65
	96%	100%	87%	99%	97% b	97% b	91%	96%	96% b	95%	98%	96% b	89%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1659	1631	28	1010	346	300
Effective base	615	600	14	384	104	127
Weighted Base	1434	1400	34	918	217	297
Royal Mail	1359	1325	34	881	197	279
	95%	95%	100%	96%	91%	94%
				b		
DHL	15	15	-	4	7	3
	1%	1%	-%	*%	3%	1%
					a	
Parcelforce	11	11	-	3	3	5
	1%	1%	-%	*%	1%	2%
UK Mail	10	10	-	5	4	-
	1%	1%	-%	1%	2%	-%
Hermes	10	10	-	6	*	3
	1%	1%	-%	1%	*%	1%
Pitney Bowes	4	4	-	2	*	2
	*%	*%	-%	*%	*%	1%
FedEx	4	4	-	3	1	-
	*%	*%	-%	*%	1%	-%
UPS	4	4	-	1	3	-
	*%	*%	-%	*%	1%	-%
Whistl (Previously known as TNT Post)	1	1	-	1	*	*
	*%	*%	-%	*%	*%	*%
Yodel	*	*	-	*	*	-
	*%	*%	-%	*%	*%	-%
Secured Mail	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%
Citipost	*	*	-	-	*	*
	*%	*%	-%	-%	*%	*%
DX	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%
DPD/DPD Local	*	*	-	*	*	-
	*%	*%	-%	*%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1659	1631	28	1010	346	300
Effective base	615	600	14	384	104	127
Weighted Base	1434	1400	34	918	217	297
TNT Express	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%
Amazon Logistics	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%
Other answers	17	17	-	11	*	5
	1%	1%	-%	1%	*%	2%
NET: RM Only	1359	1325	34	881	197	279
	95%	95%	100%	96%	91%	94%
				b		
NET: Provider other than RM	75	75	-	37	20	18
	5%	5%	-%	4%	9%	6%
					a	
NET: RM/Parcelforce	1370	1337	34	884	200	284
	96%	95%	100%	96%	92%	95%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1659	1253	277	67	15	21	11	8	7	1530	129	62	600	653	406
Effective base	615	524	74	10	3	5	3	2	2	598	17	8	271	257	91
Weighted Base	1434	1223	162	26	12	6	*	*	4	1386	48	23	676	547	211
Royal Mail	1359	1167	149	24	12	6	*	*	*	1316	43	19	659	508	192
	95%	95%	92%	95%	99%	92%	85%	94%	8%	95%	89%	82%	97% bc	93%	91%
DHL	15	13	2	*	*	-	*	-	-	15	*	*	*	12	2
	1%	1%	1%	*%	*%	-%	10%	-%	-%	1%	*%	*%	*%	2% a	1%
Parcelforce	11	6	2	*	-	-	-	-	3	8	3	3	3	3	5
	1%	1%	1%	2%	-%	-%	-%	-%	75%	1%	7% ai	12% ai	*%	1%	2%
UK Mail	10	9	*	*	-	1	*	*	-	9	1	1	4	5	1
	1%	1%	*%	*%	-%	8%	4%	1%	-%	1%	1%	2%	1%	1%	*%
Hermes	10	7	3	*	-	-	-	-	-	10	*	-	-	7	3
	1%	1%	2%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	1%	1%
Pitney Bowes	4	1	3	*	-	-	-	-	-	4	*	-	*	1	3
	*%	*%	2% a	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	2%
FedEx	4	4	-	*	-	-	-	-	-	4	*	-	3	1	*
	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	*%
UPS	4	*	3	1	-	-	*	*	-	3	1	*	-	*	3
	*%	*%	2% a	2%	-%	-%	1%	5%	-%	*%	1%	*%	-%	*%	2%
Whistl (Previously known as TNT Post)	1	1	-	*	-	-	-	-	-	1	*	-	-	1	*
	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%
Yodel	*	-	*	*	-	*	-	-	-	*	*	*	-	-	*
	*%	-%	*%	*%	-%	*%	-%	-%	-%	*%	*%	*%	-%	-%	*%
Secured Mail	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
Citipost	*	*	-	-	-	-	-	-	*	*	*	*	-	*	*
	*%	*%	-%	-%	-%	-%	-%	-%	2%	*%	*%	*%	-%	*%	*%
DX	*	-	*	*	-	-	-	-	-	*	*	-	-	-	*
	*%	-%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1659	1253	277	67	15	21	11	8	7	1530	129	62	600	653	406
Effective base	615	524	74	10	3	5	3	2	2	598	17	8	271	257	91
Weighted Base	1434	1223	162	26	12	6	*	*	4	1386	48	23	676	547	211
DPD/DPD Local	*	-	-	-	*	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%
TNT Express	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
Amazon Logistics	*	-	-	-	-	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%
Other answers	17	16	*	-	-	-	-	-	1	16	1	1	7	9	1
	1%	1%	*%	-%	-%	-%	-%	-%	15%	1%	1%	2%	1%	2%	*%
NET: RM Only	1359	1167	149	24	12	6	*	*	*	1316	43	19	659	508	192
	95%	95%	92%	95%	99%	92%	85%	94%	8%	95%	89%	82%	97% bc	93%	91%
NET: Provider other than RM	75	56	14	1	*	1	*	*	3	70	5	4	17	39	19
	5%	5%	8%	5%	1%	8%	15%	6%	92%	5%	11%	18%	3%	7% a	9% a
NET: RM/Parcelforce	1370	1173	151	25	12	6	*	*	3	1324	46	22	662	511	197
	96%	96%	93%	97%	99%	92%	85%	94%	83%	96%	96%	94%	98% b	93%	93%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1659	1459	878	1659	666	328	435	1278	131	85	63	36	36	30
Effective base	615	522	323	615	249	94	151	534	38	21	9	7	4	5
Weighted Base	1434	1167	742	1434	582	182	352	1240	93	49	25	10	12	6
Royal Mail	1359	1122	688	1359	544	160	320	1184	84	42	24	7	12	5
	95%	96% bef	93%	95% e	93%	88%	91%	95% e	91%	86%	97%	76%	95%	96%
DHL	15	5	10	15	6	*	*	10	3	2	*	*	*	*
	1%	*%	1%	1%	1%	*%	*%	1%	3%	5%	*%	*%	*%	*%
Parcelforce	11	10	11	11	9	9	6	6	5	*	*	-	-	*
	1%	1%	1%	1%	1%	5% ac	2%	*%	5% a	1%	*%	-%	-%	*%
UK Mail	10	3	10	10	1	3	3	7	*	*	*	2	*	*
	1%	*%	1%	1%	*%	2%	1%	1%	*%	1%	1%	24% abc	*%	*%
Hermes	10	3	7	10	10	2	3	10	-	-	-	-	*	*
	1%	*%	1%	1%	2% a	1%	1%	1%	-%	-%	-%	-%	*%	1%
Pitney Bowes	4	4	2	4	1	2	2	4	*	-	-	-	*	-
	*%	*%	*%	*%	*%	1%	1%	*%	*%	-%	-%	-%	*%	-%
FedEx	4	4	*	4	1	1	1	3	-	1	*	*	*	-
	*%	*%	*%	*%	*%	1%	*%	*%	-%	2%	*%	*%	*%	-%
UPS	4	1	4	4	1	3	1	1	-	3	*	-	-	*
	*%	*%	*%	*%	*%	2% a	*%	*%	-%	6% a	*%	-%	-%	*%
Whistl (Previously known as TNT Post)	1	1	*	1	*	*	*	*	1	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%	-%
Yodel	*	*	*	*	*	*	-	*	*	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	*%	*%
Secured Mail	*	-	*	*	-	-	*	-	-	-	*	-	-	-
	*%	-%	*%	*%	-%	-%	*%	-%	-%	-%	1%	-%	-%	-%
Citipost	*	*	*	*	*	*	*	-	-	-	-	-	*	*
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	1%
DX	*	*	*	*	*	*	*	*	-	-	-	*	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	1659	1459	878	1659	666	328	435	1278	131	85	63	36	36	30
Effective base	615	522	323	615	249	94	151	534	38	21	9	7	4	5
Weighted Base	1434	1167	742	1434	582	182	352	1240	93	49	25	10	12	6
DPD/DPD Local	*	*	*	*	*	*	-	-	-	*	-	-	-	*
	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%
TNT Express	*	-	*	*	*	*	-	-	-	-	-	*	-	-
	*%	-%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
Amazon Logistics	*	*	*	*	-	*	*	-	-	-	-	-	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	*%	-%
Other answers	17	15	10	17	9	2	15	16	-	-	-	-	1	-
	1%	1%	1%	1%	2%	1%	4%	1%	-%	-%	-%	-%	4%	-%
							abc							
NET: RM Only	1359	1122	688	1359	544	160	320	1184	84	42	24	7	12	5
	95%	96%	93%	95%	93%	88%	91%	95%	91%	86%	97%	76%	95%	96%
		bef		e				e						
NET: Provider other than RM	75	45	53	75	38	22	31	56	8	7	1	2	1	*
	5%	4%	7%	5%	7%	12%	9%	5%	9%	14%	3%	24%	5%	4%
			a			ac	a					a		
NET: RM/Parcelforce	1370	1131	699	1370	553	169	326	1190	89	43	24	7	12	6
	96%	97%	94%	96%	95%	93%	93%	96%	96%	87%	97%	76%	95%	97%
		ef						e						

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	1659	508	38	31	30	10	32	17	59	579	340	422	258	60
Effective base	615	218	12	6	8	4	3	4	11	260	129	156	63	9
Weighted Base	1434	509	33	17	12	4	3	4	11	633	296	353	132	20
Royal Mail	1359	479	27	17	11	4	3	4	11	617	271	337	117	17
	95%	94%	81%	100%	93%	100%	81%	98%	93%	97% bde	92%	96%	89%	84%
DHL	15	3	3	-	-	-	*	*	*	*	7	2	5	*
	1%	1%	9% a	-%	-%	-%	1%	1%	1%	*%	2% a	1%	4% a	*%
Parcelforce	11	7	2	-	-	-	*	-	*	3	3	3	-	2
	1%	1%	6%	-%	-%	-%	1%	-%	*%	1%	1%	1%	-%	9% a
UK Mail	10	*	*	-	1	-	*	*	*	*	6	3	*	*
	1%	*%	*%	-%	5% a	-%	*%	*%	*%	*%	2% a	1%	*%	2%
Hermes	10	10	-	-	*	-	*	-	*	-	6	3	-	*
	1%	2%	-%	-%	1%	-%	*%	-%	*%	-%	2% a	1%	-%	*%
Pitney Bowes	4	1	-	-	-	-	-	-	-	1	*	1	2	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*%	1%	-%
FedEx	4	*	1	-	*	*	*	-	*	3	-	-	*	1
	*%	*%	3% a	-%	*%	*%	*%	-%	*%	*%	-%	-%	*%	5%
UPS	4	*	1	-	*	-	-	*	*	*	*	1	3	-
	*%	*%	2%	-%	*%	-%	-%	*%	*%	*%	*%	*%	2%	-%
Whistl (Previously known as TNT Post)	1	*	*	-	*	-	-	-	-	-	1	*	*	*
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%
Yodel	*	*	-	-	*	-	-	-	-	-	*	*	-	*
	*%	*%	-%	-%	1%	-%	-%	-%	-%	-%	*%	*%	-%	*%
Secured Mail	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Citipost	*	-	-	-	-	-	*	*	*	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	*%	2%	1%	-%	-%	-%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	1659	508	38	31	30	10	32	17	59	579	340	422	258	60
Effective base	615	218	12	6	8	4	3	4	11	260	129	156	63	9
Weighted Base	1434	509	33	17	12	4	3	4	11	633	296	353	132	20
DX	*	-	-	*	-	-	-	-	-	-	*	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%
DPD/DPD Local	*	-	*	-	-	-	-	*	*	*	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	*%	*%	-%	*%	-%	-%
TNT Express	*	-	-	-	-	-	*	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	*%
Amazon Logistics	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Other answers	17	8	-	-	-	-	1	-	1	8	1	2	5	-
	1%	2%	-%	-%	-%	-%	16%	-%	5%	1%	*%	1%	4%	-%
NET: RM Only	1359	479	27	17	11	4	3	4	11	617	271	337	117	17
	95%	94%	81%	100%	93%	100%	81%	98%	93%	97% bde	92%	96%	89%	84%
NET: Provider other than RM	75	30	6	*	1	*	1	*	1	16	25	16	15	3
	5%	6%	19%	*%	7%	*%	19%	2%	7%	3%	8% a	4%	11% a	16% a
NET: RM/Parcelforce	1370	486	29	17	11	4	3	4	11	620	274	340	117	19
	96%	95%	87%	100%	93%	100%	82%	98%	94%	98% bd	93%	96% d	89%	93%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1659	222	133	183	93	35	372	62	226	1515	144	1554	105
Effective base	615	112	54	59	21	4	147	21	81	579	38	590	26
Weighted Base	1434	264	118	146	43	11	363	47	172	1328	106	1359	75
Royal Mail	1359	254	103	140	38	10	340	43	160	1312	47	1359	-
	95%	96% b	87%	96%	87%	90%	94%	93%	93%	99% b	45%	100% b	-%
DHL	15	*	3	*	3	*	6	*	-	4	11	-	15
	1%	*%	2%	*%	7% a	*%	2%	*%	-%	*%	11% a	-%	20% a
Parcelforce	11	6	-	1	2	-	6	-	3	6	6	-	11
	1%	2%	-%	*%	4%	-%	2%	-%	2%	*%	5% a	-%	15% a
UK Mail	10	-	*	*	*	*	*	*	-	5	5	-	10
	1%	-%	*%	*%	1%	*%	*%	1%	-%	*%	5% a	-%	13% a
Hermes	10	1	6	3	*	*	6	*	4	2	8	-	10
	1%	*%	5% a	2%	*%	*%	2%	*%	2%	*%	7% a	-%	13% a
Pitney Bowes	4	1	-	-	-	-	-	1	-	-	4	-	4
	*%	1%	-%	-%	-%	-%	-%	3% a	-%	-%	4% a	-%	5% a
FedEx	4	-	-	-	*	1	1	-	*	-	4	-	4
	*%	-%	-%	-%	*%	9%	*%	-%	*%	-%	4% a	-%	5% a
UPS	4	-	*	1	-	*	1	-	-	-	4	-	4
	*%	-%	*%	1%	-%	*%	*%	-%	-%	-%	3% a	-%	5% a
Whistl (Previously known as TNT Post)	1	-	*	*	-	*	*	-	*	-	1	-	1
	*%	-%	*%	*%	-%	*%	*%	-%	*%	-%	1%	-%	1% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1659	222	133	183	93	35	372	62	226	1515	144	1554	105
Effective base	615	112	54	59	21	4	147	21	81	579	38	590	26
Weighted Base	1434	264	118	146	43	11	363	47	172	1328	106	1359	75
Yodel	*	-	-	*	-	-	-	*	*	*	*	-	*
	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%	-%	*%
Secured Mail	*	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%
Citipost	*	-	-	-	-	*	*	-	-	-	*	-	*
	*%	-%	-%	-%	-%	1%	*%	-%	-%	-%	*%	-%	*%
DX	*	-	-	*	-	-	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%
DPD/DPD Local	*	-	-	*	-	*	-	*	*	-	*	-	*
	*%	-%	-%	*%	-%	*%	-%	*%	*%	-%	*%	-%	*%
TNT Express	*	-	-	-	-	*	*	-	-	-	*	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	-%	*%
Amazon Logistics	*	-	-	-	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%
Other answers	17	2	7	*	1	-	3	1	5	*	16	-	17
	1%	1%	6%	*%	1%	-%	1%	3%	3%	*%	15% a	-%	22% a
NET: RM Only	1359	254	103	140	38	10	340	43	160	1312	47	1359	-
	95%	96% b	87%	96%	87%	90%	94%	93%	93%	99% b	45%	100% b	-%
NET: Provider other than RM	75	10	15	6	6	1	23	3	12	16	59	-	75
	5%	4%	13% a	4%	13%	10%	6%	7%	7%	1%	55% a	-%	100% a
NET: RM/Parcelforce	1370	260	103	140	40	10	346	43	163	1317	53	1359	11
	96%	99% b	87%	96%	91%	90%	95%	93%	95%	99% b	50%	100% b	15%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1659	143	162	286	97	493	173	568	1298	187	477	722	156	2
Effective base	615	62	47	114	18	202	48	184	470	47	173	270	50	2
Weighted Base	1434	151	103	265	60	477	105	450	1046	128	410	619	142	1
Royal Mail	1359	144	81	245	21	461	83	417	1013	106	368	583	127	1
	95%	95% b	79%	92% b	35%	97% b	79%	93% c	97% ac	83%	90%	94%	89%	100%
DHL	15	*	6	3	8	3	3	1	*	4	10	5	3	-
	1%	*%	6%	1%	13% a	1%	3%	*%	*%	3% ab	2%	1%	2%	-%
Parcelforce	11	6	2	8	3	6	3	10	6	6	11	8	*	-
	1%	4%	2%	3%	5%	1%	3%	2%	1%	4% b	3%	1%	*%	-%
UK Mail	10	*	*	4	4	*	*	3	3	3	8	5	7	-
	1%	*%	*%	2%	6%	*%	*%	1%	*%	2%	2%	1%	5% b	-%
Hermes	10	-	5	3	2	2	8	*	3	-	*	3	*	-
	1%	-%	5%	1%	3%	*%	7% a	*%	*%	-%	*%	*%	*%	-%
Pitney Bowes	4	-	1	-	3	-	1	2	4	-	2	2	*	-
	*%	-%	1%	-%	5%	-%	1%	*%	*%	-%	*%	*%	*%	-%
FedEx	4	1	*	1	3	-	1	4	1	3	*	*	*	-
	*%	1%	*%	*%	5%	-%	1%	1%	*%	2% b	*%	*%	*%	-%
UPS	4	-	1	1	3	-	1	*	1	*	3	4	*	-
	*%	-%	1%	*%	5%	-%	1%	*%	*%	*%	1%	1%	*%	-%
Whistl (Previously known as TNT Post)	1	-	*	-	*	-	*	1	*	*	*	*	*	-
	*%	-%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%
Yodel	*	*	-	*	*	*	*	*	*	*	*	*	*	-
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Secured Mail	*	-	-	-	*	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1659	143	162	286	97	493	173	568	1298	187	477	722	156	2
Effective base	615	62	47	114	18	202	48	184	470	47	173	270	50	2
Weighted Base	1434	151	103	265	60	477	105	450	1046	128	410	619	142	1
Citipost	*	-	*	-	*	*	*	*	*	*	*	*	*	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
DX	*	-	*	*	*	*	-	*	*	*	*	*	*	-
	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%
DPD/DPD Local	*	-	*	-	*	-	*	*	*	*	*	*	-	-
	*%	-%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%	-%
TNT Express	*	-	*	-	*	-	*	-	-	-	*	-	-	-
	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%
Amazon Logistics	*	-	-	-	*	-	-	*	-	*	*	-	*	-
	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	*%	-%	*%	-%
Other answers	17	-	6	*	13	4	5	12	14	5	7	10	5	-
	1%	-%	6%	*%	22% a	1%	4%	3%	1%	4%	2%	2%	4%	-%
NET: RM Only	1359	144	81	245	21	461	83	417	1013	106	368	583	127	1
	95%	95% b	79%	92% b	35%	97% b	79%	93% c	97% ac	83%	90%	94%	89%	100%
NET: Provider other than RM	75	7	22	20	39	16	23	33	33	21	42	36	15	-
	5%	5%	21% a	8%	65% a	3%	21% a	7% b	3%	17% ab	10%	6%	11%	-%
NET: RM/Parcelforce	1370	150	82	252	25	467	86	427	1019	112	379	590	127	1
	96%	99% b	80%	95% b	41%	98% b	81%	95%	97% c	88%	92%	95%	89%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1659	474	426	145	2	1402	814	526	1223	937	27
Effective base	615	170	162	44	2	515	306	208	456	350	4
Weighted Base	1434	409	383	105	1	1156	704	490	1054	795	8
Royal Mail	1359	384	356	96	1	1119	670	466	1027	763	5
	95%	94%	93%	92%	100%	97%	95%	95%	97%	96%	57%
DHL	15	6	*	*	-	5	3	6	3	1	*
	1%	2%	*%	*%	-%	*%	*%	1%	*%	*%	3%
Parcelforce	11	5	8	2	-	6	8	8	8	8	3
	1%	1%	2%	2%	-%	1%	1%	2%	1%	1%	36%
UK Mail	10	1	*	*	-	3	7	*	3	7	*
	1%	*%	*%	*%	-%	*%	1%	*%	*%	1%	3%
Hermes	10	1	9	*	-	2	3	3	2	3	-
	1%	*%	2%	*%	-%	*%	*%	1%	*%	*%	-%
Pitney Bowes	4	1	-	-	-	3	2	-	1	2	-
	*%	*%	-%	-%	-%	*%	*%	-%	*%	*%	-%
FedEx	4	1	*	1	-	4	-	-	3	4	-
	*%	*%	*%	1%	-%	*%	-%	-%	*%	*%	-%
UPS	4	1	1	*	-	1	4	1	4	*	-
	*%	*%	*%	*%	-%	*%	1%	*%	*%	*%	-%
Whistl (Previously known as TNT Post)	1	*	*	*	-	*	*	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Yodel	*	*	*	*	-	-	*	*	*	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	*	*	*	-	-	*	*	-	*	*	*
	*%	*%	*%	-%	-%	*%	*%	-%	*%	*%	1%
DX	*	*	*	*	-	*	*	-	*	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	*%	*%	-%
DPD/DPD Local	*	*	-	-	-	-	*	-	*	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1659	474	426	145	2	1402	814	526	1223	937	27
Effective base	615	170	162	44	2	515	306	208	456	350	4
Weighted Base	1434	409	383	105	1	1156	704	490	1054	795	8
TNT Express	*	*	*	-	-	-	-	-	-	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Amazon Logistics	*	-	-	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
Other answers	17	8	9	5	-	14	7	6	2	7	-
	1%	2%	2%	5%	-%	1%	1%	1%	*%	1%	-%
NET: RM Only	1359	384	356	96	1	1119	670	466	1027	763	5
	95%	94%	93%	92%	100%	97%	95%	95%	97%	96%	57%
NET: Provider other than RM	75	24	28	8	-	38	33	24	27	32	4
	5%	6%	7%	8%	-%	3%	5%	5%	3%	4%	43%
NET: RM/Parcelforce	1370	389	364	98	1	1125	678	474	1035	771	8
	96%	95%	95%	94%	100%	97%	96%	97%	98%	97%	93%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	1659	302	272	264	51	36	1050	874	103	48	43	15
Effective base	615	111	112	98	24	16	384	327	36	14	17	4
Weighted Base	1434	259	264	237	63	44	887	741	81	35	32	8
Royal Mail	1359	248	250	223	61	44	869	715	80	22	31	6
	95%	96%	95%	94%	97%	100%	98%	96%	99%	64%	96%	65%
									b		b	
DHL	15	3	3	3	-	*	3	*	*	*	*	3
	1%	1%	1%	1%	-%	*%	*%	*%	*%	*%	*%	35%
Parcelforce	11	6	8	5	2	*	3	8	-	-	-	-
	1%	2%	3%	2%	3%	*%	*%	1%	-%	-%	-%	-%
UK Mail	10	*	*	*	-	*	3	3	*	4	-	-
	1%	*%	*%	*%	-%	*%	*%	*%	1%	12%	-%	-%
Hermes	10	-	3	-	-	-	*	5	-	2	-	-
	1%	-%	1%	-%	-%	-%	*%	1%	-%	6%	-%	-%
Pitney Bowes	4	-	-	-	-	-	1	2	-	2	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	5%	-%	-%
FedEx	4	-	-	-	-	-	1	-	-	-	1	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	3%	-%
UPS	4	1	*	*	-	-	4	*	*	-	*	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%	1%	-%
Whistl (Previously known as TNT Post)	1	*	*	*	*	-	*	*	-	*	-	-
	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	-%
Yodel	*	*	*	*	-	-	*	*	*	-	*	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	-%	*%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Citipost	*	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
DX	*	-	-	-	-	-	*	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	1659	302	272	264	51	36	1050	874	103	48	43	15
Effective base	615	111	112	98	24	16	384	327	36	14	17	4
Weighted Base	1434	259	264	237	63	44	887	741	81	35	32	8
DPD/DPD Local	*	-	-	-	-	-	*	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%
TNT Express	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Amazon Logistics	*	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Other answers	17	1	-	4	-	-	2	8	-	4	-	-
	1%	1%	-%	2%	-%	-%	*%	1%	-%	13% a	-%	-%
NET: RM Only	1359	248	250	223	61	44	869	715	80	22	31	6
	95%	96%	95%	94%	97%	100%	98%	96%	99% b	64%	96% b	65%
NET: Provider other than RM	75	12	14	13	2	*	18	26	1	13	1	3
	5%	4%	5%	6%	3%	*%	2%	4%	1%	36% ac	4%	35%
NET: RM/Parcelforce	1370	254	258	229	63	44	873	723	80	22	31	6
	96%	98%	98%	97%	100%	100%	98%	98%	99% b	64%	96% b	65%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1659	1518	1026	1580	1006	1001	833	1489	198	4	1372	73	405	1199
Effective base	615	565	363	589	359	347	285	564	63	3	501	32	164	442
Weighted Base	1434	1302	805	1360	800	766	591	1304	161	4	1167	73	392	1022
Royal Mail	1359	1247	755	1293	753	713	550	1243	141	4	1126	68	365	994
	95%	96%	94%	95%	94%	93%	93%	95% c	87%	100%	96%	93%	93%	97% a
DHL	15	7	12	12	8	8	9	12	7	-	8	-	7	3
	1%	1%	1%	1%	1%	1%	2%	1%	4% b	-%	1%	-%	2% b	*%
Parcelforce	11	8	11	11	6	11	6	8	3	-	8	-	*	8
	1%	1%	1%	1%	1%	1%	1%	1%	2%	-%	1%	-%	*%	1%
UK Mail	10	7	3	8	9	3	7	7	3	-	3	*	7	-
	1%	1%	*%	1%	1%	*%	1%	1%	2%	-%	*%	*%	2% b	-%
Hermes	10	6	9	10	6	4	1	10	*	-	5	-	2	3
	1%	*%	1%	1%	1%	*%	*%	1%	*%	-%	*%	-%	*%	*%
Pitney Bowes	4	4	2	4	*	2	2	4	-	-	1	-	2	1
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%
FedEx	4	4	3	4	4	4	4	3	1	-	4	-	1	3
	*%	*%	*%	*%	*%	*%	1%	*%	1%	-%	*%	-%	*%	*%
UPS	4	1	*	1	3	4	3	1	*	-	3	1	3	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	1%	1%	*%
Whistl (Previously known as TNT Post)	1	1	*	1	*	1	*	1	*	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Yodel	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Secured Mail	*	-	*	*	-	*	*	-	-	-	-	-	-	-
	*%	-%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%
Citipost	*	*	*	*	-	*	*	*	*	-	*	-	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1659	1518	1026	1580	1006	1001	833	1489	198	4	1372	73	405	1199
Effective base	615	565	363	589	359	347	285	564	63	3	501	32	164	442
Weighted Base	1434	1302	805	1360	800	766	591	1304	161	4	1167	73	392	1022
DX	*	*	*	*	*	*	*	*	-	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%
DPD/DPD Local	*	*	*	*	-	*	*	-	-	-	*	-	*	-
	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	*%	-%	*%	-%
TNT Express	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Amazon Logistics	*	-	*	*	-	*	*	-	-	-	*	-	*	-
	*%	-%	*%	*%	-%	*%	*%	-%	-%	-%	*%	-%	*%	-%
Other answers	17	17	10	17	10	17	7	16	7	-	9	4	4	9
	1%	1%	1%	1%	1%	2%	1%	1%	4%	-%	1%	6% a	1%	1%
NET: RM Only	1359	1247	755	1293	753	713	550	1243	141	4	1126	68	365	994
	95%	96%	94%	95%	94%	93%	93%	95% c	87%	100%	96%	93%	93%	97% a
NET: Provider other than RM	75	55	50	67	46	54	40	61	21	-	41	5	28	28
	5%	4%	6%	5%	6%	7%	7%	5%	13% b	-%	4%	7%	7% b	3%
NET: RM/Parcelforce	1370	1255	765	1304	760	724	557	1252	144	4	1134	68	365	1002
	96%	96%	95%	96%	95%	94%	94%	96% c	89%	100%	97%	93%	93%	98% a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1659	351	18	158	254	198	950	500	165	178	1239	837	822
Effective base	615	118	7	41	98	65	378	168	61	53	480	263	353
Weighted Base	1434	291	14	103	238	147	873	404	134	153	1104	580	854
Royal Mail	1359	229	10	79	187	132	850	367	115	135	1069	535	824
	95%	79%	76%	77%	78%	90%	97% ac	91%	86%	88%	97% ab	92%	97% a
DHL	15	9	3	5	10	2	2	11	7	2	5	11	4
	1%	3%	21%	5%	4%	1%	*%	3% b	5% c	2%	*%	2%	*%
Parcelforce	11	11	*	1	11	5	3	3	3	3	5	4	8
	1%	4%	*%	1%	4%	3% b	*%	1%	2%	2%	*%	1%	1%
UK Mail	10	6	*	7	3	2	3	4	*	7	*	7	3
	1%	2%	1%	7%	1%	2%	*%	1%	*%	4% c	*%	1%	*%
Hermes	10	10	-	4	6	-	10	-	1	2	7	1	9
	1%	3%	-%	4%	2%	-%	1%	-%	*%	1%	1%	*%	1%
Pitney Bowes	4	2	-	*	4	*	1	2	-	2	2	2	1
	*%	1%	-%	*%	2%	*%	*%	1%	-%	1%	*%	*%	*%
FedEx	4	4	-	1	3	*	*	4	3	1	-	4	*
	*%	1%	-%	1%	1%	*%	*%	1%	2% c	1%	-%	1%	*%
UPS	4	3	-	3	*	4	*	*	3	*	*	3	1
	*%	1%	-%	3%	*%	2% bc	*%	*%	2% c	*%	*%	*%	*%
Whistl (Previously known as TNT Post)	1	1	-	*	1	*	1	*	*	*	*	*	1
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Yodel	*	*	-	*	*	*	*	-	*	*	-	*	*
	*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	-%	*%	*%
Secured Mail	*	*	-	*	-	-	*	-	-	*	-	*	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Citipost	*	*	-	*	-	*	-	*	*	*	-	*	*
	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1659	351	18	158	254	198	950	500	165	178	1239	837	822
Effective base	615	118	7	41	98	65	378	168	61	53	480	263	353
Weighted Base	1434	291	14	103	238	147	873	404	134	153	1104	580	854
DX	*	*	-	*	*	-	*	*	-	-	*	*	*
	*%	*%	-%	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%
DPD/DPD Local	*	*	-	*	-	*	*	-	*	*	-	*	*
	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%	-%	*%	*%
TNT Express	*	*	-	*	-	-	*	-	-	*	-	*	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Amazon Logistics	*	*	-	*	-	*	-	-	*	-	-	*	-
	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%
Other answers	17	16	*	2	14	2	2	12	1	-	16	15	2
	1%	6%	2%	2%	6%	2%	*%	3%	1%	-%	1%	3%	*%
								b				b	
NET: RM Only	1359	229	10	79	187	132	850	367	115	135	1069	535	824
	95%	79%	76%	77%	78%	90%	97%	91%	86%	88%	97%	92%	97%
							ac				ab		a
NET: Provider other than RM	75	62	3	24	52	15	23	37	19	18	35	46	29
	5%	21%	24%	23%	22%	10%	3%	9%	14%	12%	3%	8%	3%
						b		b	c	c		b	
NET: RM/Parcelforce	1370	240	10	80	197	137	852	371	119	138	1074	538	832
	96%	83%	76%	78%	83%	93%	98%	92%	89%	90%	97%	93%	97%
							ac				ab		a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1659	399	514	449	297	913	746
Effective base	615	141	178	170	137	313	305
Weighted Base	1434	396	382	388	268	778	656
Royal Mail	1359	369	370	362	257	739	619
	95%	93%	97%	93%	96%	95%	94%
DHL	15	7	2	*	5	9	6
	1%	2%	1%	*%	2%	1%	1%
Parcelforce	11	-	4	6	2	4	8
	1%	-%	1%	2%	1%	*%	1%
UK Mail	10	5	3	2	-	8	2
	1%	1%	1%	1%	-%	1%	*%
Hermes	10	1	2	5	2	3	7
	1%	*%	1%	1%	1%	*%	1%
Pitney Bowes	4	2	1	-	1	2	1
	*%	*%	*%	-%	1%	*%	*%
FedEx	4	3	*	1	*	3	1
	*%	1%	*%	*%	*%	*%	*%
UPS	4	*	*	3	-	*	3
	*%	*%	*%	1%	-%	*%	*%
Whistl (Previously known as TNT Post)	1	*	1	*	*	1	*
	*%	*%	*%	*%	*%	*%	*%
Yodel	*	-	*	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%
Secured Mail	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%
Citipost	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
DX	*	*	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	-%
DPD/DPD Local	*	*	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	-%
TNT Express	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 33 (continuation)

QV5a.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the volume of items you send?

Base: All who send letters/large letters at (QV6a=1 or 2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1659	399	514	449	297	913	746
Effective base	615	141	178	170	137	313	305
Weighted Base	1434	396	382	388	268	778	656
Amazon Logistics	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
Other answers	17	9	1	7	-	9	7
	1%	2%	*%	2%	-%	1%	1%
NET: RM Only	1359	369	370	362	257	739	619
	95%	93%	97%	93%	96%	95%	94%
NET: Provider other than RM	75	26	12	26	10	39	36
	5%	7%	3%	7%	4%	5%	6%
NET: RM/Parcelforce	1370	369	374	368	259	743	627
	96%	93%	98%	95%	97%	95%	96%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	380	93	287	214	66	25	75	166
Effective base	138	34	104	125	39	13	35	59
Weighted Base	336	76	260	318	13	3	1	17
Royal Mail	196	22	175	190	6	1	1	7
	59%	29%	67%	60%	43%	29%	40%	41%
			a	de				
Hermes	51	16	35	50	*	*	*	*
	15%	21%	13%	16%	1%	4%	1%	2%
				bde				
Parcelforce	30	9	21	28	2	1	*	3
	9%	12%	8%	9%	12%	32%	9%	15%
DHL	12	4	9	10	2	*	*	2
	4%	5%	3%	3%	14%	7%	7%	12%
					a			a
DPD/DPD Local	10	2	8	8	1	*	*	2
	3%	3%	3%	3%	10%	16%	5%	11%
					a			a
UPS	8	3	5	7	1	*	*	1
	2%	4%	2%	2%	6%	1%	4%	5%
TNT Express	8	6	2	7	*	-	*	*
	2%	8%	1%	2%	*%	-%	6%	1%
		b						
FedEx	6	4	2	5	1	-	*	1
	2%	5%	1%	1%	7%	-%	5%	5%
UK Mail	3	2	1	2	*	-	*	*
	1%	2%	*%	1%	2%	-%	5%	2%
Yodel	2	*	2	2	*	-	*	*
	1%	*%	1%	1%	*%	-%	1%	*%
Pitney Bowes	1	-	1	1	*	-	-	*
	*%	-%	1%	*%	*%	-%	-%	*%
Whistl (Previously known as TNT Post)	*	-	*	*	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
Citipost	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	9%	1%
							ae	

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	380	93	287	214	66	25	75	166
Effective base	138	34	104	125	39	13	35	59
Weighted Base	336	76	260	318	13	3	1	17
DX	*	-	*	-	*	-	*	*
	*%	-%	*%	-%	*%	-%	2%	*%
Amazon Logistics	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%
Secured Mail	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%
Other answers	8	8	*	8	*	*	*	1
	3%	11%	*%	2%	3%	11%	7%	5%
		b						
NET: RM Only	196	22	175	190	6	1	1	7
	59%	29%	67%	60%	43%	29%	40%	41%
			a	de				
NET: Provider other than RM	139	54	85	129	7	2	1	10
	41%	71%	33%	40%	57%	71%	60%	59%
		b					a	a
NET: RM/Parcelforce	227	31	196	217	7	2	1	9
	68%	41%	75%	68%	55%	60%	49%	55%
			a	d				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	380	129	48	37	29	62	75	214	66	100
Effective base	138	81	30	21	18	33	35	125	39	28
Weighted Base	336	223	69	26	7	9	1	318	13	4
Royal Mail	196	133	40	17	3	3	1	190	6	1
	59%	60%	58%	63%	48%	35%	40%	60%	43%	32%
		efi		ei				efi		
Hermes	51	40	10	*	*	*	*	50	*	*
	15%	18%	14%	*%	*%	3%	1%	16%	1%	3%
		cefhi	fh					fh		
Parcelforce	30	24	3	*	1	2	*	28	2	1
	9%	11%	5%	1%	9%	20%	9%	9%	12%	24%
						c				cg
DHL	12	7	2	2	1	1	*	10	2	*
	4%	3%	2%	8%	14%	12%	7%	3%	14%	7%
						g			ag	
DPD/DPD Local	10	5	3	*	*	1	*	8	1	1
	3%	2%	5%	*%	5%	17%	5%	3%	10%	13%
						ag			g	g
UPS	8	3	2	1	*	*	*	7	1	*
	2%	1%	3%	5%	5%	5%	4%	2%	6%	2%
TNT Express	8	4	2	1	*	-	*	7	*	*
	2%	2%	3%	5%	*%	-%	6%	2%	*%	2%
FedEx	6	3	-	2	1	-	*	5	1	*
	2%	1%	-%	7%	13%	-%	5%	1%	7%	2%
UK Mail	3	1	1	*	-	*	*	2	*	*
	1%	*%	2%	1%	-%	3%	5%	1%	2%	2%
Yodel	2	1	-	1	-	*	*	2	*	*
	1%	*%	-%	4%	-%	*%	1%	1%	*%	*%
Pitney Bowes	1	-	1	-	-	*	-	1	*	-
	*%	-%	2%	-%	-%	*%	-%	*%	*%	-%
Whistl (Previously known as TNT Post)	*	*	-	-	-	-	*	*	-	*
	*%	*%	-%	-%	-%	-%	*%	*%	-%	*%
Citipost	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	9%	-%	-%	3%
							ag			

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	380	129	48	37	29	62	75	214	66	100
Effective base	138	81	30	21	18	33	35	125	39	28
Weighted Base	336	223	69	26	7	9	1	318	13	4
DX	*	-	-	-	-	*	*	-	*	*
	*%	-%	-%	-%	-%	*%	2%	-%	*%	1%
Amazon Logistics	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
Secured Mail	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
Other answers	8	2	4	1	*	*	*	8	*	*
	3%	1%	6%	5%	6%	3%	7%	2%	3%	10%
NET: RM Only	196	133	40	17	3	3	1	190	6	1
	59%	60%	58%	63%	48%	35%	40%	60%	43%	32%
		efi		ei				efi		
NET: Provider other than RM	139	90	29	10	3	6	1	129	7	3
	41%	40%	42%	37%	52%	65%	60%	40%	57%	68%
						acg	ag			acg
NET: RM/Parcelforce	227	157	44	17	4	5	1	217	7	2
	68%	70%	63%	64%	57%	55%	49%	68%	55%	57%
		f						f		

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	380	153	65	22	15	56
Effective base	138	89	19	9	7	14
Weighted Base	336	249	37	10	3	8
Royal Mail	196	160	17	4	2	3
	59%	65%	46%	35%	48%	43%
Hermes	51	39	7	*	*	*
	15%	16%	18%	1%	1%	2%
Parcelforce	30	24	3	1	1	*
	9%	10%	8%	15%	25%	2%
DHL	12	7	2	1	-	1
	4%	3%	6%	13%	-%	8%
DPD/DPD Local	10	4	2	2	*	*
	3%	2%	5%	18%	11%	5%
UPS	8	3	*	*	-	1
	2%	1%	*%	1%	-%	11%
TNT Express	8	6	*	-	-	1
	2%	2%	*%	-%	-%	18%
						a
FedEx	6	2	*	*	-	*
	2%	1%	*%	4%	-%	6%
UK Mail	3	1	1	*	-	*
	1%	*%	4%	*%	-%	4%
Yodel	2	2	*	-	-	*
	1%	1%	1%	-%	-%	*%
Pitney Bowes	1	-	-	1	-	-
	*%	-%	-%	14%	-%	-%
Whistl (Previously known as TNT Post)	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%
Citipost	*	-	-	-	*	-
	*%	-%	-%	-%	4%	-%
DX	*	-	-	-	-	*
	*%	-%	-%	-%	-%	1%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	380	153	65	22	15	56
Effective base	138	89	19	9	7	14
Weighted Base	336	249	37	10	3	8
Amazon Logistics	*	-	*	-	-	-
	*%	-%	*%	-%	-%	-%
Secured Mail	*	-	*	-	-	-
	*%	-%	*%	-%	-%	-%
Other answers	8	2	4	-	*	*
	3%	1%	12%	-%	12%	1%
			a			
NET: RM Only	196	160	17	4	2	3
	59%	65%	46%	35%	48%	43%
NET: Provider other than RM	139	88	20	7	2	4
	41%	35%	54%	65%	52%	57%
NET: RM/Parcelforce	227	184	20	5	2	3
	68%	74%	54%	49%	73%	46%
		e				

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted Base	380	23	26	43	12	23	25	12	26	17	207	51	48	74
Effective base	138	15	15	24	7	14	14	9	10	8	112	26	31	17
Weighted Base	336	30	31	76	15	32	36	34	27	19	299	19	14	4
Royal Mail	196	21	14	41	7	18	22	25	18	12	178	10	7	2
	59%	69%	46%	55%	48%	56%	60%	75%	66%	62%	59%	52%	52%	48%
Hermes	51	3	6	11	4	10	-	8	5	-	46	2	2	*
	15%	10%	19%	15%	24%	31%	-%	23%	18%	-%	16%	13%	13%	1%
Parcelforce	30	2	4	7	-	2	5	1	4	3	28	1	1	1
	9%	7%	13%	9%	-%	7%	14%	2%	13%	16%	9%	4%	10%	12%
DHL	12	-	3	3	2	2	*	-	*	-	11	*	*	1
	4%	-%	10%	4%	14%	5%	1%	-%	*%	-%	4%	2%	2%	13%
DPD/DPD Local	10	3	*	3	2	*	*	-	*	*	8	1	*	1
	3%	9%	*%	3%	13%	1%	1%	-%	1%	2%	3%	7%	3%	13%
UPS	8	1	-	2	-	-	-	-	-	2	5	1	1	*
	2%	5%	-%	2%	-%	-%	-%	-%	-%	12%	2%	5%	9% j	5%
TNT Express	8	-	1	4	-	-	2	-	*	-	8	-	*	*
	2%	-%	4%	6%	-%	-%	5%	-%	*%	-%	3%	-%	*%	1%
FedEx	6	-	*	2	-	*	-	-	*	2	4	1	-	*
	2%	-%	*%	3%	-%	*%	-%	-%	1%	8%	1%	7%	-%	*%
UK Mail	3	*	*	-	-	-	1	-	-	-	2	*	1	*
	1%	*%	1%	-%	-%	-%	3%	-%	-%	-%	1%	1%	7% j	1%
Yodel	2	-	-	-	-	-	-	-	-	*	*	2	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	9% j	-%	1%
Pitney Bowes	1	-	-	-	-	-	1	-	-	-	1	-	-	*
	*%	-%	-%	-%	-%	-%	4%	-%	-%	-%	*%	-%	-%	*%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	*%
Citipost	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted Base	380	23	26	43	12	23	25	12	26	17	207	51	48	74
Effective base	138	15	15	24	7	14	14	9	10	8	112	26	31	17
Weighted Base	336	30	31	76	15	32	36	34	27	19	299	19	14	4
DX	*	-	-	-	-	-	-	-	*	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%
Amazon Logistics	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Other answers	8	-	2	1	*	-	4	-	*	-	8	*	*	*
	3%	-%	6%	2%	*%	-%	12%	-%	1%	-%	3%	*%	3%	6%
NET: RM Only	196	21	14	41	7	18	22	25	18	12	178	10	7	2
	59%	69%	46%	55%	48%	56%	60%	75%	66%	62%	59%	52%	52%	48%
NET: Provider other than RM	139	10	17	34	8	14	14	8	9	7	121	9	7	2
	41%	31%	54%	45%	52%	44%	40%	25%	34%	38%	41%	48%	48%	52%
NET: RM/Parcelforce	227	23	18	48	7	20	27	26	21	15	205	10	8	3
	68%	76%	59%	64%	48%	63%	74%	77%	79%	78%	69%	55%	62%	60%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base	380	9	52	3	26	88	12	14	158	314	66	327	53
Effective base	138	1	20	1	8	31	5	4	64	111	29	126	13
Weighted Base	336	5	51	1	20	91	7	10	118	279	57	313	23
Royal Mail	196	5	33	*	11	64	2	4	58	162	35	189	8
	59%	92%	65%	88%	56%	70%	26%	37%	49%	58%	62%	60%	34%
Hermes	51	-	8	-	6	12	-	-	20	37	13	46	5
	15%	-%	17%	-%	30%	13%	-%	-%	17%	13%	24%	15%	22%
Parcelforce	30	*	*	-	1	10	*	1	16	28	2	29	1
	9%	1%	1%	-%	5%	10%	1%	5%	13%	10%	3%	9%	4%
DHL	12	-	6	*	*	1	-	1	1	11	1	11	1
	4%	-%	13% h	7%	2%	1%	-%	8%	1%	4%	2%	3%	6%
DPD/DPD Local	10	*	1	*	-	*	2	-	7	8	2	10	-
	3%	6%	1%	5%	-%	*%	30%	-%	6%	3%	4%	3%	-%
UPS	8	-	*	-	*	2	-	*	3	7	*	6	1
	2%	-%	1%	-%	*%	2%	-%	5%	2%	3%	1%	2%	5%
TNT Express	8	-	1	-	*	*	2	-	4	8	*	5	3
	2%	-%	3%	-%	*%	*%	24%	-%	4%	3%	*%	1%	13% a
FedEx	6	-	-	-	-	1	-	-	5	6	-	4	2
	2%	-%	-%	-%	-%	1%	-%	-%	4%	2%	-%	1%	8%
UK Mail	3	*	*	-	1	*	-	-	2	3	*	3	*
	1%	1%	1%	-%	3%	*%	-%	-%	1%	1%	*%	1%	*%
Yodel	2	-	-	-	1	1	-	-	-	2	*	2	-
	1%	-%	-%	-%	4%	1%	-%	-%	-%	1%	*%	1%	-%
Pitney Bowes	1	-	-	-	-	-	1	-	*	*	1	-	1
	*%	-%	-%	-%	-%	-%	19%	-%	*%	*%	2%	-%	6% a
Whistl (Previously known as TNT Post)	*	*	-	-	-	-	-	-	*	*	-	*	*
	*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%
Citipost	*	-	-	-	-	*	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base	380	9	52	3	26	88	12	14	158	314	66	327	53
Effective base	138	1	20	1	8	31	5	4	64	111	29	126	13
Weighted Base	336	5	51	1	20	91	7	10	118	279	57	313	23
DX	*	-	-	-	-	-	-	-	*	*	-	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%
Amazon Logistics	*	-	-	-	-	*	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	*%
Secured Mail	*	-	*	-	-	-	-	-	-	*	-	*	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Other answers	8	-	*	-	-	1	*	4	3	7	1	8	*
	3%	-%	*%	-%	-%	1%	*%	44%	2%	3%	3%	3%	1%
NET: RM Only	196	5	33	*	11	64	2	4	58	162	35	189	8
	59%	92%	65%	88%	56%	70%	26%	37%	49%	58%	62%	60%	34%
NET: Provider other than RM	139	*	18	*	9	27	6	6	60	117	22	124	15
	41%	8%	35%	12%	44%	30%	74%	63%	51%	42%	38%	40%	66%
NET: RM/Parcelforce	227	5	33	*	12	74	2	4	74	190	37	218	9
	68%	93%	65%	88%	61%	81%	27%	43%	63%	68%	65%	70% b	38%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	380	380	130	116	134
Effective base	138	138	51	29	60
Weighted Base	336	336	121	55	159
Royal Mail	196	196	65	22	110
	59%	59%	53%	40%	69%
					b
Hermes	51	51	26	9	15
	15%	15%	22%	17%	9%
Parcelforce	30	30	8	10	12
	9%	9%	7%	17%	8%
DHL	12	12	2	6	4
	4%	4%	2%	10%	3%
DPD/DPD Local	10	10	3	4	3
	3%	3%	3%	8%	2%
UPS	8	8	4	1	3
	2%	2%	3%	2%	2%
TNT Express	8	8	2	1	4
	2%	2%	1%	2%	3%
FedEx	6	6	4	1	1
	2%	2%	3%	1%	1%
UK Mail	3	3	1	1	1
	1%	1%	1%	1%	1%
Yodel	2	2	1	-	1
	1%	1%	1%	-%	1%
Pitney Bowes	1	1	1	-	*
	*%	*%	1%	-%	*%
Whistl (Previously known as TNT Post)	*	*	*	-	*
	*%	*%	*%	-%	*%
Citipost	*	*	-	*	-
	*%	*%	-%	*%	-%
DX	*	*	-	*	-
	*%	*%	-%	*%	-%

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	380	380	130	116	134
Effective base	138	138	51	29	60
Weighted Base	336	336	121	55	159
Amazon Logistics	*	*	-	*	-
	*%	*%	-%	*%	-%
Secured Mail	*	*	-	*	-
	*%	*%	-%	*%	-%
Other answers	8	8	4	*	4
	3%	3%	3%	*%	3%
NET: RM Only	196	196	65	22	110
	59%	59%	53%	40%	69%
					b
NET: Provider other than RM	139	139	57	33	49
	41%	41%	47%	60%	31%
				c	
NET: RM/Parcelforce	227	227	73	32	122
	68%	68%	60%	57%	77%

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	380	192	113	41	11	10	5	4	4	305	75	34	42	150	188
Effective base	138	91	36	11	2	3	2	1	2	126	16	5	22	68	48
Weighted Base	336	214	100	15	4	2	*	*	*	314	22	7	53	161	122
Royal Mail	196	130	51	10	4	2	-	-	*	180	16	6	33	97	67
	59%	61%	51%	66%	93%	96%	-%	-%	71%	57%	74%	91%	62%	60%	55%
Hermes	51	34	16	*	-	-	*	-	-	50	*	*	9	24	17
	15%	16%	16%	2%	-%	-%	18%	-%	-%	16%	1%	*%	18%	15%	14%
Parcelforce	30	17	12	1	-	-	-	*	*	29	1	*	3	13	13
	9%	8%	12%	6%	-%	-%	-%	87%	19%	9%	5%	3%	7%	8%	11%
DHL	12	9	3	1	*	*	*	-	-	11	1	*	1	8	4
	4%	4%	3%	6%	1%	2%	4%	-%	-%	4%	4%	1%	2%	5%	3%
DPD/DPD Local	10	4	4	2	*	*	*	-	-	8	2	*	*	4	6
	3%	2%	4%	13%	2%	*%	69%	-%	-%	3%	10%	2%	*%	3%	5%
UPS	8	2	5	1	*	-	-	*	*	7	1	*	-	2	6
	2%	1%	5%	3%	2%	-%	-%	13%	7%	2%	3%	2%	-%	1%	5%
TNT Express	8	2	6	*	-	-	-	-	-	8	*	-	-	2	6
	2%	1%	6%	*%	-%	-%	-%	-%	-%	2%	*%	-%	-%	1%	5%
FedEx	6	5	*	*	-	-	*	-	-	6	*	*	3	2	*
	2%	2%	*%	*%	-%	-%	4%	-%	-%	2%	*%	*%	7%	1%	*%
													c		
UK Mail	3	2	-	*	-	*	*	-	-	2	*	*	1	2	*
	1%	1%	-%	3%	-%	1%	4%	-%	-%	1%	2%	*%	1%	1%	*%
Yodel	2	1	1	-	*	-	-	-	*	2	*	*	1	*	1
	1%	1%	1%	-%	1%	-%	-%	-%	3%	1%	*%	1%	2%	*%	1%
Pitney Bowes	1	-	1	-	-	-	-	-	-	1	-	-	-	-	1
	*%	-%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	1%
Whistl (Previously known as TNT Post)	*	*	-	*	-	-	-	-	-	*	*	-	*	-	*
	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%
Citipost	*	-	*	-	-	-	-	-	-	*	-	-	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%
DX	*	-	*	*	-	-	-	-	-	*	*	-	-	-	*
	*%	-%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	380	192	113	41	11	10	5	4	4	305	75	34	42	150	188
Effective base	138	91	36	11	2	3	2	1	2	126	16	5	22	68	48
Weighted Base	336	214	100	15	4	2	*	*	*	314	22	7	53	161	122
Amazon Logistics	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
Secured Mail	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
Other answers	8	8	*	*	-	*	-	-	-	8	*	*	1	8	*
	3%	4%	*%	*%	-%	1%	-%	-%	-%	3%	*%	*%	1%	5%	*%
NET: RM Only	196	130	51	10	4	2	-	-	*	180	16	6	33	97	67
	59%	61%	51%	66%	93%	96%	-%	-%	71%	57%	74%	91%	62%	60%	55%
NET: Provider other than RM	139	84	49	5	*	*	*	*	*	133	6	1	20	64	55
	41%	39%	49%	34%	7%	4%	100%	100%	29%	43%	26%	9%	38%	40%	45%
NET: RM/Parcelforce	227	147	63	11	4	2	-	*	*	209	17	6	36	110	80
	68%	68%	63%	73%	93%	96%	-%	87%	90%	67%	79%	93%	69%	68%	66%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	380	247	239	305	380	119	159	180	35	23	19	23	14	11
Effective base	138	78	86	108	138	26	58	82	14	4	6	4	2	4
Weighted Base	336	169	198	254	336	58	140	198	33	6	5	4	7	1
Royal Mail	196	100	118	151	196	37	78	113	24	2	3	2	7	1
	59%	59%	59%	60%	59%	63%	56%	57%	73%	39%	68%	38%	98%	71%
Hermes	51	16	24	33	51	10	24	30	*	3	-	-	-	*
	15%	10%	12%	13%	15%	16%	17%	15%	*%	44%	-%	-%	-%	20%
Parcelforce	30	17	23	25	30	4	18	21	3	*	1	*	*	*
	9%	10%	12%	10%	9%	8%	13%	10%	10%	7%	11%	3%	1%	9%
DHL	12	6	9	11	12	*	3	8	3	*	1	*	*	*
	4%	3%	5%	4%	4%	*%	2%	4%	9%	1%	17%	*%	1%	*%
DPD/DPD Local	10	8	6	8	10	3	5	5	*	-	-	2	*	*
	3%	5%	3%	3%	3%	5%	4%	3%	2%	-%	-%	50%	*%	*%
UPS	8	3	5	5	8	2	2	5	*	*	*	*	*	*
	2%	2%	3%	2%	2%	4%	1%	3%	*%	*%	1%	1%	*%	*%
TNT Express	8	2	*	2	8	*	*	2	-	*	-	-	*	-
	2%	1%	*%	1%	2%	*%	*%	1%	-%	1%	-%	-%	*%	-%
FedEx	6	5	3	6	6	1	2	4	1	1	*	*	*	-
	2%	3%	2%	2%	2%	1%	1%	2%	2%	9%	*%	*%	*%	-%
UK Mail	3	1	2	2	3	*	*	1	1	-	-	*	-	*
	1%	1%	1%	1%	1%	*%	*%	*%	4%	-%	-%	7%	-%	*%
Yodel	2	1	1	1	2	1	2	1	-	*	-	-	-	-
	1%	1%	*%	*%	1%	1%	1%	*%	-%	*%	-%	-%	-%	-%
Pitney Bowes	1	1	*	1	1	-	*	1	-	-	-	-	*	-
	*%	1%	*%	1%	*%	-%	*%	1%	-%	-%	-%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	-	-	-	-	*	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
Citipost	*	*	*	*	*	*	*	-	-	-	*	-	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	3%	-%	-%	-%
DX	*	*	*	*	*	*	*	-	-	-	*	*	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	1%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	380	247	239	305	380	119	159	180	35	23	19	23	14	11
Effective base	138	78	86	108	138	26	58	82	14	4	6	4	2	4
Weighted Base	336	169	198	254	336	58	140	198	33	6	5	4	7	1
Amazon Logistics	*	*	*	*	*	*	*	-	-	-	-	*	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	*	-	*	*	*	*	-	-	-	-	-	*	-	-
	*%	-%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
Other answers	8	8	7	8	8	*	6	8	*	-	-	*	-	-
	3%	5%	4%	3%	3%	1%	4%	4%	1%	-%	-%	1%	-%	-%
NET: RM Only	196	100	118	151	196	37	78	113	24	2	3	2	7	1
	59%	59%	59%	60%	59%	63%	56%	57%	73%	39%	68%	38%	98%	71%
NET: Provider other than RM	139	69	80	103	139	21	62	85	9	4	2	3	*	*
	41%	41%	41%	40%	41%	37%	44%	43%	27%	61%	32%	62%	2%	29%
NET: RM/Parcelforce	227	117	140	176	227	42	96	133	27	3	4	2	7	1
	68%	69%	71%	69%	68%	71%	69%	67%	83%	46%	79%	41%	99%	79%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	380	262	28	17	20	12	26	15	53	57	49	96	68	35
Effective base	138	117	10	3	6	5	2	3	9	30	20	42	15	5
Weighted Base	336	291	21	10	6	4	2	2	8	70	53	77	42	12
Royal Mail	196	169	10	8	5	2	*	2	4	47	32	52	14	7
	59%	58%	50%	87%	83%	55%	*%	92%	48%	67% d	60%	68% d	33%	54%
Hermes	51	50	*	-	-	*	*	-	*	7	10	7	9	-
	15%	17%	*%	-%	-%	3%	7%	-%	3%	10%	19%	9%	21%	-%
Parcelforce	30	27	2	*	*	*	*	*	*	5	5	7	6	2
	9%	9%	9%	5%	4%	3%	2%	3%	3%	8%	9%	9%	15%	15%
DHL	12	7	4	*	-	1	*	*	1	1	5	*	6	*
	4%	2%	20%	*%	-%	32%	2%	2%	16%	1%	9%	1%	13%	*%
DPD/DPD Local	10	7	*	1	*	*	2	*	2	3	-	3	*	2
	3%	2%	1%	7%	8%	7%	84%	*%	28% a	4%	-%	4%	1%	15%
UPS	8	5	2	*	*	*	*	*	*	-	*	4	1	*
	2%	2%	12%	*%	*%	1%	4%	*%	1%	-%	1%	6%	1%	*%
TNT Express	8	8	-	-	-	-	*	-	*	*	-	*	*	2
	2%	3%	-%	-%	-%	-%	*%	-%	*%	*%	-%	*%	*%	15%
FedEx	6	6	*	-	-	-	*	*	*	3	2	-	1	*
	2%	2%	*%	-%	-%	-%	*%	*%	*%	4%	3%	-%	3%	*%
UK Mail	3	1	2	-	*	-	*	*	*	1	*	*	1	*
	1%	*%	8%	-%	5%	-%	*%	1%	*%	1%	*%	*%	3%	*%
Yodel	2	2	-	-	-	-	*	*	*	*	-	1	*	-
	1%	1%	-%	-%	-%	-%	*%	1%	*%	*%	-%	1%	*%	-%
Pitney Bowes	1	1	*	-	-	-	-	-	-	1	-	-	*	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	2%	-%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	*	-	-	*	-	-	-	-	-	-	-	-	*
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Citipost	*	-	-	*	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	380	262	28	17	20	12	26	15	53	57	49	96	68	35
Effective base	138	117	10	3	6	5	2	3	9	30	20	42	15	5
Weighted Base	336	291	21	10	6	4	2	2	8	70	53	77	42	12
DX	*	*	-	*	-	-	-	-	-	-	-	*	*	-
	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%
Amazon Logistics	*	-	-	-	-	-	*	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	*%
Secured Mail	*	-	-	-	-	-	*	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	*%
Other answers	8	8	-	-	-	-	-	-	-	2	*	1	4	-
	3%	3%	-%	-%	-%	-%	-%	-%	-%	3%	*%	2%	11%	-%
NET: RM Only	196	169	10	8	5	2	*	2	4	47	32	52	14	7
	59%	58%	50%	87%	83%	55%	*%	92%	48%	67% d	60%	68% d	33%	54%
NET: Provider other than RM	139	122	10	1	1	2	2	*	4	23	21	25	28	6
	41%	42%	50%	13%	17%	45%	100%	8%	52%	33%	40%	32%	67% ac	46%
NET: RM/Parcelforce	227	197	12	9	5	2	*	2	4	53	36	59	20	8
	68%	67%	60%	91%	86%	57%	2%	95%	51%	75%	69%	77% d	47%	69%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	380	91	72	113	63	41	266	29	82	253	127	252	53
Effective base	138	47	33	35	18	5	100	10	30	99	39	96	12
Weighted Base	336	107	83	92	41	12	257	17	61	247	89	224	29
Royal Mail	196	59	51	62	17	8	153	11	31	190	6	144	7
	59%	55%	61%	67%	42%	62%	60%	66%	51%	77% b	7%	64% b	25%
Hermes	51	17	15	11	7	*	41	-	10	20	31	28	5
	15%	16%	19%	12%	18%	1%	16%	-%	16%	8%	34% a	12%	17%
Parcelforce	30	14	3	5	8	1	28	*	2	16	15	23	2
	9%	13%	3%	5%	20%	5%	11%	*%	3%	6%	16%	10%	6%
DHL	12	4	4	1	4	*	9	1	2	5	7	5	6
	4%	3%	4%	1%	10%	*%	4%	7%	3%	2%	8%	2%	21% a
DPD/DPD Local	10	1	3	4	*	2	9	*	1	6	4	8	*
	3%	1%	3%	4%	*%	18%	3%	3%	1%	2%	5%	4%	*%
UPS	8	2	2	3	*	*	6	*	1	1	7	4	1
	2%	2%	3%	3%	*%	*%	2%	*%	2%	*%	8% a	2%	3%
TNT Express	8	*	-	5	1	2	5	*	3	2	6	2	*
	2%	*%	-%	5%	3%	14%	2%	*%	5%	1%	6%	1%	*%
FedEx	6	4	1	*	*	*	1	*	4	3	2	6	*
	2%	4%	1%	*%	1%	*%	*%	*%	7% a	1%	3%	2%	*%
UK Mail	3	1	*	*	2	*	2	*	1	1	2	2	*
	1%	1%	*%	*%	4%	*%	1%	2%	1%	*%	2%	1%	1%
Yodel	2	-	-	2	*	-	1	1	-	1	1	1	-
	1%	-%	-%	2%	*%	-%	*%	5%	-%	*%	1%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	380	91	72	113	63	41	266	29	82	253	127	252	53
Effective base	138	47	33	35	18	5	100	10	30	99	39	96	12
Weighted Base	336	107	83	92	41	12	257	17	61	247	89	224	29
Pitney Bowes	1	1	-	-	*	-	*	1	-	*	1	*	1
	*%	1%	-%	-%	*%	-%	*%	8%	-%	*%	2%	*%	5%
Whistl (Previously known as TNT Post)	*	*	-	-	-	*	*	-	-	-	*	-	*
	*%	*%	-%	-%	-%	*%	*%	-%	-%	-%	*%	-%	*%
Citipost	*	-	-	-	*	-	*	-	-	-	*	*	-
	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%	*%	-%
DX	*	-	-	*	*	-	*	-	*	*	-	*	*
	*%	-%	-%	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%
Amazon Logistics	*	-	-	-	-	*	*	-	-	-	*	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	-%	*%
Secured Mail	*	-	-	-	-	*	*	-	-	-	*	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	-%	*%
Other answers	8	3	5	1	*	-	1	1	6	2	7	2	6
	3%	3%	6%	1%	1%	-%	1%	8%	9% a	1%	8% a	1%	21% a
NET: RM Only	196	59	51	62	17	8	153	11	31	190	6	144	7
	59%	55%	61%	67%	42%	62%	60%	66%	51%	77% b	7%	64% b	25%
NET: Provider other than RM	139	48	32	30	24	5	103	6	30	57	83	81	22
	41%	45%	39%	33%	58%	38%	40%	34%	49%	23%	93% a	36%	75% a
NET: RM/Parcelforce	227	73	53	67	25	8	181	11	33	206	21	167	9
	68%	68%	64%	73%	62%	66%	71%	66%	55%	83% b	24%	74% b	32%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	380	181	199	237	68	184	196	171	206	83	166	189	77
Effective base	138	77	62	97	11	78	61	46	69	19	54	70	21
Weighted Base	336	196	139	230	24	199	136	105	149	38	128	160	51
Royal Mail	196	196	-	148	3	178	19	68	88	24	76	91	31
	59%	100%	-%	64%	12%	89%	14%	65%	59%	62%	59%	57%	61%
		b		b		b							
Hermes	51	-	51	31	2	9	42	9	12	2	13	19	7
	15%	-%	36%	14%	7%	4%	31%	8%	8%	4%	10%	12%	13%
			a				a						
Parcelforce	30	-	30	21	4	1	29	11	17	2	19	20	4
	9%	-%	22%	9%	15%	1%	21%	11%	11%	4%	15%	13%	8%
			a				a						
DHL	12	-	12	8	3	3	9	2	5	*	7	6	3
	4%	-%	9%	4%	14%	2%	7%	2%	4%	*%	6%	4%	6%
			a										
DPD/DPD Local	10	-	10	8	*	1	10	4	6	3	4	5	1
	3%	-%	7%	3%	1%	*%	7%	4%	4%	7%	3%	3%	2%
			a				a						
UPS	8	-	8	3	2	*	8	1	3	*	1	5	*
	2%	-%	6%	1%	10%	*%	6%	1%	2%	1%	*%	3%	1%
TNT Express	8	-	8	2	*	2	6	*	2	*	*	*	-
	2%	-%	5%	1%	*%	1%	4%	*%	1%	*%	*%	*%	-%
FedEx	6	-	6	5	*	*	5	3	5	2	1	3	*
	2%	-%	4%	2%	2%	*%	4%	3%	3%	6%	1%	2%	*%
UK Mail	3	-	3	1	1	1	2	1	*	*	2	1	*
	1%	-%	2%	1%	4%	1%	1%	1%	*%	1%	1%	1%	1%
Yodel	2	-	2	*	1	-	2	1	1	*	1	1	-
	1%	-%	1%	*%	4%	-%	1%	1%	1%	*%	1%	1%	-%
Pitney Bowes	1	-	1	-	1	-	1	*	1	*	*	*	*
	*%	-%	1%	-%	6%	-%	1%	*%	1%	*%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	380	181	199	237	68	184	196	171	206	83	166	189	77
Effective base	138	77	62	97	11	78	61	46	69	19	54	70	21
Weighted Base	336	196	139	230	24	199	136	105	149	38	128	160	51
Whistl (Previously known as TNT Post)	*	-	*	-	*	-	*	*	-	*	*	*	*
	*%	-%	*%	-%	*%	-%	*%	*%	-%	*%	*%	*%	*%
Citipost	*	-	*	-	*	-	*	*	*	-	*	-	*
	*%	-%	*%	-%	1%	-%	*%	*%	*%	-%	*%	-%	*%
DX	*	-	*	*	*	*	*	*	*	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Amazon Logistics	*	-	*	-	*	-	*	*	-	*	*	-	*
	*%	-%	*%	-%	*%	-%	*%	*%	-%	*%	*%	-%	*%
Secured Mail	*	-	*	-	*	-	*	-	-	-	*	-	-
	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%
Other answers	8	-	8	2	6	4	4	6	8	6	5	7	4
	3%	-%	6%	1%	25%	2%	3%	5%	5%	15%	4%	5%	9%
			a		a								
NET: RM Only	196	196	-	148	3	178	19	68	88	24	76	91	31
	59%	100%	-%	64%	12%	89%	14%	65%	59%	62%	59%	57%	61%
		b		b		b							
NET: Provider other than RM	139	-	139	82	21	21	118	37	61	15	52	69	20
	41%	-%	100%	36%	88%	11%	86%	35%	41%	38%	41%	43%	39%
			a		a		a						
NET: RM/Parcelforce	227	196	30	170	6	179	48	79	105	25	95	111	35
	68%	100%	22%	74%	28%	90%	35%	75%	71%	66%	74%	70%	69%
		b		b		b							

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	380	307	229	115	226	217	256	228	189	16
Effective base	138	106	88	34	76	81	98	81	67	3
Weighted Base	336	258	217	74	166	188	243	192	157	8
Royal Mail	196	149	141	50	99	114	185	122	102	7
	59%	58%	65%	68%	59%	60%	76% ab	63%	65%	92%
Hermes	51	39	32	1	16	24	22	21	24	-
	15%	15% c	15% c	2%	10%	13%	9%	11%	15%	-%
Parcelforce	30	24	17	7	17	23	10	19	15	*
	9%	9%	8%	9%	10%	12% c	4%	10%	9%	7%
DHL	12	11	3	3	6	6	8	7	2	*
	4%	4%	1%	4%	3%	3%	3%	3%	1%	1%
DPD/DPD Local	10	8	6	*	8	6	4	7	7	-
	3%	3%	3%	*%	5%	3%	1%	4%	4%	-%
UPS	8	5	6	1	3	5	2	5	2	*
	2%	2%	3%	2%	2%	3%	1%	3%	1%	*%
TNT Express	8	6	2	1	2	*	*	*	2	*
	2%	2%	1%	2%	1%	*%	*%	*%	1%	*%
FedEx	6	3	1	4	5	1	3	5	1	-
	2%	1%	1%	5%	3%	1%	1%	2%	1%	-%
UK Mail	3	3	1	*	1	1	2	2	1	-
	1%	1%	1%	*%	*%	1%	1%	1%	1%	-%
Yodel	2	2	1	-	*	*	2	-	*	-
	1%	1%	*%	-%	*%	*%	1%	-%	*%	-%
Pitney Bowes	1	1	*	*	1	*	*	1	*	-
	*%	1%	*%	*%	1%	*%	*%	1%	*%	-%
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Citipost	*	*	-	*	-	*	-	*	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	380	307	229	115	226	217	256	228	189	16
Effective base	138	106	88	34	76	81	98	81	67	3
Weighted Base	336	258	217	74	166	188	243	192	157	8
DX	*	*	*	*	*	*	*	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Amazon Logistics	*	*	-	*	-	-	-	-	-	-
	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%
Secured Mail	*	*	*	-	-	-	-	-	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%
Other answers	8	6	7	6	8	7	6	3	1	-
	3%	2%	3%	8%	5%	4%	3%	1%	*%	-%
NET: RM Only	196	149	141	50	99	114	185	122	102	7
	59%	58%	65%	68%	59%	60%	76%	63%	65%	92%
							ab			
NET: Provider other than RM	139	109	76	23	68	75	59	70	55	1
	41%	42%	35%	32%	41%	40%	24%	37%	35%	8%
					c	c				
NET: RM/Parcelforce	227	173	158	57	116	137	195	141	117	7
	68%	67%	73%	77%	70%	73%	80%	74%	75%	99%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	*c	*d
Unweighted Base	380	135	133	163	47	23	195	168	43	24	29	9
Effective base	138	53	56	55	21	9	68	62	15	5	13	3
Weighted Base	336	136	137	126	49	19	163	144	39	12	26	6
Royal Mail	196	100	108	99	44	17	105	90	28	5	12	3
	59%	74%	79%	78%	89%	90%	64%	62%	73%	40%	45%	52%
Hermes	51	18	19	4	1	1	14	24	6	2	6	-
	15%	13%	13%	3%	3%	6%	9%	17%	14%	17%	21%	-%
		c	c									
Parcelforce	30	3	3	10	3	*	17	17	1	*	3	*
	9%	2%	2%	8%	5%	2%	10%	12%	1%	2%	11%	*%
DHL	12	4	4	5	1	-	7	2	1	*	*	3
	4%	3%	3%	4%	3%	-%	4%	2%	2%	1%	1%	46%
DPD/DPD Local	10	2	1	2	*	*	5	2	2	*	1	*
	3%	1%	1%	2%	*%	*%	3%	2%	6%	*%	5%	2%
UPS	8	1	*	*	*	*	5	2	1	*	3	-
	2%	1%	*%	*%	*%	1%	3%	2%	3%	*%	10%	-%
TNT Express	8	*	*	*	*	-	*	2	-	*	-	-
	2%	*%	*%	*%	*%	-%	*%	1%	-%	*%	-%	-%
FedEx	6	2	*	*	-	-	4	1	-	*	*	-
	2%	2%	*%	*%	-%	-%	2%	1%	-%	*%	2%	-%
UK Mail	3	1	1	*	*	*	1	1	*	*	1	-
	1%	1%	1%	*%	*%	*%	1%	1%	*%	*%	2%	-%
Yodel	2	2	1	1	-	-	1	1	*	-	1	-
	1%	1%	1%	1%	-%	-%	*%	1%	*%	-%	3%	-%
Pitney Bowes	1	*	*	-	-	-	1	*	-	-	-	*
	*%	*%	*%	-%	-%	-%	1%	*%	-%	-%	-%	*%
Whistl (Previously known as TNT Post)	*	*	*	*	*	-	*	*	-	*	-	-
	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	-%
Citipost	*	-	-	-	-	-	*	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	*c	*d
Unweighted Base	380	135	133	163	47	23	195	168	43	24	29	9
Effective base	138	53	56	55	21	9	68	62	15	5	13	3
Weighted Base	336	136	137	126	49	19	163	144	39	12	26	6
DX	*	*	*	*	-	*	*	*	-	-	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%	-%
Amazon Logistics	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	8	1	*	4	-	-	3	1	-	4	-	-
	3%	1%	*%	4%	-%	-%	2%	1%	-%	39%	-%	-%
NET: RM Only	196	100	108	99	44	17	105	90	28	5	12	3
	59%	74%	79%	78%	89%	90%	64%	62%	73%	40%	45%	52%
NET: Provider other than RM	139	35	29	27	5	2	58	54	11	7	14	3
	41%	26%	21%	22%	11%	10%	36%	38%	27%	60%	55%	48%
NET: RM/Parcelforce	227	103	111	109	46	17	122	107	29	5	14	3
	68%	76%	81%	86%	94%	92%	75%	74%	74%	42%	55%	52%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	380	315	247	343	316	240	254	322	96	306	21	142	207	324	15
Effective base	138	124	84	128	119	89	88	125	26	111	11	55	78	117	6
Weighted Base	336	290	194	298	291	204	189	301	61	257	30	139	180	281	16
Royal Mail	196	172	116	174	176	128	117	180	37	167	11	80	117	165	5
	59%	59%	60%	58%	61%	63%	62%	60%	61%	65%	36%	57%	65%	59%	32%
Hermes	51	46	33	46	48	22	21	44	9	31	9	33	14	49	-
	15%	16%	17%	15%	16%	11%	11%	15%	15%	12%	29%	24% b	8%	18%	-%
Parcelforce	30	29	15	29	28	25	19	29	3	27	-	9	17	23	1
	9%	10%	8%	10%	10%	12%	10%	10%	5%	10%	-%	7%	10%	8%	6%
DHL	12	5	6	8	8	6	5	8	3	9	-	3	9	5	4
	4%	2%	3%	3%	3%	3%	3%	3%	5%	4%	-%	2%	5%	2%	25%
DPD/DPD Local	10	10	6	10	9	6	9	10	1	7	3	5	5	10	-
	3%	3%	3%	3%	3%	3%	5%	3%	2%	3%	9%	4%	3%	3%	-%
UPS	8	5	5	7	5	4	4	7	1	2	3	3	3	6	1
	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	9%	2%	1%	2%	5%
TNT Express	8	3	*	3	1	*	*	3	*	2	-	*	2	3	4
	2%	1%	*%	1%	*%	*%	*%	1%	*%	1%	-%	*%	1%	1%	27%
FedEx	6	5	2	5	4	2	5	5	*	4	-	*	5	5	1
	2%	2%	1%	2%	1%	1%	2%	2%	*%	2%	-%	*%	3%	2%	3%
UK Mail	3	2	2	3	3	2	2	2	*	2	1	1	2	3	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	*%	1%	1%	-%
Yodel	2	2	1	2	2	1	1	2	*	1	*	1	1	2	*
	1%	1%	*%	1%	1%	*%	*%	1%	*%	*%	*%	1%	1%	1%	2%
Pitney Bowes	1	1	*	1	*	-	*	1	*	1	-	-	1	1	-
	*%	*%	*%	*%	*%	-%	*%	*%	*%	1%	-%	-%	1%	1%	-%
Whistl (Previously known as TNT Post)	*	-	*	*	*	*	*	-	*	*	-	*	*	*	-
	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	*%	*%	-%
Citipost	*	-	-	-	*	*	*	*	-	*	-	*	-	*	-
	*%	-%	-%	-%	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	380	315	247	343	316	240	254	322	96	306	21	142	207	324	15
Effective base	138	124	84	128	119	89	88	125	26	111	11	55	78	117	6
Weighted Base	336	290	194	298	291	204	189	301	61	257	30	139	180	281	16
DX	*	*	*	*	*	*	*	*	*	*	-	*	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
Amazon Logistics	*	*	*	*	*	*	*	-	*	-	-	-	-	*	-
	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	*%	-%
Secured Mail	*	-	-	-	-	*	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Other answers	8	8	8	8	7	8	6	8	6	4	4	4	4	8	-
	3%	3%	4%	3%	2%	4%	3%	3%	9%	2%	15%	3%	2%	3%	-%
NET: RM Only	196	172	116	174	176	128	117	180	37	167	11	80	117	165	5
	59%	59%	60%	58%	61%	63%	62%	60%	61%	65%	36%	57%	65%	59%	32%
NET: Provider other than RM	139	118	78	124	115	76	73	121	24	90	19	60	63	116	11
	41%	41%	40%	42%	39%	37%	38%	40%	39%	35%	64%	43%	35%	41%	68%
NET: RM/Parcelforce	227	201	131	203	204	153	136	209	40	194	11	89	134	188	6
	68%	69%	68%	68%	70%	75%	72%	69%	66%	75%	36%	64%	75%	67%	39%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	a	b	c	a	b	c	a	b
Unweighted Base	380	136	244	96	182	102	113	64	194	177	203
Effective base	138	41	98	33	63	42	43	21	73	55	85
Weighted Base	336	92	244	74	151	111	102	37	186	115	221
Royal Mail	196	44	152	44	87	65	50	16	122	58	139
	59%	48%	62%	60%	57%	59%	49%	43%	65%	50%	63%
Hermes	51	28	22	5	30	15	23	11	17	11	39
	15%	31%	9%	7%	20%	13%	23%	29%	9%	10%	18%
		b					c	c			
Parcelforce	30	4	26	6	16	8	9	3	18	7	24
	9%	4%	11%	8%	10%	8%	9%	8%	10%	6%	11%
DHL	12	4	8	2	3	7	4	*	8	10	3
	4%	4%	3%	3%	2%	6%	4%	1%	4%	8%	1%
										b	
DPD/DPD Local	10	6	5	5	3	3	1	6	4	8	3
	3%	6%	2%	6%	2%	3%	1%	15%	2%	7%	1%
								ac			
UPS	8	1	7	5	2	*	7	*	*	3	5
	2%	1%	3%	7%	2%	*%	6%	1%	*%	2%	2%
							c				
TNT Express	8	2	6	4	3	*	5	*	3	6	1
	2%	2%	2%	6%	2%	*%	4%	*%	2%	6%	1%
FedEx	6	1	5	*	2	3	*	*	5	3	2
	2%	1%	2%	1%	1%	3%	*%	*%	3%	3%	1%
UK Mail	3	1	2	1	*	2	2	*	*	2	1
	1%	1%	1%	1%	*%	2%	2%	1%	*%	2%	*%
Yodel	2	1	1	*	1	1	1	1	*	*	2
	1%	1%	*%	*%	1%	1%	1%	2%	*%	*%	1%
Pitney Bowes	1	-	1	-	1	-	-	-	1	-	1
	*%	-%	1%	-%	1%	-%	-%	-%	1%	-%	1%
Whistl (Previously known as TNT Post)	*	*	*	*	-	*	*	-	*	-	*
	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	*%

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	a	b	c	a	b	c	a	b
Unweighted Base	380	136	244	96	182	102	113	64	194	177	203
Effective base	138	41	98	33	63	42	43	21	73	55	85
Weighted Base	336	92	244	74	151	111	102	37	186	115	221
Citipost	*	*	-	-	*	-	-	*	-	-	*
	*%	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%
DX	*	*	*	-	-	*	-	-	*	*	-
	*%	*%	*%	-%	-%	*%	-%	-%	*%	*%	-%
Amazon Logistics	*	*	-	-	*	-	*	-	-	*	-
	*%	*%	-%	-%	*%	-%	*%	-%	-%	*%	-%
Secured Mail	*	*	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Other answers	8	*	8	*	2	6	*	-	8	8	*
	3%	*%	3%	*%	2%	6%	*%	-%	4%	7% b	*%
NET: RM Only	196	44	152	44	87	65	50	16	122	58	139
	59%	48%	62%	60%	57%	59%	49%	43%	65%	50%	63%
NET: Provider other than RM	139	47	92	29	64	46	53	21	65	57	82
	41%	52%	38%	40%	43%	41%	51%	57%	35%	50%	37%
NET: RM/Parcelforce	227	48	179	51	102	74	59	19	140	64	162
	68%	53%	73% a	69%	68%	67%	58%	50%	75% b	56%	74% a

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	380	104	123	81	72	227	153
Effective base	138	42	34	30	33	77	62
Weighted Base	336	104	89	77	66	193	143
Royal Mail	196	54	57	46	40	111	86
	59%	52%	64%	60%	60%	58%	60%
Hermes	51	15	12	19	6	26	24
	15%	14%	13%	25%	8%	14%	17%
Parcelforce	30	7	11	6	6	18	12
	9%	7%	12%	8%	9%	9%	9%
DHL	12	4	4	1	3	8	5
	4%	4%	4%	2%	5%	4%	3%
DPD/DPD Local	10	5	2	*	3	7	3
	3%	5%	2%	*%	5%	4%	2%
UPS	8	3	*	2	3	4	4
	2%	3%	1%	2%	4%	2%	3%
TNT Express	8	5	1	-	2	6	2
	2%	4%	1%	-%	3%	3%	1%
FedEx	6	4	*	2	*	4	2
	2%	3%	*%	2%	1%	2%	1%
UK Mail	3	1	*	-	1	2	1
	1%	1%	1%	-%	2%	1%	1%
Yodel	2	1	-	*	1	1	1
	1%	1%	-%	*%	1%	*%	1%
Pitney Bowes	1	-	*	-	1	*	1
	*%	-%	*%	-%	2%	*%	1%
Whistl (Previously known as TNT Post)	*	-	*	*	-	*	*
	*%	-%	*%	*%	-%	*%	*%
Citipost	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%
DX	*	*	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	-%
Amazon Logistics	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 34 (continuation)

QV5a.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the volume of items you send?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send parcels/packets at (QV6a=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	380	104	123	81	72	227	153
Effective base	138	42	34	30	33	77	62
Weighted Base	336	104	89	77	66	193	143
Secured Mail	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
Other answers	8	6	2	*	*	8	1
	3%	6%	2%	*%	1%	4%	*%
NET: RM Only	196	54	57	46	40	111	86
	59%	52%	64%	60%	60%	58%	60%
NET: Provider other than RM	139	50	32	31	27	82	57
	41%	48%	36%	40%	40%	42%	40%
NET: RM/Parcelforce	227	61	67	52	46	129	98
	68%	59%	76%	68%	69%	67%	69%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	383	86	297	194	77	29	83	189
Effective base	130	30	101	117	43	13	36	63
Weighted Base	325	66	259	307	14	3	1	18
Royal Mail	265	46	219	250	12	2	1	15
	81%	69%	85% a	82%	81%	76%	69%	79%
Parcelforce	11	3	8	11	*	-	*	1
	4%	5%	3%	4%	3%	-%	3%	3%
UPS	9	-	9	9	*	-	*	*
	3%	-%	4%	3%	3%	-%	*%	3%
DHL	8	5	3	7	1	*	*	1
	2%	7%	1%	2%	5%	2%	4%	4%
FedEx	6	3	3	5	*	-	*	*
	2%	4%	1%	2%	1%	-%	3%	1%
UK Mail	4	-	4	3	*	*	*	1
	1%	-%	1%	1%	2%	9%	7%	3%
Pitney Bowes	3	2	2	3	*	*	*	*
	1%	3%	1%	1%	*%	1%	*%	1%
Hermes	3	-	3	3	*	-	*	*
	1%	-%	1%	1%	*%	-%	1%	*%
TNT Express	1	1	-	1	-	-	-	-
	*%	2%	-%	*%	-%	-%	-%	-%
Secured Mail	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	2%	-%	-%	2%
Yodel	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	2%	-%	-%	2%
DPD/DPD Local	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	8%	*%	1%
Citipost	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	3%	9% ae	1%
DX	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	2%	*%	*%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	383	86	297	194	77	29	83	189
Effective base	130	30	101	117	43	13	36	63
Weighted Base	325	66	259	307	14	3	1	18
Whistl (Previously known as TNT Post)	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	1%	*%
Other answers	13	7	6	13	*	-	*	*
	4%	10%	2%	4%	1%	-%	1%	1%
NET: RM Only	265	46	219	250	12	2	1	15
	81%	69%	85%	82%	81%	76%	69%	79%
			a					
NET: Provider other than RM	60	21	40	57	3	1	*	4
	19%	31%	15%	18%	19%	24%	31%	21%
		b						
NET: RM/Parcelforce	276	49	228	261	12	2	1	15
	85%	73%	88%	85%	84%	76%	72%	82%
			a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	383	105	54	35	36	70	83	194	77	112
Effective base	130	68	35	19	23	33	36	117	43	27
Weighted Base	325	190	91	26	8	9	1	307	14	4
Royal Mail	265	165	63	22	7	7	1	250	12	3
	81%	87% bf	70%	86%	82%	78%	69%	82%	81%	73%
Parcelforce	11	4	6	1	*	*	*	11	*	*
	4%	2%	7%	2%	5%	1%	3%	4%	3%	1%
UPS	9	-	8	1	*	*	*	9	*	*
	3%	-%	9% ai	4%	2%	3%	*%	3%	3%	*%
DHL	8	7	-	-	1	*	*	7	1	*
	2%	4%	-%	-%	8%	1%	4%	2%	5%	3%
FedEx	6	-	5	-	-	*	*	5	*	*
	2%	-%	6% a	-%	-%	1%	3%	2%	1%	1%
UK Mail	4	3	-	-	*	*	*	3	*	*
	1%	2%	-%	-%	3%	3%	7%	1%	2%	9%
Pitney Bowes	3	-	1	2	-	*	*	3	*	*
	1%	-%	2%	7% a	-%	1%	*%	1%	*%	1%
Hermes	3	2	1	-	-	*	*	3	*	*
	1%	1%	1%	-%	-%	1%	1%	1%	*%	*%
TNT Express	1	1	-	-	-	-	-	1	-	-
	*%	1%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	*	-	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	4%	-%	-%	2%	-%
Yodel	*	-	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	3%	-%	-%	2%	-%
DPD/DPD Local	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	2%	*%	-%	-%	5%
Citipost	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	1%	9% ag	-%	-%	5%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	383	105	54	35	36	70	83	194	77	112
Effective base	130	68	35	19	23	33	36	117	43	27
Weighted Base	325	190	91	26	8	9	1	307	14	4
DX	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	1%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
Other answers	13	8	5	-	-	*	*	13	*	*
	4%	4%	6%	-%	-%	1%	1%	4%	1%	*%
NET: RM Only	265	165	63	22	7	7	1	250	12	3
	81%	87% bf	70%	86%	82%	78%	69%	82%	81%	73%
NET: Provider other than RM	60	26	27	4	1	2	*	57	3	1
	19%	13%	30% a	14%	18%	22%	31% a	18%	19%	27%
NET: RM/Parcelforce	276	168	70	23	7	7	1	261	12	3
	85%	89% f	77%	88%	87%	79%	72%	85%	84%	74%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	383	137	74	27	18	63
Effective base	130	78	25	12	2	5
Weighted Base	325	215	50	12	9	10
Royal Mail	265	190	37	8	2	4
	81%	88%	74%	71%	26%	37%
		e				
Parcelforce	11	3	1	1	6	*
	4%	2%	1%	8%	71%	*%
UPS	9	6	*	-	-	2
	3%	3%	*%	-%	-%	15%
DHL	8	3	*	*	-	4
	2%	1%	*%	*%	-%	43%
						ab
FedEx	6	-	3	-	-	*
	2%	-%	6%	-%	-%	1%
UK Mail	4	1	3	*	*	*
	1%	*%	5%	1%	*%	*%
Pitney Bowes	3	-	2	1	-	*
	1%	-%	4%	12%	-%	*%
Hermes	3	3	-	-	-	-
	1%	1%	-%	-%	-%	-%
TNT Express	1	1	-	-	-	-
	*%	1%	-%	-%	-%	-%
Secured Mail	*	*	-	-	-	-
	*%	*%	-%	-%	-%	-%
Yodel	*	-	*	*	-	-
	*%	-%	1%	*%	-%	-%
DPD/DPD Local	*	-	-	-	-	*
	*%	-%	-%	-%	-%	2%
Citipost	*	-	*	-	*	-
	*%	-%	*%	-%	2%	-%
DX	*	-	*	-	*	-
	*%	-%	*%	-%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	383	137	74	27	18	63
Effective base	130	78	25	12	2	5
Weighted Base	325	215	50	12	9	10
Whistl (Previously known as TNT Post)	*	-	-	-	*	*
	*%	-%	-%	-%	*%	*%
Other answers	13	8	4	1	-	*
	4%	4%	9%	7%	-%	1%
NET: RM Only	265	190	37	8	2	4
	81%	88% e	74%	71%	26%	37%
NET: Provider other than RM	60	25	13	3	7	7
	19%	12%	26%	29%	74%	63% a
NET: RM/Parcelforce	276	193	37	9	9	4
	85%	90% e	75%	79%	97%	37%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted Base	383	28	27	44	10	21	28	13	21	19	211	48	39	85
Effective base	130	16	15	24	6	14	17	9	7	10	112	23	23	17
Weighted Base	325	35	35	74	9	26	42	38	17	22	299	14	9	4
Royal Mail	265	31	29	57	9	24	28	32	16	15	242	12	8	4
	81%	90%	83%	77%	100%	93%	67%	83%	97%	69%	81%	85%	87%	89%
Parcelforce	11	-	-	-	-	-	-	6	*	3	9	2	*	*
	4%	-%	-%	-%	-%	-%	-%	17%	2%	12%	3%	14% j	*%	1%
UPS	9	*	*	4	-	-	3	-	-	2	9	-	-	*
	3%	*%	1%	5%	-%	-%	6%	-%	-%	10%	3%	-%	-%	*%
DHL	8	*	3	5	-	-	-	-	-	-	8	*	-	*
	2%	*%	9%	6%	-%	-%	-%	-%	-%	-%	3%	1%	-%	2%
FedEx	6	3	-	-	-	*	3	-	-	-	6	-	-	*
	2%	8%	-%	-%	-%	*%	6%	-%	-%	-%	2%	-%	-%	2%
UK Mail	4	*	*	-	-	-	3	-	-	-	3	*	1	*
	1%	*%	1%	-%	-%	-%	7%	-%	-%	-%	1%	*%	7%	1%
Pitney Bowes	3	-	-	2	-	-	1	-	-	-	3	-	*	*
	1%	-%	-%	3%	-%	-%	3%	-%	-%	-%	1%	-%	1%	1%
Hermes	3	-	*	-	-	2	-	-	-	1	2	-	*	*
	1%	-%	*%	-%	-%	6%	-%	-%	-%	4%	1%	-%	3%	1%
TNT Express	1	-	-	-	-	-	-	-	-	1	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	6%	*%	-%	-%	-%
Secured Mail	*	-	-	-	-	*	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	*%	-%	-%	-%
Yodel	*	*	-	-	-	-	-	-	-	-	*	-	-	*
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%
DPD/DPD Local	*	-	-	-	-	-	-	-	*	-	*	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	*%	*%	-%	*%
Citipost	*	-	-	*	-	-	-	-	-	-	*	-	*	*
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	1%	*%
DX	*	-	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted Base	383	28	27	44	10	21	28	13	21	19	211	48	39	85
Effective base	130	16	15	24	6	14	17	9	7	10	112	23	23	17
Weighted Base	325	35	35	74	9	26	42	38	17	22	299	14	9	4
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Other answers	13	-	2	6	*	-	4	-	-	-	13	-	-	*
	4%	-%	7%	9%	*%	-%	10%	-%	-%	-%	4%	-%	-%	2%
NET: RM Only	265	31	29	57	9	24	28	32	16	15	242	12	8	4
	81%	90%	83%	77%	100%	93%	67%	83%	97%	69%	81%	85%	87%	89%
NET: Provider other than RM	60	3	6	17	*	2	14	6	1	7	57	2	1	*
	19%	10%	17%	23%	*%	7%	33%	17%	3%	31%	19%	15%	13%	11%
NET: RM/Parcelforce	276	31	29	57	9	24	28	38	17	18	251	13	8	4
	85%	90%	83%	77%	100%	93%	67%	100%	99%	80%	84%	99%	88%	90%
												c		

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base	383	11	38	4	30	77	13	20	172	321	62	324	59
Effective base	130	2	14	2	9	27	6	5	62	107	24	117	14
Weighted Base	325	8	38	1	21	86	10	12	113	277	48	297	28
Royal Mail	265	5	35	1	15	69	6	8	98	221	44	244	20
	81%	63%	92%	89%	73%	80%	56%	63%	87%	80%	91%	82%	72%
Parcelforce	11	-	*	-	1	10	-	-	1	11	1	11	*
	4%	-%	*%	-%	4%	11% h	-%	-%	1%	4%	1%	4%	*%
UPS	9	3	-	-	-	*	3	-	2	9	-	7	3
	3%	36%	-%	-%	-%	*%	27%	-%	1%	3%	-%	2%	10%
DHL	8	*	*	-	-	*	-	-	5	8	*	8	*
	2%	1%	*%	-%	-%	*%	-%	-%	4%	3%	*%	3%	1%
FedEx	6	-	3	-	3	*	-	-	*	6	-	3	3
	2%	-%	7% h	-%	14% h	*%	-%	-%	*%	2%	-%	1%	10% a
UK Mail	4	-	*	-	1	*	-	-	*	4	*	4	*
	1%	-%	*%	-%	4%	*%	-%	-%	*%	1%	*%	1%	*%
Pitney Bowes	3	-	-	-	-	-	1	*	2	2	1	2	1
	1%	-%	-%	-%	-%	-%	14%	*%	2%	1%	3%	1%	5%
Hermes	3	-	-	-	*	-	-	-	2	3	-	3	-
	1%	-%	-%	-%	1%	-%	-%	-%	2%	1%	-%	1%	-%
TNT Express	1	-	-	-	-	-	-	-	1	1	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	*%	-%
Secured Mail	*	-	-	-	-	*	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	1%
Yodel	*	-	-	-	-	-	*	*	-	*	*	*	-
	*%	-%	-%	-%	-%	-%	3%	*%	-%	*%	*%	*%	-%
DPD/DPD Local	*	-	*	-	-	-	-	-	*	*	*	*	-
	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%
Citipost	*	-	-	-	-	*	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	-%
DX	*	-	*	-	-	-	-	-	*	*	-	*	-
	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base	383	11	38	4	30	77	13	20	172	321	62	324	59
Effective base	130	2	14	2	9	27	6	5	62	107	24	117	14
Weighted Base	325	8	38	1	21	86	10	12	113	277	48	297	28
Whistl (Previously known as TNT Post)	*	*	-	-	*	-	-	-	-	*	-	*	*
	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	*%	*%
Other answers	13	-	-	*	1	6	-	4	1	11	2	13	-
	4%	-%	-%	11%	4%	7%	-%	37%	1%	4%	5%	4%	-%
NET: RM Only	265	5	35	1	15	69	6	8	98	221	44	244	20
	81%	63%	92%	89%	73%	80%	56%	63%	87%	80%	91%	82%	72%
NET: Provider other than RM	60	3	3	*	6	17	4	4	15	56	4	53	8
	19%	37%	8%	11%	27%	20%	44%	37%	13%	20%	9%	18%	28%
NET: RM/Parcelforce	276	5	35	1	16	79	6	8	98	232	45	256	21
	85%	63%	92%	89%	77%	92%	56%	63%	87%	84%	92%	86%	73%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	383	383	159	119	105
Effective base	130	130	55	31	46
Weighted Base	325	325	142	62	122
Royal Mail	265	265	106	51	108
	81%	81%	75%	83%	88%
Parcelforce	11	11	7	4	1
	4%	4%	5%	6%	*%
UPS	9	9	3	3	3
	3%	3%	2%	4%	3%
DHL	8	8	5	3	*
	2%	2%	3%	5%	*%
FedEx	6	6	5	*	*
	2%	2%	4%	*%	*%
UK Mail	4	4	4	*	*
	1%	1%	3%	*%	*%
Pitney Bowes	3	3	1	*	2
	1%	1%	1%	*%	2%
Hermes	3	3	1	-	2
	1%	1%	1%	-%	2%
TNT Express	1	1	-	-	1
	*%	*%	-%	-%	1%
Secured Mail	*	*	-	*	-
	*%	*%	-%	1%	-%
Yodel	*	*	-	*	-
	*%	*%	-%	*%	-%
DPD/DPD Local	*	*	*	*	-
	*%	*%	*%	*%	-%
Citipost	*	*	-	*	*
	*%	*%	-%	*%	*%
DX	*	*	-	*	-
	*%	*%	-%	*%	-%

Columns Tested:: a,b,c
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	383	383	159	119	105
Effective base	130	130	55	31	46
Weighted Base	325	325	142	62	122
Whistl (Previously known as TNT Post)	*	*	-	*	*
	*%	*%	-%	*%	*%
Other answers	13	13	9	*	4
	4%	4%	6%	*%	4%
NET: RM Only	265	265	106	51	108
	81%	81%	75%	83%	88%
NET: Provider other than RM	60	60	35	11	14
	19%	19%	25%	17%	12%
NET: RM/Parcelforce	276	276	114	54	108
	85%	85%	80%	88%	89%

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	383	200	102	40	11	12	6	7	5	302	81	41	55	145	183
Effective base	130	88	30	10	2	4	2	2	1	118	13	5	26	62	42
Weighted Base	325	220	72	14	10	5	*	*	3	293	33	19	72	148	105
Royal Mail	265	185	59	13	3	4	*	*	*	244	21	7	58	126	80
	81%	84%	82%	96%	35%	68%	68%	25%	9%	83%	64%	40%	81%	85%	77%
		k		k						k					
Parcelforce	11	4	1	*	6	-	-	-	-	5	7	6	1	3	7
	4%	2%	1%	3%	65%	-%	-%	-%	-%	2%	21%	35%	1%	2%	7%
											abi	abi			
UPS	9	3	5	-	-	1	-	-	-	8	1	1	3	*	6
	3%	1%	7%	-%	-%	21%	-%	-%	-%	3%	3%	6%	4%	*%	6%
DHL	8	8	*	*	*	*	*	*	-	8	*	*	*	7	*
	2%	3%	*%	*%	1%	*%	23%	1%	-%	3%	*%	*%	1%	5%	*%
FedEx	6	3	*	-	-	-	*	-	3	3	3	3	3	*	3
	2%	1%	*%	-%	-%	-%	4%	-%	89%	1%	8%	15%	4%	*%	3%
UK Mail	4	3	*	*	-	*	*	*	-	3	*	*	1	3	*
	1%	2%	*%	*%	-%	5%	4%	74%	-%	1%	1%	2%	1%	2%	*%
Pitney Bowes	3	-	3	*	-	-	-	-	-	3	*	-	-	-	3
	1%	-%	5%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	3%
Hermes	3	1	2	*	-	-	-	-	-	3	*	-	-	1	2
	1%	1%	2%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	1%	2%
TNT Express	1	-	1	-	-	-	-	-	-	1	-	-	-	-	1
	*%	-%	2%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	1%
Secured Mail	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
Yodel	*	-	*	-	-	*	-	-	-	*	*	*	-	-	*
	*%	-%	*%	-%	-%	5%	-%	-%	-%	*%	1%	2%	-%	-%	*%
DPD/DPD Local	*	-	*	-	-	*	-	-	-	*	*	*	-	-	*
	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%	-%	*%
Citipost	*	*	*	-	-	-	-	-	*	*	*	*	-	*	*
	*%	*%	*%	-%	-%	-%	-%	-%	2%	*%	*%	*%	-%	*%	*%
DX	*	*	*	-	-	-	-	-	-	*	-	-	-	*	*
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	383	200	102	40	11	12	6	7	5	302	81	41	55	145	183
Effective base	130	88	30	10	2	4	2	2	1	118	13	5	26	62	42
Weighted Base	325	220	72	14	10	5	*	*	3	293	33	19	72	148	105
Whistl (Previously known as TNT Post)	*	*	-	*	-	-	-	-	-	*	*	-	-	*	*
	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%
Other answers	13	13	*	-	-	-	-	-	-	13	-	-	7	7	*
	4%	6%	*%	-%	-%	-%	-%	-%	-%	5%	-%	-%	9% c	5%	*%
NET: RM Only	265	185	59	13	3	4	*	*	*	244	21	7	58	126	80
	81%	84% k	82%	96% k	35%	68%	68%	25%	9%	83% k	64%	40%	81%	85%	77%
NET: Provider other than RM	60	36	13	1	7	2	*	*	3	49	12	11	14	22	25
	19%	16%	18%	4%	65%	32%	32%	75%	91%	17%	36%	60% aci	19%	15%	23%
NET: RM/Parcelforce	276	188	60	14	10	4	*	*	*	248	28	14	59	129	88
	85%	86%	83%	99%	99%	68%	68%	25%	9%	85%	85%	75%	82%	87%	84%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	383	319	286	383	305	138	172	222	40	35	24	24	20	18
Effective base	130	96	102	130	108	32	56	100	15	8	3	5	2	2
Weighted Base	325	230	234	325	254	69	149	249	36	15	12	5	7	3
Royal Mail	265	181	199	265	230	49	119	208	31	8	4	4	7	2
	81%	79%	85%	81%	91% ace	71%	80%	84%	87%	55%	37%	91%	98%	95%
Parcelforce	11	11	4	11	5	4	9	4	1	*	6	-	-	*
	4%	5%	2%	4%	2%	6%	6%	2%	2%	3%	56%	-%	-%	*%
UPS	9	5	7	9	4	6	*	2	1	6	-	*	*	-
	3%	2%	3%	3%	1%	8%	*%	1%	3%	38% a	-%	6%	*%	-%
DHL	8	5	3	8	3	*	*	8	*	*	*	*	*	*
	2%	2%	1%	2%	1%	1%	*%	3%	*%	2%	*%	*%	1%	*%
FedEx	6	6	3	6	*	3	*	3	3	-	*	*	*	-
	2%	2%	1%	2%	*%	4%	*%	1%	8%	-%	*%	*%	*%	-%
UK Mail	4	4	3	4	1	3	3	3	*	*	*	*	*	*
	1%	2%	1%	1%	*%	4%	2%	1%	*%	2%	*%	3%	1%	2%
Pitney Bowes	3	3	2	3	2	2	2	3	-	-	*	-	*	-
	1%	1%	1%	1%	1%	3%	1%	1%	-%	-%	*%	-%	*%	-%
Hermes	3	1	3	3	2	*	*	3	-	*	-	-	-	-
	1%	1%	1%	1%	1%	1%	*%	1%	-%	*%	-%	-%	-%	-%
TNT Express	1	-	1	1	-	-	1	1	-	-	-	-	-	-
	*%	-%	1%	*%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	*	*	-	-	*	-	-	-	*	-	-	-
	*%	-%	*%	*%	-%	-%	*%	-%	-%	-%	3%	-%	-%	-%
Yodel	*	*	*	*	*	*	*	-	-	-	*	-	-	*
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	2%	-%	-%	*%
DPD/DPD Local	*	*	*	*	*	*	*	-	*	-	*	-	-	*
	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	1%	-%	-%	*%
Citipost	*	*	*	*	*	*	*	-	-	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	1%	-%	*%	3%
DX	*	*	*	*	*	*	*	*	-	-	-	*	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	383	319	286	383	305	138	172	222	40	35	24	24	20	18
Effective base	130	96	102	130	108	32	56	100	15	8	3	5	2	2
Weighted Base	325	230	234	325	254	69	149	249	36	15	12	5	7	3
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	-	-	*	-	*	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%	-%
Other answers	13	13	7	13	6	1	12	13	-	-	-	-	-	-
	4%	6%	3%	4%	2%	1%	8%	5%	-%	-%	-%	-%	-%	-%
NET: RM Only	265	181	199	265	230	49	119	208	31	8	4	4	7	2
	81%	79%	85%	81%	91%	71%	80%	84%	87%	55%	37%	91%	98%	95%
					ace									
NET: Provider other than RM	60	49	34	60	24	20	29	41	5	7	7	*	*	*
	19%	21%	15%	19%	9%	29%	20%	16%	13%	45%	63%	9%	2%	5%
		d		d		d								
NET: RM/Parcelforce	276	192	204	276	235	53	128	212	32	9	11	4	7	2
	85%	84%	87%	85%	93%	77%	86%	85%	88%	58%	92%	91%	98%	95%
					ae									

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	383	206	21	15	18	7	25	13	45	84	68	115	76	40
Effective base	130	91	7	3	5	3	2	2	7	39	26	45	17	5
Weighted Base	325	215	17	9	5	3	2	2	7	97	72	97	47	12
Royal Mail	265	195	17	9	4	2	2	1	5	83	60	76	35	12
	81%	91%	98%	98%	87%	72%	95%	28%	68%	85%	84%	78%	74%	95%
Parcelforce	11	5	*	-	-	-	*	-	*	*	*	8	3	*
	4%	2%	*%	-%	-%	-%	*%	-%	*%	*%	*%	9%	6%	*%
UPS	9	2	-	-	*	-	*	1	1	1	*	5	3	*
	3%	1%	-%	-%	6%	-%	*%	63%	16%	1%	*%	6%	6%	*%
DHL	8	3	-	-	*	-	*	*	*	*	7	*	-	*
	2%	2%	-%	-%	1%	-%	2%	2%	1%	*%	10% c	*%	-%	*%
FedEx	6	*	-	-	-	*	*	*	*	3	3	*	*	*
	2%	*%	-%	-%	-%	*%	*%	*%	*%	3%	4%	*%	*%	*%
UK Mail	4	1	*	-	-	*	*	*	*	1	*	3	*	*
	1%	*%	*%	-%	-%	3%	2%	2%	3%	1%	*%	3%	*%	*%
Pitney Bowes	3	1	*	-	-	-	-	-	-	1	-	*	2	-
	1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	*%	4%	-%
Hermes	3	2	-	*	*	1	-	-	1	-	*	3	-	*
	1%	1%	-%	*%	1%	25%	-%	-%	11%	-%	*%	3%	-%	*%
TNT Express	1	-	-	-	-	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Yodel	*	-	-	-	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	6%	-%	-%	-%	-%	*%	-%	-%	-%	2%
DPD/DPD Local	*	-	*	-	-	-	-	*	*	*	-	*	*	-
	*%	-%	1%	-%	-%	-%	-%	*%	*%	*%	-%	*%	*%	-%
Citipost	*	-	-	*	-	-	*	*	*	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	*%	4%	1%	-%	-%	-%	-%	2%
DX	*	-	-	-	-	-	*	-	*	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	383	206	21	15	18	7	25	13	45	84	68	115	76	40
Effective base	130	91	7	3	5	3	2	2	7	39	26	45	17	5
Weighted Base	325	215	17	9	5	3	2	2	7	97	72	97	47	12
Whistl (Previously known as TNT Post)	*	-	*	-	*	-	-	-	-	-	-	*	-	*
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%
Other answers	13	6	-	-	-	-	-	-	-	8	1	*	4	-
	4%	3%	-%	-%	-%	-%	-%	-%	-%	8% c	1%	*%	9%	-%
NET: RM Only	265	195	17	9	4	2	2	1	5	83	60	76	35	12
	81%	91%	98%	98%	87%	72%	95%	28%	68%	85%	84%	78%	74%	95%
NET: Provider other than RM	60	20	*	*	1	1	*	1	2	14	12	21	12	1
	19%	9%	2%	2%	13%	28%	5%	72%	32%	15%	16%	22%	26%	5%
NET: RM/Parcelforce	276	200	17	9	4	2	2	1	5	83	60	84	38	12
	85%	93%	99%	98%	87%	72%	95%	28%	68%	85%	84%	87%	80%	95%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	383	79	54	88	52	32	200	28	74	268	115	306	77
Effective base	130	41	21	29	14	4	74	10	26	101	30	113	19
Weighted Base	325	96	51	66	30	10	183	17	53	236	90	266	59
Royal Mail	265	92	41	61	26	10	169	13	48	230	35	245	20
	81%	96%	80%	92%	88%	97%	92%	77%	89%	98% b	39%	92% b	34%
Parcelforce	11	*	*	1	3	-	4	1	*	1	10	11	*
	4%	1%	*%	2%	10%	-%	2%	5%	1%	1%	11% a	4%	1%
UPS	9	-	2	2	-	*	3	*	*	1	8	6	3
	3%	-%	4%	2%	-%	*%	2%	2%	*%	*%	9% a	2%	5%
DHL	8	*	3	*	*	*	3	*	-	1	7	*	8
	2%	*%	5%	1%	*%	1%	2%	*%	-%	*%	8% a	*%	14% a
FedEx	6	-	*	-	*	*	*	-	*	*	6	*	5
	2%	-%	*%	-%	*%	*%	*%	-%	*%	*%	6% a	*%	9% a
UK Mail	4	1	*	*	*	*	*	*	1	*	4	1	3
	1%	1%	*%	*%	*%	1%	*%	*%	1%	*%	4%	*%	5%
Pitney Bowes	3	1	-	*	*	-	*	1	*	*	3	*	3
	1%	1%	-%	*%	*%	-%	*%	8%	*%	*%	4%	*%	6% a
Hermes	3	-	1	2	*	-	2	-	-	1	2	1	2
	1%	-%	2%	2%	*%	-%	1%	-%	-%	1%	2%	*%	3%
TNT Express	1	-	-	-	-	-	-	-	-	-	1	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	1%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	383	79	54	88	52	32	200	28	74	268	115	306	77
Effective base	130	41	21	29	14	4	74	10	26	101	30	113	19
Weighted Base	325	96	51	66	30	10	183	17	53	236	90	266	59
Yodel	*	-	-	-	*	-	*	-	-	*	*	-	*
	*%	-%	-%	-%	1%	-%	*%	-%	-%	*%	*%	-%	1%
DPD/DPD Local	*	-	-	*	-	*	*	*	-	*	*	*	*
	*%	-%	-%	*%	-%	1%	*%	*%	-%	*%	*%	*%	*%
Citipost	*	-	-	-	*	*	*	-	-	-	*	*	*
	*%	-%	-%	-%	*%	1%	*%	-%	-%	-%	*%	*%	*%
DX	*	-	-	-	-	*	*	-	-	*	*	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	-%	*%
Whistl (Previously known as TNT Post)	*	-	-	*	-	*	*	-	-	-	*	-	*
	*%	-%	-%	*%	-%	*%	*%	-%	-%	-%	*%	-%	*%
Other answers	13	1	4	*	-	-	*	1	4	*	13	*	13
	4%	1%	9%	*%	-%	-%	*%	8%	8%	*%	15%	*%	22%
									a		a		a
NET: RM Only	265	92	41	61	26	10	169	13	48	230	35	245	20
	81%	96%	80%	92%	88%	97%	92%	77%	89%	98%	39%	92%	34%
										b		b	
NET: Provider other than RM	60	4	10	5	4	*	14	4	6	5	55	21	39
	19%	4%	20%	8%	12%	3%	8%	23%	11%	2%	61%	8%	66%
											a		a
NET: RM/Parcelforce	276	93	41	62	29	10	172	14	48	232	45	256	21
	85%	96%	80%	94%	98%	97%	94%	82%	90%	98%	50%	96%	35%
		b								b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	383	143	162	286	97	149	156	219	258	101	201	223	88
Effective base	130	62	47	114	18	65	44	58	82	23	66	83	25
Weighted Base	325	151	103	265	60	157	97	152	186	62	156	187	64
Royal Mail	265	148	82	265	-	151	79	114	159	37	129	157	54
	81%	98% b	80%	100% b	-%	96% b	82%	75%	86% c	59%	83%	84%	85%
Parcelforce	11	*	5	-	11	-	5	9	5	6	4	4	*
	4%	*%	4%	-%	19% a	-%	5%	6%	3%	10%	3%	2%	*%
UPS	9	1	3	-	9	1	3	5	*	*	4	6	*
	3%	1%	3%	-%	16% a	1%	3%	3%	*%	1%	3%	3%	1%
DHL	8	*	3	-	8	*	3	1	*	4	3	*	*
	2%	*%	3%	-%	13% a	*%	3%	1%	*%	7% b	2%	*%	*%
FedEx	6	*	*	-	6	-	*	6	*	6	3	3	*
	2%	*%	*%	-%	9% a	-%	*%	4%	*%	9% b	2%	2%	*%
UK Mail	4	*	1	-	4	*	1	4	3	3	3	3	3
	1%	*%	1%	-%	6% a	*%	1%	3%	2%	5%	2%	2%	4%
Pitney Bowes	3	*	1	-	3	-	2	2	3	*	2	2	*
	1%	*%	1%	-%	6%	-%	2%	1%	2%	*%	1%	1%	*%
Hermes	3	1	2	-	3	*	2	1	1	1	*	2	-
	1%	1%	2%	-%	5%	*%	2%	1%	*%	1%	*%	1%	-%
TNT Express	1	-	-	-	1	-	-	-	-	-	1	1	1
	*%	-%	-%	-%	2%	-%	-%	-%	-%	-%	1%	1%	2%
Secured Mail	*	-	-	-	*	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	*%	-%	-%
Yodel	*	*	-	-	*	*	-	*	*	-	*	-	-
	*%	*%	-%	-%	*%	*%	-%	*%	*%	-%	*%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	383	143	162	286	97	149	156	219	258	101	201	223	88
Effective base	130	62	47	114	18	65	44	58	82	23	66	83	25
Weighted Base	325	151	103	265	60	157	97	152	186	62	156	187	64
DPD/DPD Local	*	-	*	-	*	*	*	*	*	*	*	*	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Citipost	*	-	*	-	*	*	*	*	*	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%
DX	*	-	*	-	*	-	*	*	-	-	*	-	-
	*%	-%	*%	-%	*%	-%	*%	*%	-%	-%	*%	-%	-%
Whistl (Previously known as TNT Post)	*	-	*	-	*	-	*	*	*	*	*	*	*
	*%	-%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%
Other answers	13	-	6	-	13	4	1	11	13	5	4	7	4
	4%	-%	6%	-%	22% a	3%	1%	7%	7%	7%	3%	4%	7%
NET: RM Only	265	148	82	265	-	151	79	114	159	37	129	157	54
	81%	98% b	80%	100% b	-%	96% b	82%	75%	86% c	59%	83%	84%	85%
NET: Provider other than RM	60	3	21	-	60	6	17	38	26	25	27	30	10
	19%	2%	20% a	-%	100% a	4%	18% a	25%	14%	41% b	17%	16%	15%
NET: RM/Parcelforce	276	149	86	265	11	151	84	122	164	44	134	162	54
	85%	98% b	84%	100% b	19%	96%	87%	81%	88% c	70%	85%	86%	85%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	383	245	183	96	288	253	198	283	226	20
Effective base	130	80	66	27	93	96	77	100	79	4
Weighted Base	325	194	154	53	225	221	183	241	196	8
Royal Mail	265	175	140	48	180	191	170	208	170	7
	81%	90%	91%	90%	80%	86%	93% a	86%	87%	91%
Parcelforce	11	4	1	*	11	4	2	8	4	-
	4%	2%	1%	*%	5%	2%	1%	3%	2%	-%
UPS	9	4	4	*	4	6	1	9	4	-
	3%	2%	2%	1%	2%	3%	1%	4%	2%	-%
DHL	8	3	*	*	5	3	3	3	1	*
	2%	2%	*%	*%	2%	1%	2%	1%	*%	3%
FedEx	6	*	*	*	3	*	*	3	3	*
	2%	*%	*%	*%	1%	*%	*%	1%	1%	1%
UK Mail	4	1	*	*	4	3	*	4	3	*
	1%	*%	*%	*%	2%	1%	*%	2%	2%	1%
Pitney Bowes	3	1	*	*	3	2	*	2	2	-
	1%	1%	*%	*%	2%	1%	*%	1%	1%	-%
Hermes	3	*	2	*	1	3	*	*	2	*
	1%	*%	2%	*%	1%	1%	*%	*%	1%	*%
TNT Express	1	-	-	-	-	1	-	1	-	-
	*%	-%	-%	-%	-%	1%	-%	1%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	*	*	-	-	-	*	*	*	*	*
	*%	*%	-%	-%	-%	*%	*%	*%	*%	4%
DPD/DPD Local	*	*	*	-	*	*	-	*	*	-
	*%	*%	*%	-%	*%	*%	-%	*%	*%	-%
Citipost	*	*	*	*	*	*	-	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	1%
DX	*	*	*	-	*	-	-	*	-	-
	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	383	245	183	96	288	253	198	283	226	20
Effective base	130	80	66	27	93	96	77	100	79	4
Weighted Base	325	194	154	53	225	221	183	241	196	8
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Other answers	13	4	6	4	13	7	6	2	7	-
	4%	2%	4%	8%	6%	3%	3%	1%	3%	-%
NET: RM Only	265	175	140	48	180	191	170	208	170	7
	81%	90%	91%	90%	80%	86%	93% a	86%	87%	91%
NET: Provider other than RM	60	19	14	6	45	30	13	33	26	1
	19%	10%	9%	10%	20% c	14%	7%	14%	13%	9%
NET: RM/Parcelforce	276	179	142	48	190	195	172	216	174	7
	85%	92%	92%	90%	85%	88%	94%	89%	89%	91%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	c	*d
Unweighted Base	383	112	110	127	37	19	239	200	44	27	33	6
Effective base	130	43	44	41	17	7	84	71	13	6	14	2
Weighted Base	325	104	107	97	35	15	195	171	29	18	29	6
Royal Mail	265	99	104	88	35	15	178	151	26	10	23	6
	81%	95%	97%	91%	99%	98%	91%	88%	87%	55%	79%	100%
Parcelforce	11	1	2	1	*	*	2	5	-	-	1	-
	4%	1%	2%	1%	*%	*%	1%	3%	-%	-%	4%	-%
UPS	9	1	1	*	*	*	6	*	3	1	2	-
	3%	1%	1%	*%	*%	1%	3%	*%	10%	6%	8%	-%
DHL	8	*	*	3	*	*	*	*	*	*	*	-
	2%	*%	*%	3%	*%	*%	*%	*%	1%	*%	*%	-%
FedEx	6	*	*	*	*	*	*	*	*	*	-	-
	2%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%
UK Mail	4	*	*	*	-	-	3	3	*	*	1	-
	1%	*%	*%	*%	-%	-%	1%	2%	*%	2%	2%	-%
Pitney Bowes	3	*	*	*	-	*	2	2	-	2	-	*
	1%	*%	*%	*%	-%	*%	1%	1%	-%	11%	-%	*%
Hermes	3	-	-	*	-	-	*	2	-	-	*	-
	1%	-%	-%	*%	-%	-%	*%	1%	-%	-%	1%	-%
TNT Express	1	-	-	-	-	-	1	-	-	-	1	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	5%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	*	-	-	*	-	-	-	-	*	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	1%	-%	-%	-%
DPD/DPD Local	*	-	-	-	-	-	*	*	*	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%
Citipost	*	-	-	-	-	-	*	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	1%	-%	-%
DX	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	c	*d
Unweighted Base	383	112	110	127	37	19	239	200	44	27	33	6
Effective base	130	43	44	41	17	7	84	71	13	6	14	2
Weighted Base	325	104	107	97	35	15	195	171	29	18	29	6
Whistl (Previously known as TNT Post)	*	*	*	*	*	-	*	*	-	*	-	-
	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	-%
Other answers	13	1	-	4	-	-	2	7	-	4	-	-
	4%	1%	-%	5%	-%	-%	1%	4%	-%	25%	-%	-%
NET: RM Only	265	99	104	88	35	15	178	151	26	10	23	6
	81%	95%	97%	91%	99%	98%	91%	88%	87%	55%	79%	100%
NET: Provider other than RM	60	5	3	9	*	*	17	20	4	8	6	*
	19%	5%	3%	9%	1%	2%	9%	12%	13%	45%	21%	*%
NET: RM/Parcelforce	276	100	105	89	35	15	180	155	26	10	24	6
	85%	97%	99%	91%	99%	98%	92%	91%	87%	55%	84%	100%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	383	331	274	359	297	258	265	320	110	2	314	18	147	209
Effective base	130	118	90	125	108	90	90	117	30	1	109	7	56	73
Weighted Base	325	288	207	303	261	218	192	282	71	2	262	20	144	178
Royal Mail	265	248	170	252	224	173	160	238	54	2	218	11	115	150
	81%	86%	82%	83%	86%	79%	83%	85%	76%	100%	83%	55%	80%	84%
Parcelforce	11	5	1	5	5	4	2	5	*	-	11	-	2	10
	4%	2%	1%	2%	2%	2%	1%	2%	*%	-%	4%	-%	1%	5%
UPS	9	1	7	7	7	8	9	4	*	-	6	2	9	*
	3%	*%	3%	2%	3%	4%	5%	1%	1%	-%	2%	11%	6% b	*%
DHL	8	5	8	8	8	5	5	8	5	-	8	-	5	3
	2%	2%	4%	3%	3%	2%	3%	3%	7%	-%	3%	-%	3%	2%
FedEx	6	3	6	6	3	6	6	3	3	-	3	-	*	3
	2%	1%	3%	2%	1%	3%	3%	1%	4%	-%	1%	-%	*%	2%
UK Mail	4	4	3	4	3	3	1	4	3	-	3	1	4	*
	1%	1%	2%	1%	1%	1%	1%	1%	4%	-%	1%	5%	3%	*%
Pitney Bowes	3	3	2	3	*	2	2	3	*	-	2	-	2	1
	1%	1%	1%	1%	*%	1%	1%	1%	*%	-%	1%	-%	1%	1%
Hermes	3	3	2	3	2	2	*	2	-	-	2	-	1	2
	1%	1%	1%	1%	1%	1%	*%	1%	-%	-%	1%	-%	1%	1%
TNT Express	1	1	1	1	1	1	1	1	1	-	-	1	1	-
	*%	1%	1%	*%	1%	1%	1%	1%	2%	-%	-%	7%	1%	-%
Secured Mail	*	-	*	*	-	*	*	-	-	-	-	-	-	-
	*%	-%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%
Yodel	*	*	-	*	*	*	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	-%
DPD/DPD Local	*	*	*	*	*	*	*	*	-	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%
Citipost	*	*	*	*	*	*	*	*	*	-	*	-	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	383	331	274	359	297	258	265	320	110	2	314	18	147	209
Effective base	130	118	90	125	108	90	90	117	30	1	109	7	56	73
Weighted Base	325	288	207	303	261	218	192	282	71	2	262	20	144	178
DX	*	*	*	*	*	*	-	*	-	-	*	-	-	*
	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Other answers	13	13	7	13	7	13	5	13	5	-	9	4	4	9
	4%	5%	3%	4%	3%	6%	2%	5%	6%	-%	3%	22%	3%	5%
NET: RM Only	265	248	170	252	224	173	160	238	54	2	218	11	115	150
	81%	86%	82%	83%	86%	79%	83%	85%	76%	100%	83%	55%	80%	84%
NET: Provider other than RM	60	40	37	51	36	45	33	44	17	-	44	9	29	28
	19%	14%	18%	17%	14%	21%	17%	15%	24%	-%	17%	45%	20%	16%
NET: RM/Parcelforce	276	253	171	257	229	177	162	243	54	2	230	11	117	159
	85%	88%	83%	85%	88%	81%	84%	86%	76%	100%	88%	55%	81%	90%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	383	328	15	142	241	86	187	110	106	72	190	206	177
Effective base	130	111	7	36	94	26	68	39	38	19	70	60	71
Weighted Base	325	276	13	92	233	65	148	112	92	52	173	135	190
Royal Mail	265	222	13	75	190	52	133	81	72	36	150	98	166
	81%	81%	99%	81%	82%	80%	89% c	72%	79%	69%	87%	73%	88% a
Parcelforce	11	11	-	8	3	7	1	4	*	8	3	1	11
	4%	4%	-%	9%	1%	11% b	*%	3%	*%	15% ac	2%	1%	6%
UPS	9	8	-	7	2	5	2	3	8	1	-	6	3
	3%	3%	-%	8%	1%	8%	1%	3%	9% c	3%	-%	5%	2%
DHL	8	5	-	*	8	*	*	8	4	*	3	8	*
	2%	2%	-%	*%	3%	*%	*%	7% b	5%	1%	2%	6%	*%
FedEx	6	6	-	*	6	*	3	3	3	3	*	6	*
	2%	2%	-%	*%	2%	*%	2%	2%	3%	5%	*%	4%	*%
UK Mail	4	4	*	*	3	1	3	-	1	*	*	*	3
	1%	1%	1%	*%	1%	2%	2%	-%	1%	1%	*%	*%	2%
Pitney Bowes	3	1	*	*	3	-	1	2	*	2	1	2	1
	1%	1%	*%	*%	1%	-%	1%	2%	*%	4%	1%	1%	1%
Hermes	3	2	-	1	2	-	3	-	*	1	2	*	2
	1%	1%	-%	1%	1%	-%	2%	-%	*%	2%	1%	*%	1%
TNT Express	1	1	-	-	1	-	1	-	1	-	-	-	1
	*%	1%	-%	-%	1%	-%	1%	-%	2%	-%	-%	-%	1%
Secured Mail	*	*	-	*	-	-	*	-	-	*	-	*	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	1%	-%	*%	-%
Yodel	*	*	-	*	*	-	*	-	-	*	-	*	*
	*%	*%	-%	*%	*%	-%	*%	-%	-%	1%	-%	*%	*%
DPD/DPD Local	*	*	-	*	*	-	*	*	*	*	*	*	*
	*%	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%
Citipost	*	*	-	*	-	*	*	*	*	*	-	*	*
	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	383	328	15	142	241	86	187	110	106	72	190	206	177
Effective base	130	111	7	36	94	26	68	39	38	19	70	60	71
Weighted Base	325	276	13	92	233	65	148	112	92	52	173	135	190
DX	*	*	-	*	*	-	*	-	-	*	-	*	*
	*%	*%	-%	*%	*%	-%	*%	-%	-%	*%	-%	*%	*%
Whistl (Previously known as TNT Post)	*	*	-	*	-	*	-	-	*	-	*	*	*
	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	*%	*%	*%
Other answers	13	13	-	*	13	*	1	12	1	-	12	13	*
	4%	5%	-%	*%	6%	*%	1%	11% b	1%	-%	7%	10% b	*%
NET: RM Only	265	222	13	75	190	52	133	81	72	36	150	98	166
	81%	81%	99%	81%	82%	80%	89% c	72%	79%	69%	87%	73%	88% a
NET: Provider other than RM	60	53	*	17	43	13	16	31	19	16	22	37	23
	19%	19%	1%	19%	18%	20%	11%	28% b	21%	31%	13%	27% b	12%
NET: RM/Parcelforce	276	234	13	83	193	59	133	85	73	43	154	99	177
	85%	85%	99%	90%	83%	90%	90%	75%	80%	84%	89%	73%	93% a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	383	103	132	79	69	235	148
Effective base	130	40	31	30	31	71	59
Weighted Base	325	95	81	84	65	176	149
Royal Mail	265	69	75	62	58	145	120
	81%	73%	93%	74%	89%	82%	81%
			ac				
Parcelforce	11	3	1	7	*	4	7
	4%	4%	1%	8%	1%	2%	5%
UPS	9	2	1	3	3	4	6
	3%	3%	1%	3%	4%	2%	4%
DHL	8	7	*	*	*	7	1
	2%	8%	*%	*%	1%	4%	*%
FedEx	6	3	*	3	*	3	3
	2%	3%	*%	3%	*%	2%	2%
UK Mail	4	1	3	*	*	3	*
	1%	1%	4%	*%	*%	2%	*%
Pitney Bowes	3	2	*	-	1	2	1
	1%	2%	*%	-%	2%	1%	1%
Hermes	3	-	1	2	*	1	2
	1%	-%	1%	2%	*%	*%	1%
TNT Express	1	-	-	-	1	-	1
	*%	-%	-%	-%	2%	-%	1%
Secured Mail	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%
Yodel	*	*	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	-%
DPD/DPD Local	*	*	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	-%
Citipost	*	-	*	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%
DX	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 35 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	383	103	132	79	69	235	148
Effective base	130	40	31	30	31	71	59
Weighted Base	325	95	81	84	65	176	149
Other answers	13	7	-	6	-	7	6
	4%	7%	-%	8%	-%	4%	4%
NET: RM Only	265	69	75	62	58	145	120
	81%	73%	93%	74%	89%	82%	81%
			ac				
NET: Provider other than RM	60	26	6	22	7	31	29
	19%	27%	7%	26%	11%	18%	19%
		b		b			
NET: RM/Parcelforce	276	73	76	69	59	149	128
	85%	77%	94%	82%	90%	84%	86%
			a				

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	383	86	297	194	77	29	83	189
Effective base	130	30	101	117	43	13	36	63
Weighted Base	325	66	259	307	14	3	1	18
Royal Mail	265	46	219	250	12	2	1	15
	81%	69%	85% a	82%	81%	76%	69%	79%
Parcelforce	11	3	8	11	*	-	*	1
	4%	5%	3%	4%	3%	-%	3%	3%
UPS	9	-	9	9	*	-	*	*
	3%	-%	4%	3%	3%	-%	*%	3%
DHL	8	5	3	7	1	*	*	1
	2%	7%	1%	2%	5%	2%	4%	4%
FedEx	6	3	3	5	*	-	*	*
	2%	4%	1%	2%	1%	-%	3%	1%
UK Mail	4	-	4	3	*	*	*	1
	1%	-%	1%	1%	2%	9%	7%	3%
Pitney Bowes	3	2	2	3	*	*	*	*
	1%	3%	1%	1%	*%	1%	*%	1%
Hermes	3	-	3	3	*	-	*	*
	1%	-%	1%	1%	*%	-%	1%	*%
TNT Express	1	1	-	1	-	-	-	-
	*%	2%	-%	*%	-%	-%	-%	-%
Secured Mail	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	2%	-%	-%	2%
Yodel	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	2%	-%	-%	2%
DPD/DPD Local	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	8%	*%	1%
Citipost	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	3%	9% ae	1%
DX	*	-	*	-	-	*	*	*
	*%	-%	*%	-%	-%	2%	*%	*%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	383	86	297	194	77	29	83	189
Effective base	130	30	101	117	43	13	36	63
Weighted Base	325	66	259	307	14	3	1	18
Whistl (Previously known as TNT Post)	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	1%	*%
Other answers	13	7	6	13	*	-	*	*
	4%	10%	2%	4%	1%	-%	1%	1%
NET: RM Only	265	46	219	250	12	2	1	15
	81%	69%	85%	82%	81%	76%	69%	79%
			a					
NET: Provider other than RM	60	21	40	57	3	1	*	4
	19%	31%	15%	18%	19%	24%	31%	21%
		b						
NET: RM/Parcelforce	276	49	228	261	12	2	1	15
	85%	73%	88%	85%	84%	76%	72%	82%
			a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	383	105	54	35	36	70	83	194	77	112
Effective base	130	68	35	19	23	33	36	117	43	27
Weighted Base	325	190	91	26	8	9	1	307	14	4
Royal Mail	265	165	63	22	7	7	1	250	12	3
	81%	87% bf	70%	86%	82%	78%	69%	82%	81%	73%
Parcelforce	11	4	6	1	*	*	*	11	*	*
	4%	2%	7%	2%	5%	1%	3%	4%	3%	1%
UPS	9	-	8	1	*	*	*	9	*	*
	3%	-%	9% ai	4%	2%	3%	*%	3%	3%	*%
DHL	8	7	-	-	1	*	*	7	1	*
	2%	4%	-%	-%	8%	1%	4%	2%	5%	3%
FedEx	6	-	5	-	-	*	*	5	*	*
	2%	-%	6% a	-%	-%	1%	3%	2%	1%	1%
UK Mail	4	3	-	-	*	*	*	3	*	*
	1%	2%	-%	-%	3%	3%	7%	1%	2%	9%
Pitney Bowes	3	-	1	2	-	*	*	3	*	*
	1%	-%	2%	7% a	-%	1%	*%	1%	*%	1%
Hermes	3	2	1	-	-	*	*	3	*	*
	1%	1%	1%	-%	-%	1%	1%	1%	*%	*%
TNT Express	1	1	-	-	-	-	-	1	-	-
	*%	1%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	*	-	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	4%	-%	-%	2%	-%
Yodel	*	-	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	3%	-%	-%	2%	-%
DPD/DPD Local	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	2%	*%	-%	-%	5%
Citipost	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	1%	9% ag	-%	-%	5%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	383	105	54	35	36	70	83	194	77	112
Effective base	130	68	35	19	23	33	36	117	43	27
Weighted Base	325	190	91	26	8	9	1	307	14	4
DX	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	1%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
Other answers	13	8	5	-	-	*	*	13	*	*
	4%	4%	6%	-%	-%	1%	1%	4%	1%	*%
NET: RM Only	265	165	63	22	7	7	1	250	12	3
	81%	87%	70%	86%	82%	78%	69%	82%	81%	73%
		bf								
NET: Provider other than RM	60	26	27	4	1	2	*	57	3	1
	19%	13%	30%	14%	18%	22%	31%	18%	19%	27%
			a				a			
NET: RM/Parcelforce	276	168	70	23	7	7	1	261	12	3
	85%	89%	77%	88%	87%	79%	72%	85%	84%	74%
		f								

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	383	137	74	27	18	63
Effective base	130	78	25	12	2	5
Weighted Base	325	215	50	12	9	10
Royal Mail	265	190	37	8	2	4
	81%	88%	74%	71%	26%	37%
		e				
Parcelforce	11	3	1	1	6	*
	4%	2%	1%	8%	71%	*%
UPS	9	6	*	-	-	2
	3%	3%	*%	-%	-%	15%
DHL	8	3	*	*	-	4
	2%	1%	*%	*%	-%	43%
						ab
FedEx	6	-	3	-	-	*
	2%	-%	6%	-%	-%	1%
UK Mail	4	1	3	*	*	*
	1%	*%	5%	1%	*%	*%
Pitney Bowes	3	-	2	1	-	*
	1%	-%	4%	12%	-%	*%
Hermes	3	3	-	-	-	-
	1%	1%	-%	-%	-%	-%
TNT Express	1	1	-	-	-	-
	*%	1%	-%	-%	-%	-%
Secured Mail	*	*	-	-	-	-
	*%	*%	-%	-%	-%	-%
Yodel	*	-	*	*	-	-
	*%	-%	1%	*%	-%	-%
DPD/DPD Local	*	-	-	-	-	*
	*%	-%	-%	-%	-%	2%
Citipost	*	-	*	-	*	-
	*%	-%	*%	-%	2%	-%
DX	*	-	*	-	*	-
	*%	-%	*%	-%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	383	137	74	27	18	63
Effective base	130	78	25	12	2	5
Weighted Base	325	215	50	12	9	10
Whistl (Previously known as TNT Post)	*	-	-	-	*	*
	*%	-%	-%	-%	*%	*%
Other answers	13	8	4	1	-	*
	4%	4%	9%	7%	-%	1%
NET: RM Only	265	190	37	8	2	4
	81%	88% e	74%	71%	26%	37%
NET: Provider other than RM	60	25	13	3	7	7
	19%	12%	26%	29%	74%	63% a
NET: RM/Parcelforce	276	193	37	9	9	4
	85%	90% e	75%	79%	97%	37%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted Base	383	28	27	44	10	21	28	13	21	19	211	48	39	85
Effective base	130	16	15	24	6	14	17	9	7	10	112	23	23	17
Weighted Base	325	35	35	74	9	26	42	38	17	22	299	14	9	4
Royal Mail	265	31	29	57	9	24	28	32	16	15	242	12	8	4
	81%	90%	83%	77%	100%	93%	67%	83%	97%	69%	81%	85%	87%	89%
Parcelforce	11	-	-	-	-	-	-	6	*	3	9	2	*	*
	4%	-%	-%	-%	-%	-%	-%	17%	2%	12%	3%	14% j	*%	1%
UPS	9	*	*	4	-	-	3	-	-	2	9	-	-	*
	3%	*%	1%	5%	-%	-%	6%	-%	-%	10%	3%	-%	-%	*%
DHL	8	*	3	5	-	-	-	-	-	-	8	*	-	*
	2%	*%	9%	6%	-%	-%	-%	-%	-%	-%	3%	1%	-%	2%
FedEx	6	3	-	-	-	*	3	-	-	-	6	-	-	*
	2%	8%	-%	-%	-%	*%	6%	-%	-%	-%	2%	-%	-%	2%
UK Mail	4	*	*	-	-	-	3	-	-	-	3	*	1	*
	1%	*%	1%	-%	-%	-%	7%	-%	-%	-%	1%	*%	7%	1%
Pitney Bowes	3	-	-	2	-	-	1	-	-	-	3	-	*	*
	1%	-%	-%	3%	-%	-%	3%	-%	-%	-%	1%	-%	1%	1%
Hermes	3	-	*	-	-	2	-	-	-	1	2	-	*	*
	1%	-%	*%	-%	-%	6%	-%	-%	-%	4%	1%	-%	3%	1%
TNT Express	1	-	-	-	-	-	-	-	-	1	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	6%	*%	-%	-%	-%
Secured Mail	*	-	-	-	-	*	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	*%	-%	-%	-%
Yodel	*	*	-	-	-	-	-	-	-	-	*	-	-	*
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%
DPD/DPD Local	*	-	-	-	-	-	-	-	*	-	*	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	*%	*%	-%	*%
Citipost	*	-	-	*	-	-	-	-	-	-	*	-	*	*
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	1%	*%
DX	*	-	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted Base	383	28	27	44	10	21	28	13	21	19	211	48	39	85
Effective base	130	16	15	24	6	14	17	9	7	10	112	23	23	17
Weighted Base	325	35	35	74	9	26	42	38	17	22	299	14	9	4
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Other answers	13	-	2	6	*	-	4	-	-	-	13	-	-	*
	4%	-%	7%	9%	*%	-%	10%	-%	-%	-%	4%	-%	-%	2%
NET: RM Only	265	31	29	57	9	24	28	32	16	15	242	12	8	4
	81%	90%	83%	77%	100%	93%	67%	83%	97%	69%	81%	85%	87%	89%
NET: Provider other than RM	60	3	6	17	*	2	14	6	1	7	57	2	1	*
	19%	10%	17%	23%	*%	7%	33%	17%	3%	31%	19%	15%	13%	11%
NET: RM/Parcelforce	276	31	29	57	9	24	28	38	17	18	251	13	8	4
	85%	90%	83%	77%	100%	93%	67%	100%	99%	80%	84%	99%	88%	90%
												c		

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base	383	11	38	4	30	77	13	20	172	321	62	324	59
Effective base	130	2	14	2	9	27	6	5	62	107	24	117	14
Weighted Base	325	8	38	1	21	86	10	12	113	277	48	297	28
Royal Mail	265	5	35	1	15	69	6	8	98	221	44	244	20
	81%	63%	92%	89%	73%	80%	56%	63%	87%	80%	91%	82%	72%
Parcelforce	11	-	*	-	1	10	-	-	1	11	1	11	*
	4%	-%	*%	-%	4%	11% h	-%	-%	1%	4%	1%	4%	*%
UPS	9	3	-	-	-	*	3	-	2	9	-	7	3
	3%	36%	-%	-%	-%	*%	27%	-%	1%	3%	-%	2%	10%
DHL	8	*	*	-	-	*	-	-	5	8	*	8	*
	2%	1%	*%	-%	-%	*%	-%	-%	4%	3%	*%	3%	1%
FedEx	6	-	3	-	3	*	-	-	*	6	-	3	3
	2%	-%	7% h	-%	14% h	*%	-%	-%	*%	2%	-%	1%	10% a
UK Mail	4	-	*	-	1	*	-	-	*	4	*	4	*
	1%	-%	*%	-%	4%	*%	-%	-%	*%	1%	*%	1%	*%
Pitney Bowes	3	-	-	-	-	-	1	*	2	2	1	2	1
	1%	-%	-%	-%	-%	-%	14%	*%	2%	1%	3%	1%	5%
Hermes	3	-	-	-	*	-	-	-	2	3	-	3	-
	1%	-%	-%	-%	1%	-%	-%	-%	2%	1%	-%	1%	-%
TNT Express	1	-	-	-	-	-	-	-	1	1	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	*%	-%
Secured Mail	*	-	-	-	-	*	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	1%
Yodel	*	-	-	-	-	-	*	*	-	*	*	*	-
	*%	-%	-%	-%	-%	-%	3%	*%	-%	*%	*%	*%	-%
DPD/DPD Local	*	-	*	-	-	-	-	-	*	*	*	*	-
	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%
Citipost	*	-	-	-	-	*	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	-%
DX	*	-	*	-	-	-	-	-	*	*	-	*	-
	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base	383	11	38	4	30	77	13	20	172	321	62	324	59
Effective base	130	2	14	2	9	27	6	5	62	107	24	117	14
Weighted Base	325	8	38	1	21	86	10	12	113	277	48	297	28
Whistl (Previously known as TNT Post)	*	*	-	-	*	-	-	-	-	*	-	*	*
	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%	*%	*%
Other answers	13	-	-	*	1	6	-	4	1	11	2	13	-
	4%	-%	-%	11%	4%	7%	-%	37%	1%	4%	5%	4%	-%
NET: RM Only	265	5	35	1	15	69	6	8	98	221	44	244	20
	81%	63%	92%	89%	73%	80%	56%	63%	87%	80%	91%	82%	72%
NET: Provider other than RM	60	3	3	*	6	17	4	4	15	56	4	53	8
	19%	37%	8%	11%	27%	20%	44%	37%	13%	20%	9%	18%	28%
NET: RM/Parcelforce	276	5	35	1	16	79	6	8	98	232	45	256	21
	85%	63%	92%	89%	77%	92%	56%	63%	87%	84%	92%	86%	73%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	383	383	159	119	105
Effective base	130	130	55	31	46
Weighted Base	325	325	142	62	122
Royal Mail	265	265	106	51	108
	81%	81%	75%	83%	88%
Parcelforce	11	11	7	4	1
	4%	4%	5%	6%	*%
UPS	9	9	3	3	3
	3%	3%	2%	4%	3%
DHL	8	8	5	3	*
	2%	2%	3%	5%	*%
FedEx	6	6	5	*	*
	2%	2%	4%	*%	*%
UK Mail	4	4	4	*	*
	1%	1%	3%	*%	*%
Pitney Bowes	3	3	1	*	2
	1%	1%	1%	*%	2%
Hermes	3	3	1	-	2
	1%	1%	1%	-%	2%
TNT Express	1	1	-	-	1
	*%	*%	-%	-%	1%
Secured Mail	*	*	-	*	-
	*%	*%	-%	1%	-%
Yodel	*	*	-	*	-
	*%	*%	-%	*%	-%
DPD/DPD Local	*	*	*	*	-
	*%	*%	*%	*%	-%
Citipost	*	*	-	*	*
	*%	*%	-%	*%	*%
DX	*	*	-	*	-
	*%	*%	-%	*%	-%

Columns Tested:: a,b,c
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	383	383	159	119	105
Effective base	130	130	55	31	46
Weighted Base	325	325	142	62	122
Whistl (Previously known as TNT Post)	*	*	-	*	*
	*%	*%	-%	*%	*%
Other answers	13	13	9	*	4
	4%	4%	6%	*%	4%
NET: RM Only	265	265	106	51	108
	81%	81%	75%	83%	88%
NET: Provider other than RM	60	60	35	11	14
	19%	19%	25%	17%	12%
NET: RM/Parcelforce	276	276	114	54	108
	85%	85%	80%	88%	89%

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	383	200	102	40	11	12	6	7	5	302	81	41	55	145	183
Effective base	130	88	30	10	2	4	2	2	1	118	13	5	26	62	42
Weighted Base	325	220	72	14	10	5	*	*	3	293	33	19	72	148	105
Royal Mail	265	185	59	13	3	4	*	*	*	244	21	7	58	126	80
	81%	84%	82%	96%	35%	68%	68%	25%	9%	83%	64%	40%	81%	85%	77%
		k		k						k					
Parcelforce	11	4	1	*	6	-	-	-	-	5	7	6	1	3	7
	4%	2%	1%	3%	65%	-%	-%	-%	-%	2%	21%	35%	1%	2%	7%
											abi	abi			
UPS	9	3	5	-	-	1	-	-	-	8	1	1	3	*	6
	3%	1%	7%	-%	-%	21%	-%	-%	-%	3%	3%	6%	4%	*%	6%
DHL	8	8	*	*	*	*	*	*	-	8	*	*	*	7	*
	2%	3%	*%	*%	1%	*%	23%	1%	-%	3%	*%	*%	1%	5%	*%
FedEx	6	3	*	-	-	-	*	-	3	3	3	3	3	*	3
	2%	1%	*%	-%	-%	-%	4%	-%	89%	1%	8%	15%	4%	*%	3%
UK Mail	4	3	*	*	-	*	*	*	-	3	*	*	1	3	*
	1%	2%	*%	*%	-%	5%	4%	74%	-%	1%	1%	2%	1%	2%	*%
Pitney Bowes	3	-	3	*	-	-	-	-	-	3	*	-	-	-	3
	1%	-%	5%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	3%
Hermes	3	1	2	*	-	-	-	-	-	3	*	-	-	1	2
	1%	1%	2%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	1%	2%
TNT Express	1	-	1	-	-	-	-	-	-	1	-	-	-	-	1
	*%	-%	2%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	1%
Secured Mail	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
Yodel	*	-	*	-	-	*	-	-	-	*	*	*	-	-	*
	*%	-%	*%	-%	-%	5%	-%	-%	-%	*%	1%	2%	-%	-%	*%
DPD/DPD Local	*	-	*	-	-	*	-	-	-	*	*	*	-	-	*
	*%	-%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%	-%	*%
Citipost	*	*	*	-	-	-	-	-	*	*	*	*	-	*	*
	*%	*%	*%	-%	-%	-%	-%	-%	2%	*%	*%	*%	-%	*%	*%
DX	*	*	*	-	-	-	-	-	-	*	-	-	-	*	*
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	383	200	102	40	11	12	6	7	5	302	81	41	55	145	183
Effective base	130	88	30	10	2	4	2	2	1	118	13	5	26	62	42
Weighted Base	325	220	72	14	10	5	*	*	3	293	33	19	72	148	105
Whistl (Previously known as TNT Post)	*	*	-	*	-	-	-	-	-	*	*	-	-	*	*
	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%
Other answers	13	13	*	-	-	-	-	-	-	13	-	-	7	7	*
	4%	6%	*%	-%	-%	-%	-%	-%	-%	5%	-%	-%	9% c	5%	*%
NET: RM Only	265	185	59	13	3	4	*	*	*	244	21	7	58	126	80
	81%	84% k	82%	96% k	35%	68%	68%	25%	9%	83% k	64%	40%	81%	85%	77%
NET: Provider other than RM	60	36	13	1	7	2	*	*	3	49	12	11	14	22	25
	19%	16%	18%	4%	65%	32%	32%	75%	91%	17%	36%	60% aci	19%	15%	23%
NET: RM/Parcelforce	276	188	60	14	10	4	*	*	*	248	28	14	59	129	88
	85%	86%	83%	99%	99%	68%	68%	25%	9%	85%	85%	75%	82%	87%	84%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	383	319	286	383	305	138	172	222	40	35	24	24	20	18
Effective base	130	96	102	130	108	32	56	100	15	8	3	5	2	2
Weighted Base	325	230	234	325	254	69	149	249	36	15	12	5	7	3
Royal Mail	265	181	199	265	230	49	119	208	31	8	4	4	7	2
	81%	79%	85%	81%	91% ace	71%	80%	84%	87%	55%	37%	91%	98%	95%
Parcelforce	11	11	4	11	5	4	9	4	1	*	6	-	-	*
	4%	5%	2%	4%	2%	6%	6%	2%	2%	3%	56%	-%	-%	*%
UPS	9	5	7	9	4	6	*	2	1	6	-	*	*	-
	3%	2%	3%	3%	1%	8%	*%	1%	3%	38% a	-%	6%	*%	-%
DHL	8	5	3	8	3	*	*	8	*	*	*	*	*	*
	2%	2%	1%	2%	1%	1%	*%	3%	*%	2%	*%	*%	1%	*%
FedEx	6	6	3	6	*	3	*	3	3	-	*	*	*	-
	2%	2%	1%	2%	*%	4%	*%	1%	8%	-%	*%	*%	*%	-%
UK Mail	4	4	3	4	1	3	3	3	*	*	*	*	*	*
	1%	2%	1%	1%	*%	4%	2%	1%	*%	2%	*%	3%	1%	2%
Pitney Bowes	3	3	2	3	2	2	2	3	-	-	*	-	*	-
	1%	1%	1%	1%	1%	3%	1%	1%	-%	-%	*%	-%	*%	-%
Hermes	3	1	3	3	2	*	*	3	-	*	-	-	-	-
	1%	1%	1%	1%	1%	1%	*%	1%	-%	*%	-%	-%	-%	-%
TNT Express	1	-	1	1	-	-	1	1	-	-	-	-	-	-
	*%	-%	1%	*%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	*	*	-	-	*	-	-	-	*	-	-	-
	*%	-%	*%	*%	-%	-%	*%	-%	-%	-%	3%	-%	-%	-%
Yodel	*	*	*	*	*	*	*	-	-	-	*	-	-	*
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	2%	-%	-%	*%
DPD/DPD Local	*	*	*	*	*	*	*	-	*	-	*	-	-	*
	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	1%	-%	-%	*%
Citipost	*	*	*	*	*	*	*	-	-	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	1%	-%	*%	3%
DX	*	*	*	*	*	*	*	*	-	-	-	*	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	383	319	286	383	305	138	172	222	40	35	24	24	20	18
Effective base	130	96	102	130	108	32	56	100	15	8	3	5	2	2
Weighted Base	325	230	234	325	254	69	149	249	36	15	12	5	7	3
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	-	-	*	-	*	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%	-%
Other answers	13	13	7	13	6	1	12	13	-	-	-	-	-	-
	4%	6%	3%	4%	2%	1%	8%	5%	-%	-%	-%	-%	-%	-%
NET: RM Only	265	181	199	265	230	49	119	208	31	8	4	4	7	2
	81%	79%	85%	81%	91%	71%	80%	84%	87%	55%	37%	91%	98%	95%
					ace									
NET: Provider other than RM	60	49	34	60	24	20	29	41	5	7	7	*	*	*
	19%	21%	15%	19%	9%	29%	20%	16%	13%	45%	63%	9%	2%	5%
		d		d		d								
NET: RM/Parcelforce	276	192	204	276	235	53	128	212	32	9	11	4	7	2
	85%	84%	87%	85%	93%	77%	86%	85%	88%	58%	92%	91%	98%	95%
					ae									

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	383	206	21	15	18	7	25	13	45	84	68	115	76	40
Effective base	130	91	7	3	5	3	2	2	7	39	26	45	17	5
Weighted Base	325	215	17	9	5	3	2	2	7	97	72	97	47	12
Royal Mail	265	195	17	9	4	2	2	1	5	83	60	76	35	12
	81%	91%	98%	98%	87%	72%	95%	28%	68%	85%	84%	78%	74%	95%
Parcelforce	11	5	*	-	-	-	*	-	*	*	*	8	3	*
	4%	2%	*%	-%	-%	-%	*%	-%	*%	*%	*%	9%	6%	*%
UPS	9	2	-	-	*	-	*	1	1	1	*	5	3	*
	3%	1%	-%	-%	6%	-%	*%	63%	16%	1%	*%	6%	6%	*%
DHL	8	3	-	-	*	-	*	*	*	*	7	*	-	*
	2%	2%	-%	-%	1%	-%	2%	2%	1%	*%	10% c	*%	-%	*%
FedEx	6	*	-	-	-	*	*	*	*	3	3	*	*	*
	2%	*%	-%	-%	-%	*%	*%	*%	*%	3%	4%	*%	*%	*%
UK Mail	4	1	*	-	-	*	*	*	*	1	*	3	*	*
	1%	*%	*%	-%	-%	3%	2%	2%	3%	1%	*%	3%	*%	*%
Pitney Bowes	3	1	*	-	-	-	-	-	-	1	-	*	2	-
	1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	*%	4%	-%
Hermes	3	2	-	*	*	1	-	-	1	-	*	3	-	*
	1%	1%	-%	*%	1%	25%	-%	-%	11%	-%	*%	3%	-%	*%
TNT Express	1	-	-	-	-	-	-	-	-	-	-	1	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Yodel	*	-	-	-	*	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	6%	-%	-%	-%	-%	*%	-%	-%	-%	2%
DPD/DPD Local	*	-	*	-	-	-	-	*	*	*	-	*	*	-
	*%	-%	1%	-%	-%	-%	-%	*%	*%	*%	-%	*%	*%	-%
Citipost	*	-	-	*	-	-	*	*	*	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	*%	4%	1%	-%	-%	-%	-%	2%
DX	*	-	-	-	-	-	*	-	*	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	383	206	21	15	18	7	25	13	45	84	68	115	76	40
Effective base	130	91	7	3	5	3	2	2	7	39	26	45	17	5
Weighted Base	325	215	17	9	5	3	2	2	7	97	72	97	47	12
Whistl (Previously known as TNT Post)	*	-	*	-	*	-	-	-	-	-	-	*	-	*
	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%
Other answers	13	6	-	-	-	-	-	-	-	8	1	*	4	-
	4%	3%	-%	-%	-%	-%	-%	-%	-%	8%	1%	*%	9%	-%
										c				
NET: RM Only	265	195	17	9	4	2	2	1	5	83	60	76	35	12
	81%	91%	98%	98%	87%	72%	95%	28%	68%	85%	84%	78%	74%	95%
NET: Provider other than RM	60	20	*	*	1	1	*	1	2	14	12	21	12	1
	19%	9%	2%	2%	13%	28%	5%	72%	32%	15%	16%	22%	26%	5%
NET: RM/Parcelforce	276	200	17	9	4	2	2	1	5	83	60	84	38	12
	85%	93%	99%	98%	87%	72%	95%	28%	68%	85%	84%	87%	80%	95%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	383	79	54	88	52	32	200	28	74	268	115	306	77
Effective base	130	41	21	29	14	4	74	10	26	101	30	113	19
Weighted Base	325	96	51	66	30	10	183	17	53	236	90	266	59
Royal Mail	265	92	41	61	26	10	169	13	48	230	35	245	20
	81%	96%	80%	92%	88%	97%	92%	77%	89%	98% b	39%	92% b	34%
Parcelforce	11	*	*	1	3	-	4	1	*	1	10	11	*
	4%	1%	*%	2%	10%	-%	2%	5%	1%	1%	11% a	4%	1%
UPS	9	-	2	2	-	*	3	*	*	1	8	6	3
	3%	-%	4%	2%	-%	*%	2%	2%	*%	*%	9% a	2%	5%
DHL	8	*	3	*	*	*	3	*	-	1	7	*	8
	2%	*%	5%	1%	*%	1%	2%	*%	-%	*%	8% a	*%	14% a
FedEx	6	-	*	-	*	*	*	-	*	*	6	*	5
	2%	-%	*%	-%	*%	*%	*%	-%	*%	*%	6% a	*%	9% a
UK Mail	4	1	*	*	*	*	*	*	1	*	4	1	3
	1%	1%	*%	*%	*%	1%	*%	*%	1%	*%	4%	*%	5%
Pitney Bowes	3	1	-	*	*	-	*	1	*	*	3	*	3
	1%	1%	-%	*%	*%	-%	*%	8%	*%	*%	4%	*%	6% a
Hermes	3	-	1	2	*	-	2	-	-	1	2	1	2
	1%	-%	2%	2%	*%	-%	1%	-%	-%	1%	2%	*%	3%
TNT Express	1	-	-	-	-	-	-	-	-	-	1	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	1%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	*b	c	a	b	a	b
Unweighted Base	383	79	54	88	52	32	200	28	74	268	115	306	77
Effective base	130	41	21	29	14	4	74	10	26	101	30	113	19
Weighted Base	325	96	51	66	30	10	183	17	53	236	90	266	59
Yodel	*	-	-	-	*	-	*	-	-	*	*	-	*
	*%	-%	-%	-%	1%	-%	*%	-%	-%	*%	*%	-%	1%
DPD/DPD Local	*	-	-	*	-	*	*	*	-	*	*	*	*
	*%	-%	-%	*%	-%	1%	*%	*%	-%	*%	*%	*%	*%
Citipost	*	-	-	-	*	*	*	-	-	-	*	*	*
	*%	-%	-%	-%	*%	1%	*%	-%	-%	-%	*%	*%	*%
DX	*	-	-	-	-	*	*	-	-	*	*	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	-%	*%
Whistl (Previously known as TNT Post)	*	-	-	*	-	*	*	-	-	-	*	-	*
	*%	-%	-%	*%	-%	*%	*%	-%	-%	-%	*%	-%	*%
Other answers	13	1	4	*	-	-	*	1	4	*	13	*	13
	4%	1%	9%	*%	-%	-%	*%	8%	8%	*%	15%	*%	22%
									a		a		a
NET: RM Only	265	92	41	61	26	10	169	13	48	230	35	245	20
	81%	96%	80%	92%	88%	97%	92%	77%	89%	98%	39%	92%	34%
										b		b	
NET: Provider other than RM	60	4	10	5	4	*	14	4	6	5	55	21	39
	19%	4%	20%	8%	12%	3%	8%	23%	11%	2%	61%	8%	66%
											a		a
NET: RM/Parcelforce	276	93	41	62	29	10	172	14	48	232	45	256	21
	85%	96%	80%	94%	98%	97%	94%	82%	90%	98%	50%	96%	35%
		b								b		b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	383	143	162	286	97	149	156	219	258	101	201	223	88
Effective base	130	62	47	114	18	65	44	58	82	23	66	83	25
Weighted Base	325	151	103	265	60	157	97	152	186	62	156	187	64
Royal Mail	265	148	82	265	-	151	79	114	159	37	129	157	54
	81%	98% b	80%	100% b	-%	96% b	82%	75%	86% c	59%	83%	84%	85%
Parcelforce	11	*	5	-	11	-	5	9	5	6	4	4	*
	4%	*%	4%	-%	19% a	-%	5%	6%	3%	10%	3%	2%	*%
UPS	9	1	3	-	9	1	3	5	*	*	4	6	*
	3%	1%	3%	-%	16% a	1%	3%	3%	*%	1%	3%	3%	1%
DHL	8	*	3	-	8	*	3	1	*	4	3	*	*
	2%	*%	3%	-%	13% a	*%	3%	1%	*%	7% b	2%	*%	*%
FedEx	6	*	*	-	6	-	*	6	*	6	3	3	*
	2%	*%	*%	-%	9% a	-%	*%	4%	*%	9% b	2%	2%	*%
UK Mail	4	*	1	-	4	*	1	4	3	3	3	3	3
	1%	*%	1%	-%	6% a	*%	1%	3%	2%	5%	2%	2%	4%
Pitney Bowes	3	*	1	-	3	-	2	2	3	*	2	2	*
	1%	*%	1%	-%	6%	-%	2%	1%	2%	*%	1%	1%	*%
Hermes	3	1	2	-	3	*	2	1	1	1	*	2	-
	1%	1%	2%	-%	5%	*%	2%	1%	*%	1%	*%	1%	-%
TNT Express	1	-	-	-	1	-	-	-	-	-	1	1	1
	*%	-%	-%	-%	2%	-%	-%	-%	-%	-%	1%	1%	2%
Secured Mail	*	-	-	-	*	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	*%	-%	-%
Yodel	*	*	-	-	*	*	-	*	*	-	*	-	-
	*%	*%	-%	-%	*%	*%	-%	*%	*%	-%	*%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	383	143	162	286	97	149	156	219	258	101	201	223	88
Effective base	130	62	47	114	18	65	44	58	82	23	66	83	25
Weighted Base	325	151	103	265	60	157	97	152	186	62	156	187	64
DPD/DPD Local	*	-	*	-	*	*	*	*	*	*	*	*	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Citipost	*	-	*	-	*	*	*	*	*	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%
DX	*	-	*	-	*	-	*	*	-	-	*	-	-
	*%	-%	*%	-%	*%	-%	*%	*%	-%	-%	*%	-%	-%
Whistl (Previously known as TNT Post)	*	-	*	-	*	-	*	*	*	*	*	*	*
	*%	-%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%
Other answers	13	-	6	-	13	4	1	11	13	5	4	7	4
	4%	-%	6%	-%	22% a	3%	1%	7%	7%	7%	3%	4%	7%
NET: RM Only	265	148	82	265	-	151	79	114	159	37	129	157	54
	81%	98% b	80%	100% b	-%	96% b	82%	75%	86% c	59%	83%	84%	85%
NET: Provider other than RM	60	3	21	-	60	6	17	38	26	25	27	30	10
	19%	2%	20% a	-%	100% a	4%	18% a	25%	14%	41% b	17%	16%	15%
NET: RM/Parcelforce	276	149	86	265	11	151	84	122	164	44	134	162	54
	85%	98% b	84%	100% b	19%	96%	87%	81%	88% c	70%	85%	86%	85%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	383	245	183	96	288	253	198	283	226	20
Effective base	130	80	66	27	93	96	77	100	79	4
Weighted Base	325	194	154	53	225	221	183	241	196	8
Royal Mail	265	175	140	48	180	191	170	208	170	7
	81%	90%	91%	90%	80%	86%	93% a	86%	87%	91%
Parcelforce	11	4	1	*	11	4	2	8	4	-
	4%	2%	1%	*%	5%	2%	1%	3%	2%	-%
UPS	9	4	4	*	4	6	1	9	4	-
	3%	2%	2%	1%	2%	3%	1%	4%	2%	-%
DHL	8	3	*	*	5	3	3	3	1	*
	2%	2%	*%	*%	2%	1%	2%	1%	*%	3%
FedEx	6	*	*	*	3	*	*	3	3	*
	2%	*%	*%	*%	1%	*%	*%	1%	1%	1%
UK Mail	4	1	*	*	4	3	*	4	3	*
	1%	*%	*%	*%	2%	1%	*%	2%	2%	1%
Pitney Bowes	3	1	*	*	3	2	*	2	2	-
	1%	1%	*%	*%	2%	1%	*%	1%	1%	-%
Hermes	3	*	2	*	1	3	*	*	2	*
	1%	*%	2%	*%	1%	1%	*%	*%	1%	*%
TNT Express	1	-	-	-	-	1	-	1	-	-
	*%	-%	-%	-%	-%	1%	-%	1%	-%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	*	*	-	-	-	*	*	*	*	*
	*%	*%	-%	-%	-%	*%	*%	*%	*%	4%
DPD/DPD Local	*	*	*	-	*	*	-	*	*	-
	*%	*%	*%	-%	*%	*%	-%	*%	*%	-%
Citipost	*	*	*	*	*	*	-	*	*	*
	*%	*%	*%	*%	*%	*%	-%	*%	*%	1%
DX	*	*	*	-	*	-	-	*	-	-
	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	383	245	183	96	288	253	198	283	226	20
Effective base	130	80	66	27	93	96	77	100	79	4
Weighted Base	325	194	154	53	225	221	183	241	196	8
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Other answers	13	4	6	4	13	7	6	2	7	-
	4%	2%	4%	8%	6%	3%	3%	1%	3%	-%
NET: RM Only	265	175	140	48	180	191	170	208	170	7
	81%	90%	91%	90%	80%	86%	93% a	86%	87%	91%
NET: Provider other than RM	60	19	14	6	45	30	13	33	26	1
	19%	10%	9%	10%	20% c	14%	7%	14%	13%	9%
NET: RM/Parcelforce	276	179	142	48	190	195	172	216	174	7
	85%	92%	92%	90%	85%	88%	94%	89%	89%	91%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	c	*d
Unweighted Base	383	112	110	127	37	19	239	200	44	27	33	6
Effective base	130	43	44	41	17	7	84	71	13	6	14	2
Weighted Base	325	104	107	97	35	15	195	171	29	18	29	6
Royal Mail	265	99	104	88	35	15	178	151	26	10	23	6
	81%	95%	97%	91%	99%	98%	91%	88%	87%	55%	79%	100%
Parcelforce	11	1	2	1	*	*	2	5	-	-	1	-
	4%	1%	2%	1%	*%	*%	1%	3%	-%	-%	4%	-%
UPS	9	1	1	*	*	*	6	*	3	1	2	-
	3%	1%	1%	*%	*%	1%	3%	*%	10%	6%	8%	-%
DHL	8	*	*	3	*	*	*	*	*	*	*	-
	2%	*%	*%	3%	*%	*%	*%	*%	1%	*%	*%	-%
FedEx	6	*	*	*	*	*	*	*	*	*	-	-
	2%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%
UK Mail	4	*	*	*	-	-	3	3	*	*	1	-
	1%	*%	*%	*%	-%	-%	1%	2%	*%	2%	2%	-%
Pitney Bowes	3	*	*	*	-	*	2	2	-	2	-	*
	1%	*%	*%	*%	-%	*%	1%	1%	-%	11%	-%	*%
Hermes	3	-	-	*	-	-	*	2	-	-	*	-
	1%	-%	-%	*%	-%	-%	*%	1%	-%	-%	1%	-%
TNT Express	1	-	-	-	-	-	1	-	-	-	1	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	5%	-%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	*	-	-	*	-	-	-	-	*	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	1%	-%	-%	-%
DPD/DPD Local	*	-	-	-	-	-	*	*	*	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%
Citipost	*	-	-	-	-	-	*	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	1%	-%	-%
DX	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	c	*d
Unweighted Base	383	112	110	127	37	19	239	200	44	27	33	6
Effective base	130	43	44	41	17	7	84	71	13	6	14	2
Weighted Base	325	104	107	97	35	15	195	171	29	18	29	6
Whistl (Previously known as TNT Post)	*	*	*	*	*	-	*	*	-	*	-	-
	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	-%
Other answers	13	1	-	4	-	-	2	7	-	4	-	-
	4%	1%	-%	5%	-%	-%	1%	4%	-%	25%	-%	-%
NET: RM Only	265	99	104	88	35	15	178	151	26	10	23	6
	81%	95%	97%	91%	99%	98%	91%	88%	87%	55%	79%	100%
NET: Provider other than RM	60	5	3	9	*	*	17	20	4	8	6	*
	19%	5%	3%	9%	1%	2%	9%	12%	13%	45%	21%	*%
NET: RM/Parcelforce	276	100	105	89	35	15	180	155	26	10	24	6
	85%	97%	99%	91%	99%	98%	92%	91%	87%	55%	84%	100%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	383	331	274	359	297	258	265	320	110	2	314	18	147	209
Effective base	130	118	90	125	108	90	90	117	30	1	109	7	56	73
Weighted Base	325	288	207	303	261	218	192	282	71	2	262	20	144	178
Royal Mail	265	248	170	252	224	173	160	238	54	2	218	11	115	150
	81%	86%	82%	83%	86%	79%	83%	85%	76%	100%	83%	55%	80%	84%
Parcelforce	11	5	1	5	5	4	2	5	*	-	11	-	2	10
	4%	2%	1%	2%	2%	2%	1%	2%	*%	-%	4%	-%	1%	5%
UPS	9	1	7	7	7	8	9	4	*	-	6	2	9	*
	3%	*%	3%	2%	3%	4%	5%	1%	1%	-%	2%	11%	6% b	*%
DHL	8	5	8	8	8	5	5	8	5	-	8	-	5	3
	2%	2%	4%	3%	3%	2%	3%	3%	7%	-%	3%	-%	3%	2%
FedEx	6	3	6	6	3	6	6	3	3	-	3	-	*	3
	2%	1%	3%	2%	1%	3%	3%	1%	4%	-%	1%	-%	*%	2%
UK Mail	4	4	3	4	3	3	1	4	3	-	3	1	4	*
	1%	1%	2%	1%	1%	1%	1%	1%	4%	-%	1%	5%	3%	*%
Pitney Bowes	3	3	2	3	*	2	2	3	*	-	2	-	2	1
	1%	1%	1%	1%	*%	1%	1%	1%	*%	-%	1%	-%	1%	1%
Hermes	3	3	2	3	2	2	*	2	-	-	2	-	1	2
	1%	1%	1%	1%	1%	1%	*%	1%	-%	-%	1%	-%	1%	1%
TNT Express	1	1	1	1	1	1	1	1	1	-	-	1	1	-
	*%	1%	1%	*%	1%	1%	1%	1%	2%	-%	-%	7%	1%	-%
Secured Mail	*	-	*	*	-	*	*	-	-	-	-	-	-	-
	*%	-%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%
Yodel	*	*	-	*	*	*	*	-	*	-	*	-	*	-
	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	-%
DPD/DPD Local	*	*	*	*	*	*	*	*	-	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%
Citipost	*	*	*	*	*	*	*	*	*	-	*	-	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	383	331	274	359	297	258	265	320	110	2	314	18	147	209
Effective base	130	118	90	125	108	90	90	117	30	1	109	7	56	73
Weighted Base	325	288	207	303	261	218	192	282	71	2	262	20	144	178
DX	*	*	*	*	*	*	-	*	-	-	*	-	-	*
	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Other answers	13	13	7	13	7	13	5	13	5	-	9	4	4	9
	4%	5%	3%	4%	3%	6%	2%	5%	6%	-%	3%	22%	3%	5%
NET: RM Only	265	248	170	252	224	173	160	238	54	2	218	11	115	150
	81%	86%	82%	83%	86%	79%	83%	85%	76%	100%	83%	55%	80%	84%
NET: Provider other than RM	60	40	37	51	36	45	33	44	17	-	44	9	29	28
	19%	14%	18%	17%	14%	21%	17%	15%	24%	-%	17%	45%	20%	16%
NET: RM/Parcelforce	276	253	171	257	229	177	162	243	54	2	230	11	117	159
	85%	88%	83%	85%	88%	81%	84%	86%	76%	100%	88%	55%	81%	90%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	383	328	15	142	241	86	187	110	106	72	190	206	177
Effective base	130	111	7	36	94	26	68	39	38	19	70	60	71
Weighted Base	325	276	13	92	233	65	148	112	92	52	173	135	190
Royal Mail	265	222	13	75	190	52	133	81	72	36	150	98	166
	81%	81%	99%	81%	82%	80%	89% c	72%	79%	69%	87%	73%	88% a
Parcelforce	11	11	-	8	3	7	1	4	*	8	3	1	11
	4%	4%	-%	9%	1%	11% b	*%	3%	*%	15% ac	2%	1%	6%
UPS	9	8	-	7	2	5	2	3	8	1	-	6	3
	3%	3%	-%	8%	1%	8%	1%	3%	9% c	3%	-%	5%	2%
DHL	8	5	-	*	8	*	*	8	4	*	3	8	*
	2%	2%	-%	*%	3%	*%	*%	7% b	5%	1%	2%	6%	*%
FedEx	6	6	-	*	6	*	3	3	3	3	*	6	*
	2%	2%	-%	*%	2%	*%	2%	2%	3%	5%	*%	4%	*%
UK Mail	4	4	*	*	3	1	3	-	1	*	*	*	3
	1%	1%	1%	*%	1%	2%	2%	-%	1%	1%	*%	*%	2%
Pitney Bowes	3	1	*	*	3	-	1	2	*	2	1	2	1
	1%	1%	*%	*%	1%	-%	1%	2%	*%	4%	1%	1%	1%
Hermes	3	2	-	1	2	-	3	-	*	1	2	*	2
	1%	1%	-%	1%	1%	-%	2%	-%	*%	2%	1%	*%	1%
TNT Express	1	1	-	-	1	-	1	-	1	-	-	-	1
	*%	1%	-%	-%	1%	-%	1%	-%	2%	-%	-%	-%	1%
Secured Mail	*	*	-	*	-	-	*	-	-	*	-	*	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	1%	-%	*%	-%
Yodel	*	*	-	*	*	-	*	-	-	*	-	*	*
	*%	*%	-%	*%	*%	-%	*%	-%	-%	1%	-%	*%	*%
DPD/DPD Local	*	*	-	*	*	-	*	*	*	*	*	*	*
	*%	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%
Citipost	*	*	-	*	-	*	*	*	*	*	-	*	*
	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	383	328	15	142	241	86	187	110	106	72	190	206	177
Effective base	130	111	7	36	94	26	68	39	38	19	70	60	71
Weighted Base	325	276	13	92	233	65	148	112	92	52	173	135	190
DX	*	*	-	*	*	-	*	-	-	*	-	*	*
	*%	*%	-%	*%	*%	-%	*%	-%	-%	*%	-%	*%	*%
Whistl (Previously known as TNT Post)	*	*	-	*	-	*	-	-	*	-	*	*	*
	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	*%	*%	*%
Other answers	13	13	-	*	13	*	1	12	1	-	12	13	*
	4%	5%	-%	*%	6%	*%	1%	11%	1%	-%	7%	10%	*%
								b				b	
NET: RM Only	265	222	13	75	190	52	133	81	72	36	150	98	166
	81%	81%	99%	81%	82%	80%	89%	72%	79%	69%	87%	73%	88%
							c						a
NET: Provider other than RM	60	53	*	17	43	13	16	31	19	16	22	37	23
	19%	19%	1%	19%	18%	20%	11%	28%	21%	31%	13%	27%	12%
								b				b	
NET: RM/Parcelforce	276	234	13	83	193	59	133	85	73	43	154	99	177
	85%	85%	99%	90%	83%	90%	90%	75%	80%	84%	89%	73%	93%
													a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	383	103	132	79	69	235	148
Effective base	130	40	31	30	31	71	59
Weighted Base	325	95	81	84	65	176	149
Royal Mail	265	69	75	62	58	145	120
	81%	73%	93%	74%	89%	82%	81%
			ac				
Parcelforce	11	3	1	7	*	4	7
	4%	4%	1%	8%	1%	2%	5%
UPS	9	2	1	3	3	4	6
	3%	3%	1%	3%	4%	2%	4%
DHL	8	7	*	*	*	7	1
	2%	8%	*%	*%	1%	4%	*%
FedEx	6	3	*	3	*	3	3
	2%	3%	*%	3%	*%	2%	2%
UK Mail	4	1	3	*	*	3	*
	1%	1%	4%	*%	*%	2%	*%
Pitney Bowes	3	2	*	-	1	2	1
	1%	2%	*%	-%	2%	1%	1%
Hermes	3	-	1	2	*	1	2
	1%	-%	1%	2%	*%	*%	1%
TNT Express	1	-	-	-	1	-	1
	*%	-%	-%	-%	2%	-%	1%
Secured Mail	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%
Yodel	*	*	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	-%
DPD/DPD Local	*	*	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	-%
Citipost	*	-	*	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%
DX	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 36 (continuation)

QV5b.1 Which would you say is your organisation's main postal service provider for letters and large letters in terms of the value of your contract with them?

Base: All who use 2 or more mail service providers (QV4=2 or more codes selected) and send letters/large letters at (QV6a=1 or 2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	383	103	132	79	69	235	148
Effective base	130	40	31	30	31	71	59
Weighted Base	325	95	81	84	65	176	149
Other answers	13	7	-	6	-	7	6
	4%	7%	-%	8%	-%	4%	4%
NET: RM Only	265	69	75	62	58	145	120
	81%	73%	93%	74%	89%	82%	81%
			ac				
NET: Provider other than RM	60	26	6	22	7	31	29
	19%	27%	7%	26%	11%	18%	19%
		b		b			
NET: RM/Parcelforce	276	73	76	69	59	149	128
	85%	77%	94%	82%	90%	84%	86%
			a				

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	907	334	573	594	141	44	128	313
Effective base	360	127	235	331	84	23	66	118
Weighted Base	864	270	595	827	30	5	3	37
Royal Mail	680	193	487	657	19	3	2	24
	79%	72%	82%	79%	63%	73%	63%	64%
			a	bde				
Hermes	58	18	40	58	*	-	*	*
	7%	7%	7%	7%	1%	-%	1%	1%
				be				
Parcelforce	40	16	25	39	1	*	*	1
	5%	6%	4%	5%	3%	7%	5%	4%
UPS	18	7	11	16	1	*	*	1
	2%	3%	2%	2%	4%	*%	3%	4%
DPD/DPD Local	17	6	11	15	2	*	*	3
	2%	2%	2%	2%	7%	10%	5%	7%
					a	a		a
DHL	12	5	6	9	3	*	*	3
	1%	2%	1%	1%	9%	4%	6%	8%
					a		a	a
FedEx	10	8	2	8	1	-	*	1
	1%	3%	*%	1%	4%	-%	3%	3%
		b						
TNT Express	7	7	*	6	1	-	*	1
	1%	3%	*%	1%	3%	-%	2%	3%
		b			a			
UK Mail	5	*	4	4	*	-	*	*
	1%	*%	1%	1%	1%	-%	*%	1%
Yodel	4	*	4	4	*	-	*	*
	1%	*%	1%	1%	1%	-%	*%	1%
Pitney Bowes	2	-	2	2	*	*	-	*
	*%	-%	*%	*%	*%	1%	-%	*%
Amazon Logistics	2	-	2	2	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
Whistl (Previously known as TNT Post)	*	*	*	*	-	-	*	*
	*%	*%	*%	*%	-%	-%	1%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	907	334	573	594	141	44	128	313
Effective base	360	127	235	331	84	23	66	118
Weighted Base	864	270	595	827	30	5	3	37
Citipost	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	5%	*%
							ae	
DX	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%
Secured Mail	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	*%	*%
Other answers	8	8	*	7	1	*	*	1
	1%	3%	*%	1%	3%	6%	6%	4%
		b				a	a	a
NET: RM Only	680	193	487	657	19	3	2	24
	79%	72%	82%	79%	63%	73%	63%	64%
			a	bde				
NET: Provider other than RM	184	76	108	171	11	1	1	13
	21%	28%	18%	21%	37%	27%	37%	36%
		b			a		a	a
NET: RM/Parcelforce	721	209	512	696	20	4	2	25
	83%	78%	86%	84%	66%	79%	68%	68%
			a	bde				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	907	350	163	81	79	106	128	594	141	172
Effective base	360	209	88	42	49	56	66	331	84	52
Weighted Base	864	556	209	62	19	16	3	827	30	7
Royal Mail	680	441	173	42	13	9	2	657	19	5
	79%	79%	83%	69%	68%	60%	63%	79%	63%	69%
		efh	defh					efh		
Hermes	58	49	8	1	*	*	*	58	*	*
	7%	9%	4%	1%	1%	1%	1%	7%	1%	*%
		dfhi						h		
Parcelforce	40	29	8	2	1	1	*	39	1	*
	5%	5%	4%	4%	4%	4%	5%	5%	3%	6%
UPS	18	9	5	2	1	*	*	16	1	*
	2%	2%	2%	3%	4%	3%	3%	2%	4%	1%
DPD/DPD Local	17	8	7	*	1	2	*	15	2	1
	2%	1%	3%	*%	4%	11%	5%	2%	7%	8%
						acg			ag	ag
DHL	12	4	2	2	1	1	*	9	3	*
	1%	1%	1%	3%	7%	9%	6%	1%	9%	4%
					abg	abg	ag		abg	
FedEx	10	3	1	4	*	1	*	8	1	*
	1%	1%	1%	6%	2%	5%	3%	1%	4%	1%
				abg		ag			a	
TNT Express	7	4	*	1	1	*	*	6	1	*
	1%	1%	*%	2%	4%	2%	2%	1%	3%	1%
									g	
UK Mail	5	1	2	1	-	*	*	4	*	*
	1%	*%	1%	2%	-%	2%	*%	1%	1%	*%
Yodel	4	-	-	4	*	-	*	4	*	*
	1%	-%	-%	7%	1%	-%	*%	1%	1%	*%
				abgi						
Pitney Bowes	2	-	2	-	-	*	-	2	*	*
	*%	-%	1%	-%	-%	1%	-%	*%	*%	*%
Amazon Logistics	2	2	-	-	-	-	*	2	-	*
	*%	*%	-%	-%	-%	-%	*%	*%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	907	350	163	81	79	106	128	594	141	172
Effective base	360	209	88	42	49	56	66	331	84	52
Weighted Base	864	556	209	62	19	16	3	827	30	7
Whistl (Previously known as TNT Post)	*	*	-	-	-	-	*	*	-	*
	*%	*%	-%	-%	-%	-%	1%	*%	-%	*%
Citipost	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	5%	-%	-%	2%
							abg			
DX	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
Secured Mail	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
Other answers	8	4	1	1	1	*	*	7	1	*
	1%	1%	1%	2%	5%	2%	6%	1%	3%	6%
					ag		ag			ag
NET: RM Only	680	441	173	42	13	9	2	657	19	5
	79%	79%	83%	69%	68%	60%	63%	79%	63%	69%
		efh	defh					efh		
NET: Provider other than RM	184	115	36	19	6	6	1	171	11	2
	21%	21%	17%	31%	32%	40%	37%	21%	37%	31%
					b	abg	abg		abg	
NET: RM/Parcelforce	721	470	181	45	13	10	2	696	20	5
	83%	85%	86%	72%	71%	64%	68%	84%	66%	75%
		defh	defh					defh		

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	907	371	121	51	28	107
Effective base	360	217	45	17	9	17
Weighted Base	864	585	96	29	7	20
Royal Mail	680	470	79	17	3	15
	79%	80%	82%	58%	41%	74%
		c	c			
Hermes	58	49	4	-	-	*
	7%	8%	4%	-%	-%	1%
Parcelforce	40	28	3	1	3	*
	5%	5%	3%	5%	38%	1%
UPS	18	12	*	1	-	1
	2%	2%	*%	2%	-%	4%
DPD/DPD Local	17	6	5	2	1	*
	2%	1%	5%	8%	9%	2%
				a		
DHL	12	4	2	1	*	1
	1%	1%	2%	5%	5%	3%
FedEx	10	2	1	*	*	*
	1%	*%	1%	1%	*%	2%
TNT Express	7	4	*	-	-	2
	1%	1%	*%	-%	-%	10%
						a
UK Mail	5	3	*	*	-	*
	1%	*%	*%	*%	-%	1%
Yodel	4	1	*	3	-	*
	1%	*%	*%	11%	-%	1%
				ab		
Pitney Bowes	2	-	1	1	-	*
	*%	-%	1%	5%	-%	*%
				a		
Amazon Logistics	2	2	*	-	-	-
	*%	*%	*%	-%	-%	-%
Whistl (Previously known as TNT Post)	*	*	-	-	*	*
	*%	*%	-%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	907	371	121	51	28	107
Effective base	360	217	45	17	9	17
Weighted Base	864	585	96	29	7	20
Citipost	*	-	*	-	*	-
	*%	-%	*%	-%	2%	-%
DX	*	-	*	-	-	-
	*%	-%	*%	-%	-%	-%
Secured Mail	*	-	*	-	-	-
	*%	-%	*%	-%	-%	-%
Other answers	8	2	-	1	*	*
	1%	*%	-%	4%	6%	*%
NET: RM Only	680	470	79	17	3	15
	79%	80%	82%	58%	41%	74%
		c	c			
NET: Provider other than RM	184	115	17	12	4	5
	21%	20%	18%	42%	59%	26%
				ab		
NET: RM/Parcelforce	721	498	82	18	5	15
	83%	85%	86%	63%	78%	75%
		c				

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	907	53	49	86	33	49	68	47	62	49	496	137	134	140
Effective base	360	36	31	49	18	29	41	36	31	31	293	79	84	40
Weighted Base	864	81	68	150	37	62	109	121	78	67	772	46	33	13
Royal Mail	680	68	48	112	31	43	90	103	65	52	612	35	24	9
	79%	85%	70%	75%	82%	70%	83%	86%	84%	77%	79%	76%	72%	70%
Hermes	58	3	3	11	2	12	5	10	5	1	52	3	2	1
	7%	4%	5%	8%	4%	19% fijm	4%	8%	6%	1%	7%	7%	7%	5%
Parcelforce	40	5	7	8	-	2	5	4	4	3	37	1	2	1
	5%	6%	10%	5%	-%	3%	4%	4%	5%	4%	5%	3%	5%	5%
UPS	18	1	-	6	-	3	-	-	2	2	15	2	1	*
	2%	2%	-%	4%	-%	4%	-%	-%	2%	3%	2%	4%	4%	1%
DPD/DPD Local	17	3	3	3	2	*	*	3	*	*	15	1	1	1
	2%	3%	5%	2%	5%	*%	*%	2%	*%	*%	2%	3%	2%	5%
DHL	12	-	3	*	2	2	*	*	*	-	9	1	*	1
	1%	-%	5%	*%	6%	3%	*%	*%	1%	-%	1%	2%	1%	9% j
FedEx	10	-	*	2	-	*	2	-	2	2	8	1	1	*
	1%	-%	*%	1%	-%	*%	2%	-%	2%	2%	1%	3%	2%	1%
TNT Express	7	-	1	4	-	-	1	-	*	-	7	-	*	*
	1%	-%	2%	3%	-%	-%	1%	-%	*%	-%	1%	-%	1%	*%
UK Mail	5	-	*	-	1	-	-	-	-	2	3	*	1	*
	1%	-%	*%	-%	3%	-%	-%	-%	-%	3%	*%	1%	3% j	*%
Yodel	4	-	-	*	-	-	3	-	-	*	3	1	-	-
	1%	-%	-%	*%	-%	-%	3%	-%	-%	*%	*%	2%	-%	-%
Pitney Bowes	2	-	-	-	-	-	2	-	-	-	2	-	*	*
	*%	-%	-%	-%	-%	-%	2%	-%	-%	-%	*%	-%	*%	*%
Amazon Logistics	2	-	-	-	-	-	-	-	-	2	2	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	3% j	*%	-%	-%	*%
Whistl (Previously known as TNT Post)	*	-	-	-	-	-	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	907	53	49	86	33	49	68	47	62	49	496	137	134	140
Effective base	360	36	31	49	18	29	41	36	31	31	293	79	84	40
Weighted Base	864	81	68	150	37	62	109	121	78	67	772	46	33	13
Citipost	*	-	-	*	-	-	-	-	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%
DX	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Secured Mail	*	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Other answers	8	-	2	2	*	*	-	-	*	3	7	*	1	*
	1%	-%	3%	1%	*%	*%	-%	-%	*%	5%	1%	*%	2%	2%
										jk				
NET: RM Only	680	68	48	112	31	43	90	103	65	52	612	35	24	9
	79%	85%	70%	75%	82%	70%	83%	86%	84%	77%	79%	76%	72%	70%
NET: Provider other than RM	184	12	20	37	7	19	19	17	13	15	160	11	9	4
	21%	15%	30%	25%	18%	30%	17%	14%	16%	23%	21%	24%	28%	30%
NET: RM/Parcelforce	721	73	55	120	31	45	95	108	69	54	649	36	26	10
	83%	91%	81%	80%	82%	73%	87%	89%	88%	81%	84%	79%	77%	75%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	907	35	103	7	71	183	32	51	377	727	180	803	104
Effective base	360	10	41	3	29	77	14	19	160	291	72	335	30
Weighted Base	864	21	105	1	68	240	20	44	306	724	141	820	44
Royal Mail	680	18	83	1	54	188	15	42	233	565	116	647	33
	79%	89%	80%	92%	79%	78%	76%	97% h	76%	78%	82%	79%	75%
Hermes	58	-	11	-	8	12	-	-	20	46	12	58	*
	7%	-%	10%	-%	12%	5%	-%	-%	7%	6%	9%	7%	*%
Parcelforce	40	2	*	-	*	17	*	*	18	35	5	38	2
	5%	9%	*%	-%	*%	7%	*%	*%	6%	5%	4%	5%	5%
UPS	18	-	*	-	*	9	-	*	5	17	*	16	1
	2%	-%	*%	-%	*%	4%	-%	1%	2%	2%	*%	2%	3%
DPD/DPD Local	17	1	1	*	-	4	2	*	10	15	2	17	*
	2%	3%	1%	8%	-%	1%	11% be	*%	3%	2%	2%	2%	*%
DHL	12	-	4	-	1	1	-	1	2	10	2	10	2
	1%	-%	4%	-%	1%	*%	-%	2%	1%	1%	1%	1%	4%
FedEx	10	-	1	-	4	1	-	-	4	10	-	8	2
	1%	-%	1%	-%	5%	*%	-%	-%	1%	1%	-%	1%	4%
TNT Express	7	-	2	-	1	-	-	-	4	7	*	6	1
	1%	-%	2%	-%	1%	-%	-%	-%	1%	1%	*%	1%	3%
UK Mail	5	-	3	-	1	*	1	-	*	5	-	5	*
	1%	-%	2%	-%	1%	*%	5% h	-%	*%	1%	-%	1%	*%
Yodel	4	-	-	-	-	4	-	-	*	4	*	4	-
	1%	-%	-%	-%	-%	2%	-%	-%	*%	1%	*%	1%	-%
Pitney Bowes	2	-	-	-	-	-	1	*	1	1	1	1	1
	*%	-%	-%	-%	-%	-%	7% eh	*%	*%	*%	1%	*%	3% a
Amazon Logistics	2	-	-	-	-	*	-	-	2	2	-	2	*
	*%	-%	-%	-%	-%	*%	-%	-%	1%	*%	-%	*%	*%
Whistl (Previously known as TNT Post)	*	*	-	-	*	-	-	-	*	*	-	*	*
	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	907	35	103	7	71	183	32	51	377	727	180	803	104
Effective base	360	10	41	3	29	77	14	19	160	291	72	335	30
Weighted Base	864	21	105	1	68	240	20	44	306	724	141	820	44
Citipost	*	-	-	-	-	*	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	-%
DX	*	-	*	-	-	-	-	-	-	*	-	*	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Secured Mail	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Other answers	8	*	*	-	-	3	*	-	5	7	2	8	1
	1%	*%	*%	-%	-%	1%	*%	-%	2%	1%	1%	1%	2%
NET: RM Only	680	18	83	1	54	188	15	42	233	565	116	647	33
	79%	89%	80%	92%	79%	78%	76%	97% h	76%	78%	82%	79%	75%
NET: Provider other than RM	184	2	21	*	14	52	5	1	72	159	25	173	11
	21%	11%	20%	8%	21%	22%	24%	3%	24% g	22%	18%	21%	25%
NET: RM/Parcelforce	721	20	84	1	54	205	15	43	251	600	121	685	36
	83%	97%	80%	92%	79%	86%	77%	97%	82%	83%	86%	84%	80%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	907	900	7	393	240	274
Effective base	360	357	3	165	76	121
Weighted Base	864	856	9	392	158	315
Royal Mail	680	672	9	304	120	257
	79%	78%	100%	77%	76%	82%
Hermes	58	58	-	31	10	17
	7%	7%	-%	8%	6%	5%
Parcelforce	40	40	-	16	10	15
	5%	5%	-%	4%	6%	5%
UPS	18	18	-	7	2	9
	2%	2%	-%	2%	1%	3%
DPD/DPD Local	17	17	-	7	5	6
	2%	2%	-%	2%	3%	2%
DHL	12	12	-	2	6	3
	1%	1%	-%	1%	4%	1%
FedEx	10	10	-	7	1	2
	1%	1%	-%	2%	1%	1%
TNT Express	7	7	-	1	1	4
	1%	1%	-%	*%	1%	1%
UK Mail	5	5	-	2	3	-
	1%	1%	-%	*%	2%	-%
Yodel	4	4	-	3	*	1
	1%	1%	-%	1%	*%	*%
Pitney Bowes	2	2	-	2	*	*
	*%	*%	-%	1%	*%	*%
Amazon Logistics	2	2	-	2	*	-
	*%	*%	-%	*%	*%	-%
Whistl (Previously known as TNT Post)	*	*	-	*	*	*
	*%	*%	-%	*%	*%	*%
Citipost	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%

Columns Tested:: a,b - a,b,c
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	907	900	7	393	240	274
Effective base	360	357	3	165	76	121
Weighted Base	864	856	9	392	158	315
DX	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%
Secured Mail	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%
Other answers	8	8	-	7	1	1
	1%	1%	-%	2%	*%	*%
NET: RM Only	680	672	9	304	120	257
	79%	78%	100%	77%	76%	82%
NET: Provider other than RM	184	184	-	88	38	58
	21%	22%	-%	23%	24%	18%
NET: RM/Parcelforce	721	712	9	320	129	272
	83%	83%	100%	82%	82%	86%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	907	570	224	60	15	17	11	5	5	794	113	53	161	409	337
Effective base	360	275	67	12	3	4	1	2	2	342	20	9	86	189	85
Weighted Base	864	660	172	21	6	3	1	*	1	832	33	12	207	453	205
Royal Mail	680	549	108	15	5	2	*	*	*	657	23	8	181	368	132
	79%	83%	63%	73%	85%	73%	9%	62%	36%	79%	72%	70%	88%	81%	64%
		b								b			c	c	
Hermes	58	41	17	*	*	-	*	-	-	58	*	*	9	32	17
	7%	6%	10%	1%	*%	-%	1%	-%	-%	7%	1%	*%	4%	7%	8%
Parcelforce	40	26	13	1	-	-	-	*	-	39	1	*	5	21	14
	5%	4%	8%	6%	-%	-%	-%	33%	-%	5%	4%	1%	2%	5%	7%
UPS	18	7	10	1	*	1	-	*	*	16	1	1	-	7	11
	2%	1%	6%	3%	2%	22%	-%	5%	3%	2%	4%	7%	-%	1%	5%
			a												
DPD/DPD Local	17	8	7	2	*	*	*	-	-	15	3	1	*	7	10
	2%	1%	4%	9%	7%	3%	2%	-%	-%	2%	8%	5%	*%	2%	5%
				a											
DHL	12	6	4	1	-	-	*	*	-	11	1	*	2	5	5
	1%	1%	3%	5%	-%	-%	2%	*%	-%	1%	3%	*%	1%	1%	3%
FedEx	10	8	*	*	*	-	*	-	-	9	1	*	5	3	1
	1%	1%	*%	2%	6%	-%	*%	-%	-%	1%	2%	3%	3%	1%	1%
TNT Express	7	1	6	*	-	-	-	-	-	7	*	-	-	1	6
	1%	*%	4%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	*%	3%
			a												
UK Mail	5	4	-	*	-	*	-	-	-	4	*	*	4	1	*
	1%	1%	-%	2%	-%	1%	-%	-%	-%	1%	1%	*%	2%	*%	*%
Yodel	4	*	4	-	-	-	-	-	*	4	*	*	-	*	4
	1%	*%	2%	-%	-%	-%	-%	-%	1%	1%	*%	*%	-%	*%	2%
			a												
Pitney Bowes	2	-	2	-	-	-	1	-	-	2	1	1	-	-	2
	*%	-%	1%	-%	-%	-%	86%	-%	-%	*%	3%	8%	-%	-%	1%
												ai			
Amazon Logistics	2	2	-	-	-	-	-	-	-	2	-	-	-	2	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	*	-	*	-	-	-	-	-	*	*	-	*	*	*
	*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	907	570	224	60	15	17	11	5	5	794	113	53	161	409	337
Effective base	360	275	67	12	3	4	1	2	2	342	20	9	86	189	85
Weighted Base	864	660	172	21	6	3	1	*	1	832	33	12	207	453	205
Citipost	*	*	*	-	-	-	-	-	-	*	-	-	-	*	*
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%
DX	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
Secured Mail	*	-	*	-	-	-	-	-	-	*	-	-	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%
Other answers	8	8	*	*	-	*	-	-	1	8	1	1	1	7	1
	1%	1%	*%	*%	-%	2%	-%	-%	60%	1%	2%	5%	*%	1%	*%
NET: RM Only	680	549	108	15	5	2	*	*	*	657	23	8	181	368	132
	79%	83% b	63%	73%	85%	73%	9%	62%	36%	79% b	72%	70%	88% c	81% c	64%
NET: Provider other than RM	184	111	64	6	1	1	1	*	1	175	9	4	26	85	73
	21%	17%	37% ai	27%	15%	27%	91%	38%	64%	21%	28%	30%	12%	19%	36% ab
NET: RM/Parcelforce	721	575	121	17	5	2	*	*	*	696	25	8	186	389	146
	83%	87% b	70%	79%	85%	73%	9%	95%	36%	84% b	76%	71%	90% c	86% c	71%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	907	551	494	666	907	215	282	442	74	44	37	28	22	19
Effective base	360	194	184	249	360	55	103	201	24	12	9	5	3	4
Weighted Base	864	411	429	582	864	117	243	479	60	17	9	7	8	3
Royal Mail	680	340	344	477	680	89	175	390	51	14	7	4	7	3
	79%	83% f	80%	82% f	79%	77%	72%	82%	85%	85%	84%	59%	91%	91%
Hermes	58	17	26	34	58	11	23	31	1	1	-	-	*	*
	7%	4%	6%	6%	7%	9%	9%	6%	2%	6%	-%	-%	*%	7%
Parcelforce	40	18	26	28	40	4	21	24	3	1	*	*	-	*
	5%	4%	6%	5%	5%	3%	9%	5%	6%	5%	1%	2%	-%	1%
UPS	18	7	9	9	18	5	6	9	*	-	*	*	*	-
	2%	2%	2%	2%	2%	4%	3%	2%	*%	-%	*%	*%	*%	-%
DPD/DPD Local	17	11	9	11	17	3	5	5	3	*	*	2	*	*
	2%	3%	2%	2%	2%	2%	2%	1%	5%	*%	3%	34%	*%	*%
DHL	12	6	6	9	12	*	3	8	*	*	1	*	*	*
	1%	1%	1%	1%	1%	*%	1%	2%	*%	*%	10%	*%	2%	1%
FedEx	10	5	3	5	10	1	2	4	1	1	*	*	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	*%	*%	-%	-%
TNT Express	7	*	*	*	7	*	1	*	-	*	-	*	-	-
	1%	*%	*%	*%	1%	*%	*%	*%	-%	*%	-%	*%	-%	-%
UK Mail	5	1	*	1	5	*	*	1	*	-	-	*	-	-
	1%	*%	*%	*%	1%	*%	*%	*%	*%	-%	-%	5%	-%	-%
Yodel	4	*	*	*	4	*	1	*	-	-	-	-	-	-
	1%	*%	*%	*%	1%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Pitney Bowes	2	2	*	2	2	1	*	1	-	-	*	-	*	-
	*%	*%	*%	*%	*%	1%	*%	*%	-%	-%	*%	-%	*%	-%
Amazon Logistics	2	*	*	*	2	2	2	-	-	-	-	*	-	-
	*%	*%	*%	*%	*%	2%	1%	-%	-%	-%	-%	*%	-%	-%
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	-	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%
Citipost	*	*	*	*	*	*	*	-	-	-	*	-	*	-
	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	1%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	907	551	494	666	907	215	282	442	74	44	37	28	22	19
Effective base	360	194	184	249	360	55	103	201	24	12	9	5	3	4
Weighted Base	864	411	429	582	864	117	243	479	60	17	9	7	8	3
DX	*	-	*	*	*	*	-	-	-	-	-	*	-	-
	*%	-%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
Secured Mail	*	*	-	*	*	*	-	-	-	*	-	-	-	-
	*%	*%	-%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Other answers	8	4	6	6	8	1	5	5	*	-	-	*	1	-
	1%	1%	1%	1%	1%	1%	2%	1%	*%	-%	-%	*%	7%	-%
NET: RM Only	680	340	344	477	680	89	175	390	51	14	7	4	7	3
	79%	83%	80%	82%	79%	77%	72%	82%	85%	85%	84%	59%	91%	91%
		f		f										
NET: Provider other than RM	184	71	85	105	184	27	68	88	9	3	1	3	1	*
	21%	17%	20%	18%	21%	23%	28%	18%	15%	15%	16%	41%	9%	9%
							ac							
NET: RM/Parcelforce	721	358	370	505	721	93	196	414	54	15	7	4	7	3
	83%	87%	86%	87%	83%	80%	81%	87%	90%	90%	85%	60%	91%	92%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	907	709	54	39	35	16	33	21	70	153	134	202	136	41
Effective base	360	316	18	8	9	6	3	6	16	79	53	83	28	7
Weighted Base	864	771	44	21	13	5	4	6	15	176	131	188	71	16
Royal Mail	680	610	32	19	11	3	1	5	9	152	107	157	51	11
	79%	79% fh	71%	90% f	88% f	51%	20%	83%	57%	86%	81%	83%	72%	69%
Hermes	58	56	1	*	*	1	*	*	1	6	9	8	9	1
	7%	7%	2%	*%	1%	15%	4%	*%	7%	3%	7%	5%	13%	6%
Parcelforce	40	38	2	-	*	*	*	-	*	5	8	7	6	2
	5%	5%	5%	-%	1%	2%	1%	-%	1%	3%	6%	4%	9%	11%
UPS	18	12	5	1	*	*	*	-	*	-	*	9	1	*
	2%	2%	11% a	3%	*%	*%	3%	-%	1%	-%	*%	5%	1%	*%
DPD/DPD Local	17	13	*	1	*	*	2	*	2	6	-	3	*	2
	2%	2%	1%	5%	4%	6%	56% ab	*%	15% a	3%	-%	1%	*%	13%
DHL	12	8	2	*	-	1	*	*	1	1	5	1	3	*
	1%	1%	4%	*%	-%	26%	*%	*%	9% a	*%	3%	*%	4%	*%
FedEx	10	9	-	-	*	-	*	*	*	3	2	*	1	*
	1%	1%	-%	-%	3%	-%	*%	*%	*%	1%	1%	*%	2%	*%
TNT Express	7	7	-	-	-	-	*	-	*	*	-	*	*	*
	1%	1%	-%	-%	-%	-%	*%	-%	*%	*%	-%	*%	*%	*%
UK Mail	5	2	3	-	*	-	*	*	*	1	-	*	-	*
	1%	*%	6% a	-%	2%	-%	*%	*%	*%	*%	-%	*%	-%	*%
Yodel	4	4	-	-	-	-	*	-	*	-	-	*	*	-
	1%	1%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	*%	-%
Pitney Bowes	2	1	*	-	-	-	-	1	1	1	-	*	*	-
	*%	*%	*%	-%	-%	-%	-%	16%	6% a	1%	-%	*%	*%	-%
Amazon Logistics	2	2	-	-	-	-	*	-	*	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	907	709	54	39	35	16	33	21	70	153	134	202	136	41
Effective base	360	316	18	8	9	6	3	6	16	79	53	83	28	7
Weighted Base	864	771	44	21	13	5	4	6	15	176	131	188	71	16
Whistl (Previously known as TNT Post)	*	*	*	-	*	-	-	-	-	-	-	*	-	*
	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%
Citipost	*	-	-	*	-	-	*	-	*	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	*%	-%	*%	-%	-%	-%	-%	1%
DX	*	-	-	-	-	-	*	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	*%
Secured Mail	*	-	-	*	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Other answers	8	8	-	-	*	-	1	-	1	2	*	3	1	-
	1%	1%	-%	-%	*%	-%	15% a	-%	4%	1%	*%	2%	1%	-%
NET: RM Only	680	610	32	19	11	3	1	5	9	152	107	157	51	11
	79%	79% fh	71%	90% f	88% f	51%	20%	83%	57%	86%	81%	83%	72%	69%
NET: Provider other than RM	184	161	13	2	1	3	3	1	7	24	24	32	20	5
	21%	21%	29%	10%	12%	49%	80% acd	17%	43% a	14%	19%	17%	28%	31%
NET: RM/Parcelforce	721	648	34	19	11	3	1	5	9	157	115	164	57	13
	83%	84% fh	76%	90% f	90% f	53%	21%	83%	58%	89%	88%	87%	80%	80%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	907	296	187	250	128	46	554	73	273	721	186	596	70
Effective base	360	151	83	85	36	7	233	27	102	299	61	233	16
Weighted Base	864	354	194	229	74	14	594	59	209	728	137	544	38
Royal Mail	680	301	145	181	43	10	454	46	178	673	7	461	16
	79%	85% d	75%	79% d	59%	72%	76%	79%	85%	92% b	5%	85% b	41%
Hermes	58	17	21	12	8	1	43	1	14	17	41	25	9
	7%	5%	11%	5%	10%	7%	7%	2%	7%	2%	30% a	5%	23% a
Parcelforce	40	16	10	7	8	*	37	-	2	18	22	26	3
	5%	4%	5%	3%	10%	1%	6% c	-%	1%	2%	16% a	5%	7%
UPS	18	2	2	9	4	*	16	*	1	7	11	9	1
	2%	1%	1%	4%	5%	*%	3%	*%	1%	1%	8% a	2%	2%
DPD/DPD Local	17	4	6	5	1	3	13	4	1	6	12	11	*
	2%	1%	3%	2%	1%	18% a	2%	6% c	*%	1%	9% a	2%	*%
DHL	12	4	5	1	2	*	9	1	2	2	9	5	3
	1%	1%	3%	*%	2%	2%	1%	2%	1%	*%	7% a	1%	9% a
FedEx	10	4	1	*	5	*	4	-	6	3	6	5	*
	1%	1%	*%	*%	7% c	*%	1%	-%	3%	*%	5% a	1%	*%
TNT Express	7	*	1	4	2	*	5	*	2	*	7	*	*
	1%	*%	*%	2%	2%	*%	1%	*%	1%	*%	5% a	*%	*%
UK Mail	5	1	*	2	*	*	2	3	1	-	5	1	*
	1%	*%	*%	1%	1%	*%	*%	4% a	*%	-%	3% a	*%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	907	296	187	250	128	46	554	73	273	721	186	596	70
Effective base	360	151	83	85	36	7	233	27	102	299	61	233	16
Weighted Base	864	354	194	229	74	14	594	59	209	728	137	544	38
Yodel	4	-	-	4	*	-	4	-	*	-	4	*	*
	1%	-%	-%	2%	*%	-%	1%	-%	*%	-%	3% a	*%	1%
Pitney Bowes	2	1	1	*	*	-	*	2	*	*	2	*	1
	*%	*%	1%	*%	*%	-%	*%	4% ac	*%	*%	2% a	*%	4% a
Amazon Logistics	2	-	-	2	-	*	2	-	-	-	2	-	*
	*%	-%	-%	1%	-%	*%	*%	-%	-%	-%	1%	-%	*%
Whistl (Previously known as TNT Post)	*	*	*	*	-	*	*	-	*	-	*	-	*
	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	*%	-%	*%
Citipost	*	-	-	-	*	*	*	-	-	-	*	*	*
	*%	-%	-%	-%	*%	*%	*%	-%	-%	-%	*%	*%	*%
DX	*	-	-	-	-	*	*	-	-	-	*	-	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	-%	*%
Secured Mail	*	-	-	*	-	-	-	*	-	*	-	*	-
	*%	-%	-%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%
Other answers	8	3	2	1	2	-	5	1	2	2	7	2	5
	1%	1%	1%	*%	3%	-%	1%	2%	1%	*%	5% a	*%	12% a
NET: RM Only	680	301	145	181	43	10	454	46	178	673	7	461	16
	79%	85% d	75%	79% d	59%	72%	76%	79%	85%	92% b	5%	85% b	41%
NET: Provider other than RM	184	53	48	48	30	4	140	12	31	55	129	83	23
	21%	15%	25%	21%	41% ac	28%	24%	21%	15%	8%	95% a	15%	59% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	907	296	187	250	128	46	554	73	273	721	186	596	70
Effective base	360	151	83	85	36	7	233	27	102	299	61	233	16
Weighted Base	864	354	194	229	74	14	594	59	209	728	137	544	38
NET: RM/Parcelforce	721	316	155	188	51	10	491	46	181	691	30	487	18
	83%	89% d	80%	82%	69%	72%	83%	79%	86%	95% b	22%	89% b	48%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	907	181	199	237	68	652	255	316	472	124	298	404	117	1
Effective base	360	77	62	97	11	277	84	103	169	32	106	154	37	1
Weighted Base	864	196	139	230	24	680	184	232	360	66	245	358	94	*
Royal Mail	680	178	21	151	6	680	-	195	299	50	200	292	75	*
	79%	90% b	15%	66% b	27%	100% b	-%	84%	83%	75%	82%	81%	80%	100%
Hermes	58	4	43	26	3	-	58	9	13	2	10	18	5	-
	7%	2%	31% a	11%	14%	-%	31% a	4%	4%	4%	4%	5%	6%	-%
Parcelforce	40	4	29	24	4	-	40	12	17	1	22	20	7	-
	5%	2%	21% a	10%	16%	-%	22% a	5%	5%	2%	9%	6%	7%	-%
UPS	18	7	8	7	2	-	18	5	7	5	1	9	5	-
	2%	3%	6%	3%	10%	-%	10% a	2%	2%	7%	*%	3%	5%	-%
DPD/DPD Local	17	3	10	11	*	-	17	4	8	3	4	8	*	-
	2%	2%	7%	5%	1%	-%	9% a	2%	2%	4%	2%	2%	*%	-%
DHL	12	*	10	5	3	-	12	2	5	*	4	3	*	-
	1%	*%	7% a	2%	14%	-%	6% a	1%	1%	*%	2%	1%	*%	-%
FedEx	10	*	5	5	1	-	10	3	5	3	1	3	*	-
	1%	*%	4%	2%	2%	-%	5% a	1%	1%	4%	*%	1%	*%	-%
TNT Express	7	-	6	*	*	-	7	*	*	*	*	*	*	-
	1%	-%	4%	*%	*%	-%	4% a	*%	*%	*%	*%	*%	*%	-%
UK Mail	5	*	2	*	1	-	5	1	*	*	*	*	*	-
	1%	*%	1%	*%	4%	-%	3% a	*%	*%	*%	*%	*%	*%	-%
Yodel	4	-	1	*	-	-	4	*	*	*	*	*	*	-
	1%	-%	1%	*%	-%	-%	2% a	*%	*%	*%	*%	*%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	907	181	199	237	68	652	255	316	472	124	298	404	117	1
Effective base	360	77	62	97	11	277	84	103	169	32	106	154	37	1
Weighted Base	864	196	139	230	24	680	184	232	360	66	245	358	94	*
Pitney Bowes	2	*	1	-	2	-	2	*	2	*	*	*	*	-
	*%	*%	1%	-%	6%	-%	1%	*%	*%	*%	*%	*%	*%	-%
Amazon Logistics	2	-	*	-	*	-	2	*	-	*	*	-	*	-
	*%	-%	*%	-%	*%	-%	1%	*%	-%	*%	*%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	-	*	-	*	-	*	*	*	*	*	*	*	-
	*%	-%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%
Citipost	*	-	*	-	*	-	*	*	*	-	*	-	*	-
	*%	-%	*%	-%	1%	-%	*%	*%	*%	-%	*%	-%	*%	-%
DX	*	-	*	-	*	-	*	-	-	-	*	-	-	-
	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%
Secured Mail	*	-	*	*	-	-	*	*	-	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	*%	*%	-%	*%	-%	-%	-%	-%
Other answers	8	-	4	2	1	-	8	2	4	2	3	6	1	-
	1%	-%	3%	1%	6%	-%	5% a	1%	1%	3%	1%	2%	1%	-%
NET: RM Only	680	178	21	151	6	680	-	195	299	50	200	292	75	*
	79%	90% b	15%	66% b	27%	100% b	-%	84%	83%	75%	82%	81%	80%	100%
NET: Provider other than RM	184	19	118	79	17	-	184	38	62	16	45	66	18	-
	21%	10%	85% a	34%	73% a	-%	100% a	16%	17%	25%	18%	19%	20%	-%
NET: RM/Parcelforce	721	182	50	175	10	680	40	206	315	52	222	311	82	*
	83%	92% b	36%	76% b	43%	100% b	22%	89%	87%	78%	91%	87%	88%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	907	649	561	185	2	514	453	700	503	404	19
Effective base	360	250	227	66	2	190	174	288	186	153	3
Weighted Base	864	603	553	159	1	406	408	702	431	354	8
Royal Mail	680	454	466	127	1	338	333	646	356	302	7
	79%	75%	84% a	80%	100%	83%	82%	92% ab	83%	85%	94%
Hermes	58	44	36	4	-	16	21	19	17	21	*
	7%	7%	6%	3%	-%	4%	5%	3%	4%	6%	*%
Parcelforce	40	33	17	6	-	17	25	12	22	18	*
	5%	6%	3%	4%	-%	4%	6% c	2%	5%	5%	*%
UPS	18	12	16	6	-	7	9	9	9	2	-
	2%	2%	3%	4%	-%	2%	2%	1%	2%	1%	-%
DPD/DPD Local	17	15	6	4	-	11	9	3	10	6	*
	2%	3%	1%	2%	-%	3% c	2%	*%	2%	2%	3%
DHL	12	10	3	4	-	6	6	5	7	2	*
	1%	2%	*%	2%	-%	1%	2%	1%	2%	1%	1%
FedEx	10	7	1	5	-	5	1	3	4	1	*
	1%	1%	*%	3% b	-%	1%	*%	*%	1%	*%	1%
TNT Express	7	7	1	1	-	*	*	*	*	*	*
	1%	1%	*%	1%	-%	*%	*%	*%	*%	*%	*%
UK Mail	5	5	*	*	-	1	*	*	1	*	-
	1%	1%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Yodel	4	4	1	*	-	*	*	1	-	*	-
	1%	1%	*%	*%	-%	*%	*%	*%	-%	*%	-%
Pitney Bowes	2	2	*	*	-	2	*	*	2	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Amazon Logistics	2	2	-	*	-	-	-	-	-	-	-
	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	907	649	561	185	2	514	453	700	503	404	19
Effective base	360	250	227	66	2	190	174	288	186	153	3
Weighted Base	864	603	553	159	1	406	408	702	431	354	8
Whistl (Previously known as TNT Post)	*	*	*	*	-	*	*	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
Citipost	*	*	*	*	-	-	*	-	*	*	-
	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%	-%
DX	*	*	*	-	-	-	-	-	-	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	*	-	*	-	-	-	*	-	-	-
	*%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%
Other answers	8	6	7	2	-	3	3	2	3	1	-
	1%	1%	1%	1%	-%	1%	1%	*%	1%	*%	-%
NET: RM Only	680	454	466	127	1	338	333	646	356	302	7
	79%	75%	84% a	80%	100%	83%	82%	92% ab	83%	85%	94%
NET: Provider other than RM	184	149	88	32	-	68	75	55	74	52	*
	21%	25% b	16%	20%	-%	17% c	18% c	8%	17%	15%	6%
NET: RM/Parcelforce	721	487	483	133	1	355	358	659	379	320	7
	83%	81%	87%	83%	100%	88%	88%	94% ab	88%	90%	94%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	907	370	338	348	69	44	418	363	74	35	40	16
Effective base	360	142	146	138	34	21	152	139	28	8	17	5
Weighted Base	864	347	352	337	91	53	351	315	70	20	34	10
Royal Mail	680	312	330	308	78	47	291	271	61	19	14	9
	79%	90%	94%	91%	86%	88%	83%	86%	87% c	95% c	40%	95%
Hermes	58	17	15	2	2	2	14	20	4	1	9	-
	7%	5% c	4% c	1%	2%	3%	4%	6%	6%	3%	27% a	-%
Parcelforce	40	3	3	12	5	*	17	17	*	*	3	*
	5%	1%	1%	4%	5% b	*%	5%	5%	*%	1%	8%	*%
UPS	18	8	2	7	4	4	9	2	1	-	3	*
	2%	2%	1%	2%	5%	8% b	3%	1%	2%	-%	9%	*%
DPD/DPD Local	17	1	1	2	*	*	7	2	2	*	4	*
	2%	*%	*%	1%	*%	*%	2%	1%	3%	*%	12%	4%
DHL	12	1	1	5	1	-	4	2	1	*	*	-
	1%	*%	*%	1%	1%	-%	1%	1%	1%	*%	1%	-%
FedEx	10	2	*	*	*	*	4	1	*	*	*	-
	1%	1%	*%	*%	*%	*%	1%	*%	*%	*%	1%	-%
TNT Express	7	*	-	*	*	-	*	*	-	*	-	-
	1%	*%	-%	*%	*%	-%	*%	*%	-%	*%	-%	-%
UK Mail	5	-	-	*	*	*	-	-	*	-	1	-
	1%	-%	-%	*%	*%	*%	-%	-%	*%	-%	2%	-%
Yodel	4	1	*	1	-	-	-	*	-	-	-	-
	1%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Pitney Bowes	2	*	*	*	-	*	2	*	-	*	-	*
	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%
Amazon Logistics	2	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	907	370	338	348	69	44	418	363	74	35	40	16
Effective base	360	142	146	138	34	21	152	139	28	8	17	5
Weighted Base	864	347	352	337	91	53	351	315	70	20	34	10
Whistl (Previously known as TNT Post)	*	*	*	*	*	-	*	*	-	*	-	-
	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	-%
Citipost	*	-	-	-	-	-	*	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	-%	1%	-%	-%
DX	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	-	*	-	-	-	-	-	*	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%
Other answers	8	1	*	-	-	-	3	1	-	-	-	-
	1%	*%	*%	-%	-%	-%	1%	*%	-%	-%	-%	-%
NET: RM Only	680	312	330	308	78	47	291	271	61	19	14	9
	79%	90%	94%	91%	86%	88%	83%	86%	87% c	95% c	40%	95%
NET: Provider other than RM	184	35	22	29	13	6	60	45	9	1	21	*
	21%	10%	6%	9%	14%	12%	17%	14%	13%	5%	60% ab	5%
NET: RM/Parcelforce	721	315	332	320	83	47	308	287	61	19	16	9
	83%	91%	94%	95%	91%	88%	88%	91%	87% c	96% c	48%	95%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	907	762	571	819	700	554	543	781	149	1	712	42	267	550
Effective base	360	306	208	326	277	208	197	321	49	1	284	21	113	219
Weighted Base	864	720	472	768	674	481	436	777	127	1	668	58	274	526
Royal Mail	680	569	380	606	527	378	342	620	94	1	575	43	224	457
	79%	79%	80%	79%	78%	79%	78%	80%	74%	100%	86%	74%	82%	87%
Hermes	58	47	36	51	49	23	24	48	10	-	26	9	30	13
	7%	6%	8%	7%	7%	5%	6%	6%	8%	-%	4%	16% a	11% b	3%
Parcelforce	40	39	15	39	38	29	28	38	3	-	29	-	9	20
	5%	5%	3%	5%	6%	6%	6%	5%	3%	-%	4%	-%	3%	4%
UPS	18	15	12	17	15	14	6	17	4	-	9	3	5	7
	2%	2%	2%	2%	2%	3%	1%	2%	3%	-%	1%	5%	2%	1%
DPD/DPD Local	17	17	10	17	15	10	13	17	7	-	10	3	5	8
	2%	2%	2%	2%	2%	2%	3%	2%	6%	-%	1%	5%	2%	1%
DHL	12	8	7	10	10	5	7	10	4	-	9	-	1	9
	1%	1%	1%	1%	2%	1%	2%	1%	3%	-%	1%	-%	*%	2%
FedEx	10	8	3	8	6	6	7	8	*	-	4	-	*	5
	1%	1%	1%	1%	1%	1%	2%	1%	*%	-%	1%	-%	*%	1%
TNT Express	7	2	1	3	3	1	1	3	*	-	*	-	*	*
	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
UK Mail	5	2	*	2	2	3	1	2	*	-	*	1	1	*
	1%	*%	*%	*%	*%	1%	*%	*%	*%	-%	*%	1%	*%	*%
Yodel	4	4	*	4	1	1	*	4	*	-	-	*	*	1
	1%	1%	*%	1%	*%	*%	*%	1%	*%	-%	-%	*%	*%	*%
Pitney Bowes	2	2	1	2	*	*	1	2	1	-	2	-	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%	*%	*%
Amazon Logistics	2	*	*	*	*	2	*	-	*	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	*	*	*	*	*	*	*	*	*	-	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	907	762	571	819	700	554	543	781	149	1	712	42	267	550
Effective base	360	306	208	326	277	208	197	321	49	1	284	21	113	219
Weighted Base	864	720	472	768	674	481	436	777	127	1	668	58	274	526
Citipost	*	-	*	*	*	*	*	*	*	-	*	-	*	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%
DX	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Secured Mail	*	-	*	*	-	*	*	*	-	-	*	-	-	*
	*%	-%	*%	*%	-%	*%	*%	*%	-%	-%	*%	-%	-%	*%
Other answers	8	8	7	8	6	8	6	8	3	-	4	-	*	4
	1%	1%	2%	1%	1%	2%	1%	1%	3%	-%	1%	-%	*%	1%
NET: RM Only	680	569	380	606	527	378	342	620	94	1	575	43	224	457
	79%	79%	80%	79%	78%	79%	78%	80%	74%	100%	86%	74%	82%	87%
NET: Provider other than RM	184	151	92	163	147	103	94	157	33	-	93	15	50	70
	21%	21%	20%	21%	22%	21%	22%	20%	26%	-%	14%	26%	18%	13%
NET: RM/Parcelforce	721	608	395	645	565	407	370	658	97	1	604	43	232	477
	83%	84%	84%	84%	84%	85%	85%	85%	77%	100%	90% b	74%	85%	91%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	907	370	19	162	277	182	488	232	171	157	544	393	514
Effective base	360	136	7	49	112	72	196	90	66	57	226	138	229
Weighted Base	864	323	17	108	275	161	479	221	146	136	552	267	598
Royal Mail	680	166	8	51	148	115	393	169	84	101	474	198	482
	79%	52%	49%	47%	54%	72%	82%	76%	58%	74%	86% ab	74%	81%
Hermes	58	56	-	31	27	5	34	18	30	12	16	19	39
	7%	17%	-%	29% b	10%	3%	7%	8%	20% c	9% c	3%	7%	7%
Parcelforce	40	33	1	4	36	7	21	12	9	5	21	7	34
	5%	10%	6%	4%	13%	5%	4%	5%	6%	3%	4%	3%	6%
UPS	18	15	1	4	14	8	7	3	9	3	5	6	12
	2%	5%	5%	4%	5%	5%	1%	1%	6% c	2%	1%	2%	2%
DPD/DPD Local	17	16	-	6	11	5	6	6	*	6	11	10	7
	2%	5%	-%	6%	4%	3%	1%	3%	*%	4%	2%	4%	1%
DHL	12	7	1	1	10	3	4	4	2	1	8	7	4
	1%	2%	7%	1%	4%	2%	1%	2%	2%	1%	1%	3%	1%
FedEx	10	8	1	2	8	1	4	5	3	*	6	4	6
	1%	3%	3%	2%	3%	*%	1%	2%	2%	*%	1%	1%	1%
TNT Express	7	2	5	1	6	4	1	1	5	1	2	6	1
	1%	1%	28%	1%	2%	3%	*%	1%	3% c	1%	*%	2%	*%
UK Mail	5	2	-	3	2	1	3	1	2	2	-	4	1
	1%	1%	-%	3%	1%	*%	1%	*%	1%	2%	-%	1%	*%
Yodel	4	4	*	*	4	3	1	-	1	3	-	*	4
	1%	1%	2%	*%	2%	2%	*%	-%	1%	3% c	-%	*%	1%
Pitney Bowes	2	2	*	1	1	1	1	*	*	1	1	1	1
	*%	1%	*%	1%	1%	1%	*%	*%	*%	1%	*%	*%	*%
Amazon Logistics	2	2	-	*	2	2	*	-	*	-	-	*	2
	*%	1%	-%	*%	1%	1%	*%	-%	*%	-%	-%	*%	*%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	907	370	19	162	277	182	488	232	171	157	544	393	514
Effective base	360	136	7	49	112	72	196	90	66	57	226	138	229
Weighted Base	864	323	17	108	275	161	479	221	146	136	552	267	598
Whistl (Previously known as TNT Post)	*	*	-	*	*	*	*	*	*	*	*	*	*
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Citipost	*	*	-	*	-	-	*	*	-	*	-	*	*
	*%	*%	-%	*%	-%	-%	*%	*%	-%	*%	-%	*%	*%
DX	*	*	-	*	-	-	*	-	-	*	-	*	-
	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Secured Mail	*	-	-	*	-	-	*	-	-	*	-	*	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Other answers	8	7	-	4	5	4	3	2	*	*	8	6	3
	1%	2%	-%	3%	2%	2%	1%	1%	*%	*%	1%	2%	*%
NET: RM Only	680	166	8	51	148	115	393	169	84	101	474	198	482
	79%	52%	49%	47%	54%	72%	82%	76%	58%	74%	86%	74%	81%
											ab		
NET: Provider other than RM	184	157	9	58	126	45	86	52	62	35	78	68	116
	21%	48%	51%	53%	46%	28%	18%	24%	42%	26%	14%	26%	19%
									c	c			
NET: RM/Parcelforce	721	200	9	55	185	123	414	180	93	105	495	205	516
	83%	62%	55%	51%	67%	76%	86%	82%	64%	78%	90%	77%	86%
					a		a				ab		a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	907	236	275	223	173	511	396
Effective base	360	96	95	92	78	190	170
Weighted Base	864	236	237	214	178	473	392
Royal Mail	680	176	183	174	147	359	321
	79%	75%	77%	81%	83%	76%	82%
Hermes	58	18	10	21	8	28	30
	7%	8%	4%	10%	5%	6%	8%
Parcelforce	40	9	19	6	7	27	13
	5%	4%	8%	3%	4%	6%	3%
UPS	18	6	7	2	3	13	5
	2%	2%	3%	1%	2%	3%	1%
DPD/DPD Local	17	8	3	3	3	11	7
	2%	3%	1%	1%	2%	2%	2%
DHL	12	4	5	1	2	9	3
	1%	2%	2%	1%	1%	2%	1%
FedEx	10	3	4	2	1	7	3
	1%	1%	2%	1%	*%	1%	1%
TNT Express	7	5	1	*	*	7	*
	1%	2%	1%	*%	*%	1%	*%
UK Mail	5	2	*	2	-	2	2
	1%	1%	*%	1%	-%	1%	1%
Yodel	4	*	-	1	4	*	4
	1%	*%	-%	*%	2%	*%	1%
Pitney Bowes	2	*	*	1	1	*	2
	*%	*%	*%	*%	1%	*%	1%
Amazon Logistics	2	-	2	-	-	2	-
	*%	-%	1%	-%	-%	*%	-%
Whistl (Previously known as TNT Post)	*	-	*	*	*	*	*
	*%	-%	*%	*%	*%	*%	*%
Citipost	*	-	*	*	-	*	*
	*%	-%	*%	*%	-%	*%	*%
DX	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 37 (continuation)

QV5b.2 Which would you say is your organisation's main postal service provider for parcels and packets in terms of the value of your contract with them?

Base: All who send parcels/packets at (QV6a=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	907	236	275	223	173	511	396
Effective base	360	96	95	92	78	190	170
Weighted Base	864	236	237	214	178	473	392
Secured Mail	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
Other answers	8	4	3	1	*	7	1
	1%	2%	1%	*%	*%	2%	*%
NET: RM Only	680	176	183	174	147	359	321
	79%	75%	77%	81%	83%	76%	82%
NET: Provider other than RM	184	60	54	40	30	113	71
	21%	25%	23%	19%	17%	24%	18%
NET: RM/Parcelforce	721	185	201	180	154	386	334
	83%	78%	85%	84%	87%	82%	85%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1459	676	783	937	267	70	185	522
Effective base	522	238	290	467	161	29	99	212
Weighted Base	1167	466	701	1099	56	8	4	68
Urgent delivery - on the same day or a specific time the next day	106	17	89	97	7	1	1	9
	9%	4%	13%	9%	13%	19%	16%	14%
			a				a	a
Tracked service	396	114	282	370	19	5	2	27
	34%	25%	40%	34%	34%	67%	51%	39%
			a			abe	abe	
Timed delivery (i.e. to arrive by specific time/day)	64	15	49	57	5	1	1	7
	6%	3%	7%	5%	10%	12%	14%	10%
					a		a	a
Standard delivery	1046	427	618	985	50	7	4	60
	90%	92%	88%	90%	90%	85%	93%	89%
International delivery	124	30	94	115	7	2	1	9
	11%	6%	13%	10%	13%	20%	18%	14%
			a				a	
Cross-Border Delivery	5	1	4	4	*	*	*	*
	*%	*%	1%	*%	*%	2%	2%	1%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	-	8	8	*	-	*	*
	1%	-%	1%	1%	*%	-%	*%	*%
Don't Know (DO NOT READ OUT)	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	450	125	324	420	21	6	2	29
	39%	27%	46%	38%	38%	72%	55%	43%
			a			abe	ab	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1459	499	281	157	152	185	185	937	267	255
Effective base	522	258	139	96	95	93	99	467	161	62
Weighted Base	1167	682	297	120	33	31	4	1099	56	12
Urgent delivery - on the same day or a specific time the next day	106	63	18	16	5	4	1	97	7	2
	9%	9%	6%	13%	16%	12%	16%	9%	13%	18%
				b	bg		bg		b	bg
Tracked service	396	220	109	40	13	11	2	370	19	7
	34%	32%	37%	34%	39%	37%	51%	34%	34%	62%
							abcgh			abcdegh
Timed delivery (i.e. to arrive by specific time/day)	64	26	26	5	4	3	1	57	5	1
	6%	4%	9%	5%	11%	9%	14%	5%	10%	13%
			a		ag	a	acg		ag	ag
Standard delivery	1046	632	251	101	29	27	4	985	50	10
	90%	93%	85%	85%	89%	89%	93%	90%	90%	88%
		bc								
International delivery	124	70	36	9	5	4	1	115	7	2
	11%	10%	12%	8%	15%	12%	18%	10%	13%	19%
							cg			cg
Cross-Border Delivery	5	3	1	*	*	*	*	4	*	*
	*%	*%	*%	*%	*%	1%	2%	*%	*%	2%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	6	2	*	*	-	*	8	*	*
	1%	1%	1%	*%	*%	-%	*%	1%	*%	*%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	450	252	119	49	14	13	2	420	21	8
	39%	37%	40%	41%	44%	41%	55%	38%	38%	66%
							abgh			abcdegh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1459	452	183	71	40	186
Effective base	522	248	72	25	5	30
Weighted Base	1167	654	160	27	16	45
Urgent delivery - on the same day or a specific time the next day	106	70	22	2	1	6
	9%	11%	14%	8%	5%	14%
Tracked service	396	243	66	12	10	12
	34%	37%	42%	43%	65%	28%
Timed delivery (i.e. to arrive by specific time/day)	64	35	13	3	7	3
	6%	5%	8%	10%	44% abe	7%
Standard delivery	1046	601	132	23	9	35
	90%	92% bde	83%	86%	55%	78%
International delivery	124	63	28	4	7	8
	11%	10%	17%	13%	46% a	17%
Cross-Border Delivery	5	3	1	*	*	*
	*%	*%	*%	*%	*%	1%
Other (PLEASE SPECIFY)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	7	*	*	*	-
	1%	1%	*%	*%	*%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-
	*%	*%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	450	282	76	13	11	14
	39%	43%	48%	47%	68%	31%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1459	77	84	120	57	88	116	74	66	81	763	237	224	235
Effective base	522	48	55	57	32	53	65	47	34	46	409	144	144	65
Weighted Base	1167	91	94	187	52	101	182	149	66	97	1021	73	48	25
Urgent delivery - on the same day or a specific time the next day	106	8	7	33	3	6	18	12	6	5	98	5	2	2
	9%	9%	7%	18% klm	5%	6%	10%	8%	9%	5%	10%	7%	5%	7%
Tracked service	396	26	26	82	16	38	63	65	21	19	356	21	13	6
	34%	29%	28%	44% iklm	31%	37%	35%	43% ilm	31%	19%	35% i	29%	27%	24%
Timed delivery (i.e. to arrive by specific time/day)	64	4	9	6	-	7	13	11	8	2	61	3	*	1
	6%	5%	9% l	3%	-%	7% l	7% l	7% l	12% l	2%	6% l	4%	1%	3%
Standard delivery	1046	80	91	154	46	96	163	127	61	94	913	67	43	23
	90%	88%	96% cg	83%	88%	95% c	89%	85%	92%	96% c	89%	91%	89%	94% c
International delivery	124	7	6	33	3	4	33	19	5	3	113	5	3	3
	11%	8%	6%	18% eikl	6%	4%	18% eikl	12%	8%	4%	11%	7%	6%	11%
Cross-Border Delivery	5	-	-	-	-	-	-	-	-	-	-	-	-	5
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	19% abcdefghijkl
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	2	1	-	2	-	-	-	-	2	7	1	*	*
	1%	2%	1%	-%	4%	-%	-%	-%	-%	2%	1%	1%	1%	*%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	450	34	27	104	16	39	73	68	23	21	406	24	14	6
	39%	37%	29%	56% bdijklm	31%	39%	40% i	46% ilm	35%	22%	40% ilm	33%	28%	26%

Columns Tested:: a,b,c,d,e,f,g,h,i,j,k,l,m
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1459	56	100	14	194	194	71	122	654	1145	314	1309	150
Effective base	522	21	30	4	67	61	32	49	258	410	119	487	42
Weighted Base	1167	53	69	10	170	189	42	113	452	960	206	1111	56
Urgent delivery - on the same day or a specific time the next day	106	*	13	*	13	24	*	19	32	99	8	102	4
	9%	1%	18%	1%	7%	13%	1%	17%	7%	10%	4%	9%	8%
			fh					fh		b			
Tracked service	396	18	30	4	52	49	7	49	162	339	57	374	22
	34%	34%	43%	35%	31%	26%	17%	43%	36%	35%	28%	34%	39%
			f					f	f				
Timed delivery (i.e. to arrive by specific time/day)	64	2	4	*	6	13	*	9	22	61	4	61	3
	6%	3%	6%	1%	4%	7%	*%	8%	5%	6%	2%	6%	5%
Standard delivery	1046	46	48	10	154	175	39	104	410	861	184	996	49
	90%	87%	68%	97%	91%	92%	93%	91%	91%	90%	89%	90%	88%
					b	b	b	b	b				
International delivery	124	1	11	1	11	22	5	15	52	110	14	117	7
	11%	1%	16%	9%	7%	11%	11%	13%	12%	11%	7%	11%	12%
Cross-Border Delivery	5	*	*	-	1	*	*	*	4	3	2	5	*
	*%	*%	*%	-%	*%	*%	*%	*%	1%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	-	-	-	*	-	2	2	4	8	*	8	-
	1%	-%	-%	-%	*%	-%	5%	2%	1%	1%	*%	1%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	*	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	450	18	33	4	60	62	7	56	177	388	62	426	24
	39%	34%	48%	35%	36%	33%	18%	50%	39%	40%	30%	38%	42%
			f					f	f	b			

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1459	1433	26	934	300	222
Effective base	522	509	14	353	87	86
Weighted Base	1167	1141	26	834	172	160
Urgent delivery - on the same day or a specific time the next day	106	106	-	55	27	25
	9%	9%	-%	7%	15%	16%
					a	a
Tracked service	396	396	*	244	78	74
	34%	35%	*%	29%	46%	46%
					a	a
Timed delivery (i.e. to arrive by specific time/day)	64	64	*	35	16	14
	6%	6%	*%	4%	9%	9%
Standard delivery	1046	1019	26	749	157	138
	90%	89%	100%	90%	91%	87%
International delivery	124	124	-	64	37	22
	11%	11%	-%	8%	22%	14%
					a	
Cross-Border Delivery	5	5	-	4	1	*
	*%	*%	-%	*%	1%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	8	-	6	-	2
	1%	1%	-%	1%	-%	1%
Don't Know (DO NOT READ OUT)	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	450	450	*	278	91	80
	39%	39%	*%	33%	53%	50%
					a	a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1459	1109	236	60	13	18	8	8	7	1345	114	54	552	557	350
Effective base	522	459	62	7	1	5	3	2	2	512	12	5	246	218	65
Weighted Base	1167	1043	87	19	7	6	*	*	4	1130	37	18	609	434	123
Urgent delivery - on the same day or a specific time the next day	106	86	11	3	*	6	*	*	1	97	10	7	34	52	20
	9%	8%	12%	15%	6%	91%	24%	37%	17%	9%	26% ai	38% ai	6%	12% a	16% a
Tracked service	396	340	36	8	7	1	*	*	4	376	20	12	166	173	56
	34%	33%	42%	42%	94%	24%	52%	70%	98%	33%	55%	70%	27%	40% a	46% a
Timed delivery (i.e. to arrive by specific time/day)	64	45	9	2	7	1	*	*	1	54	11	9	22	23	20
	6%	4%	10%	11%	89%	20%	9%	90%	17%	5%	30% ai	50% abi	4%	5%	16% ab
Standard delivery	1046	948	79	17	*	*	*	*	1	1027	18	2	562	386	98
	90%	91% jk	91% jk	86% k	5%	5%	65%	36%	25%	91% jk	50%	10%	92% c	89% c	79%
International delivery	124	95	13	5	7	*	*	*	4	109	15	10	29	67	29
	11%	9%	15%	25%	89%	*%	15%	32%	99%	10%	41% ai	59% abi	5%	15% a	23% a
Cross-Border Delivery	5	4	1	*	-	-	*	*	*	5	*	*	1	3	1
	*%	*%	1%	1%	-%	-%	4%	1%	1%	*%	*%	*%	*%	1%	1%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	6	2	-	*	-	-	-	-	8	*	*	6	*	2
	1%	1%	2%	-%	*%	-%	-%	-%	-%	1%	*%	*%	1%	*%	2%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	450	384	40	8	7	6	*	*	4	424	25	17	184	200	66
	39%	37%	46%	44%	98%	96%	55%	100%	99%	38%	69% ai	97% abci	30%	46% a	53% a

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	1459	1459	678	1459	551	296	393	1133	115	73	55	29	29	25
Effective base	522	522	233	522	194	85	134	459	32	15	7	6	6	4
Weighted Base	1167	1167	474	1167	411	160	292	1034	58	38	20	7	3	5
Urgent delivery - on the same day or a specific time the next day	106	106	71	106	61	21	44	84	7	6	2	2	2	3
	9%	9%	15%	9%	15%	13%	15%	8%	12%	16%	10%	25%	60%	63%
			ac		ac		ac							
Tracked service	396	396	245	396	215	78	142	339	25	11	11	6	1	3
	34%	34%	52%	34%	52%	49%	49%	33%	42%	28%	54%	88%	36%	57%
			ac		ac	ac	ac							
Timed delivery (i.e. to arrive by specific time/day)	64	64	48	64	39	19	38	47	5	2	7	1	1	2
	6%	6%	10%	6%	10%	12%	13%	5%	8%	6%	36%	16%	30%	32%
			ac			ac	ac				a			
Standard delivery	1046	1046	433	1046	360	142	267	950	44	30	13	3	3	2
	90%	90%	91%	90%	88%	89%	92%	92%	75%	78%	65%	47%	95%	36%
								bd						
International delivery	124	124	89	124	66	33	61	101	7	3	8	4	1	*
	11%	11%	19%	11%	16%	21%	21%	10%	12%	8%	40%	51%	23%	6%
			ac		ac	ac	ac				a			
Cross-Border Delivery	5	5	4	5	1	*	1	4	*	*	*	*	*	*
	*%	*%	1%	*%	*%	*%	*%	*%	*%	1%	*%	2%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	8	*	8	2	*	*	8	*	*	-	-	-	-
	1%	1%	*%	1%	*%	*%	*%	1%	*%	*%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	*	*	*	-	*	-	-	-	-	-	-
	*%	*%	-%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	450	450	268	450	232	90	162	381	27	17	11	7	2	5
	39%	39%	57%	39%	57%	57%	56%	37%	47%	44%	54%	93%	68%	95%
			ac		ac	ac	ac							

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1459	429	28	23	22	9	25	15	49	533	292	358	231	45
Effective base	522	171	7	5	4	4	3	4	11	236	107	125	55	8
Weighted Base	1167	367	15	11	6	4	3	4	11	563	248	261	86	8
Urgent delivery - on the same day or a specific time the next day	106	50	2	4	1	1	1	3	5	31	29	35	11	*
	9%	13%	12%	35%	14%	36%	24%	61%	42% a	5%	12% a	13% a	13%	5%
Tracked service	396	185	8	9	4	2	3	4	9	164	79	118	31	4
	34%	50%	55%	81%	59%	55%	77%	94%	76%	29%	32%	45% ab	37%	44%
Timed delivery (i.e. to arrive by specific time/ day)	64	29	4	1	1	1	1	3	5	15	19	21	8	1
	6%	8%	27%	6%	11%	31%	23%	62%	40% a	3%	8% a	8% a	9% a	16% a
Standard delivery	1046	330	11	9	4	2	3	1	7	511	215	228	84	7
	90%	90% h	76%	76%	61%	64%	99%	34%	63%	91%	87%	88%	98% abc	89%
International delivery	124	59	1	1	*	2	2	*	5	36	30	46	10	2
	11%	16%	9%	7%	8%	58%	72%	8%	43% a	6%	12%	18% a	12%	26% a
Cross-Border Delivery	5	1	-	*	*	*	*	*	*	1	1	3	*	*
	*%	*%	-%	*%	1%	*%	*%	*%	*%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	2	*	-	-	-	-	-	-	7	1	-	-	*
	1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	*%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	450	199	11	9	4	2	3	4	9	177	96	138	34	5
	39%	54%	76%	81%	59%	64%	79%	100%	82%	31%	39%	53% ab	39%	59%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1459	196	105	148	75	27	284	48	213	1343	116	1379	80
Effective base	522	97	38	44	17	5	100	15	78	501	24	509	15
Weighted Base	1167	221	82	84	16	7	218	35	156	1097	70	1122	45
Urgent delivery - on the same day or a specific time the next day	106	27	17	13	2	2	41	4	16	92	15	89	17
	9%	12%	21%	15%	12%	24%	19%	12%	10%	8%	21% a	8%	39% a
Tracked service	396	113	43	48	7	4	123	15	75	364	32	374	22
	34%	51%	52%	57%	41%	55%	56%	45%	48%	33%	45%	33%	50%
Timed delivery (i.e. to arrive by specific time/day)	64	16	12	8	2	1	22	4	12	50	14	54	10
	6%	7%	14%	9%	15%	17%	10%	12%	8%	5%	20% a	5%	23% a
Standard delivery	1046	202	72	64	16	6	185	31	143	1000	45	1013	33
	90%	91% c	88%	76%	98% c	93%	85%	90%	92%	91% b	65%	90% b	72%
International delivery	124	32	10	20	2	2	40	1	25	96	28	103	21
	11%	14%	13%	24%	12%	33%	18%	3%	16%	9%	39% a	9%	47% a
Cross-Border Delivery	5	1	*	*	*	*	1	*	*	5	*	5	*
	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	-	*	2	*	-	2	-	-	6	2	8	-
	1%	-%	*%	2%	*%	-%	1%	-%	-%	1%	3%	1%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1459	196	105	148	75	27	284	48	213	1343	116	1379	80
Effective base	522	97	38	44	17	5	100	15	78	501	24	509	15
Weighted Base	1167	221	82	84	16	7	218	35	156	1097	70	1122	45
NET: Urgent / Tracked / Timed Mail	450	121	50	49	7	5	137	16	78	408	42	417	33
	39%	55%	61%	58%	42%	74%	63%	47%	50%	37%	60% a	37%	72% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1459	110	137	238	81	402	149	568	1298	187	367	576	121
Effective base	522	42	37	86	14	156	40	184	470	47	120	204	30
Weighted Base	1167	100	69	181	49	340	71	450	1046	128	260	413	78
Urgent delivery - on the same day or a specific time the next day	106	29	9	40	16	57	4	106	83	18	64	53	18
	9%	29%	13%	22%	33%	17%	6%	24% b	8%	14%	25% b	13%	23%
Tracked service	396	64	36	103	28	179	35	396	309	96	221	195	53
	34%	64%	52%	57%	58%	53%	50%	88% bc	30%	75% b	85% bc	47%	68% b
Timed delivery (i.e. to arrive by specific time/day)	64	10	9	17	13	33	6	64	47	23	46	41	16
	6%	10%	14%	10%	27%	10%	9%	14% b	5%	18% b	18%	10%	21%
Standard delivery	1046	88	61	159	26	299	62	344	1046	104	219	407	76
	90%	89%	88%	88% b	54%	88%	87%	77%	100% ac	82%	84%	99% a	97%
International delivery	124	23	15	37	25	50	16	94	101	124	61	84	66
	11%	23%	21%	20%	52% a	15%	23%	21% b	10%	97% ab	23%	20%	84% ab
Cross-Border Delivery	5	*	*	1	*	1	1	3	5	5	2	4	3
	*%	*%	1%	1%	*%	*%	1%	1%	*%	4% b	1%	1%	4%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	*	2	3	-	*	2	-	-	-	-	*	-
	1%	*%	3%	1%	-%	*%	3%	-%	-%	-%	-%	*%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1459	110	137	238	81	402	149	568	1298	187	367	576	121
Effective base	522	42	37	86	14	156	40	184	470	47	120	204	30
Weighted Base	1167	100	69	181	49	340	71	450	1046	128	260	413	78
NET: Urgent / Tracked / Timed Mail	450	68	37	114	38	195	38	450	344	96	240	209	57
	39%	68%	54%	63%	77%	57%	53%	100% bc	33%	75% b	92% bc	51%	72% b

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1459	395	356	119	1	1402	637	430	1092	851	24
Effective base	522	135	125	33	1	515	226	160	395	309	3
Weighted Base	1167	288	268	69	1	1156	461	342	885	659	5
Urgent delivery - on the same day or a specific time the next day	106	53	47	15	-	104	68	57	86	63	4
	9%	18%	18%	21%	-%	9%	15% a	17% a	10%	10%	79%
Tracked service	396	194	142	45	-	390	238	184	337	222	5
	34%	67% b	53%	66%	-%	34%	51% a	54% a	38%	34%	92%
Timed delivery (i.e. to arrive by specific time/day)	64	36	32	13	-	62	46	36	54	28	4
	6%	12%	12%	19%	-%	5%	10% a	10% a	6%	4%	70%
Standard delivery	1046	242	262	66	1	1041	425	301	791	620	5
	90%	84%	98% a	95%	100%	90%	92%	88%	89%	94% a	89%
International delivery	124	54	57	51	-	119	84	55	101	78	1
	11%	19%	21%	73% ab	-%	10%	18% a	16% a	11%	12%	19%
Cross-Border Delivery	5	1	1	1	-	5	4	1	4	5	*
	*%	*%	*%	2%	-%	*%	1%	*%	*%	1%	7%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	2	-	*	-	8	*	*	6	6	-
	1%	1%	-%	*%	-%	1%	*%	*%	1%	1%	-%
Don't Know (DO NOT READ OUT)	*	-	*	*	-	-	-	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	450	204	152	47	-	442	260	200	378	251	5
	39%	71% b	57%	68%	-%	38%	56% a	58% a	43%	38%	92%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base	1459	265	227	219	35	25	949	806	84	39	32	10
Effective base	522	92	87	77	13	11	339	294	30	8	14	2
Weighted Base	1167	198	184	170	30	28	749	625	59	20	18	3
Urgent delivery - on the same day or a specific time the next day	106	37	33	39	7	4	66	56	16	9	6	*
	9%	19%	18%	23%	22%	16%	9%	9%	27%	42%	35%	2%
Tracked service	396	103	93	121	22	18	259	177	29	11	4	2
	34%	52%	50%	71% ab	73%	66%	35%	28%	49%	54%	25%	99%
Timed delivery (i.e. to arrive by specific time/day)	64	22	17	29	4	*	40	27	7	6	1	-
	6%	11%	9%	17%	14%	1%	5%	4%	12%	31%	6%	-%
Standard delivery	1046	192	182	138	28	28	747	624	48	17	12	2
	90%	97% c	99% c	81%	96%	100%	100%	100%	81%	82%	67%	74%
International delivery	124	38	31	34	25	25	83	63	12	5	1	2
	11%	19%	17%	20%	85% abc	90%	11%	10%	21%	23%	4%	64%
Cross-Border Delivery	5	1	1	1	*	*	4	4	*	*	1	*
	*%	*%	*%	*%	1%	1%	1%	1%	*%	*%	3%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	*	*	-	-	-	*	*	-	-	1	-
	1%	*%	*%	-%	-%	-%	*%	*%	-%	-%	3%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	450	117	103	123	22	18	286	209	33	13	10	2
	39%	59%	56%	73% b	73%	66%	38%	33%	56%	65%	55%	99%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1459	1379	900	1410	874	879	728	1331	169	4	1218	61	333	1086
Effective base	522	501	301	511	296	295	238	488	47	3	427	26	128	390
Weighted Base	1167	1105	642	1125	624	621	476	1078	113	4	959	54	289	871
Urgent delivery - on the same day or a specific time the next day	106	100	84	103	75	70	77	89	20	-	80	7	51	55
	9%	9%	13%	9%	12%	11%	16%	8%	17%	-%	8%	14%	18%	6%
							b		b				b	
Tracked service	396	364	292	378	277	249	240	352	72	*	321	22	130	261
	34%	33%	45%	34%	44%	40%	50%	33%	64%	1%	33%	41%	45%	30%
			ac		ac	a	b		b				b	
Timed delivery (i.e. to arrive by specific time/day)	64	54	47	57	49	47	51	50	23	*	48	9	29	34
	6%	5%	7%	5%	8%	7%	11%	5%	21%	1%	5%	17%	10%	4%
							b		b			a	b	
Standard delivery	1046	1012	568	1018	558	560	402	1001	100	4	870	51	240	803
	90%	92%	88%	91%	89%	90%	84%	93%	89%	100%	91%	95%	83%	92%
								a						a
International delivery	124	112	105	116	94	91	72	111	64	-	94	8	39	81
	11%	10%	16%	10%	15%	15%	15%	10%	56%	-%	10%	15%	14%	9%
			ac		ac				ab					
Cross-Border Delivery	5	5	4	5	3	4	4	5	4	-	5	-	*	4
	*%	*%	1%	*%	1%	1%	1%	*%	3%	-%	*%	-%	*%	1%
									b					
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	6	2	6	3	5	3	6	-	-	5	-	1	7
	1%	1%	*%	1%	*%	1%	1%	1%	-%	-%	1%	-%	*%	1%
Don't Know (DO NOT READ OUT)	*	*	-	*	*	*	-	*	-	-	*	-	-	*
	*%	*%	-%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1459	1379	900	1410	874	879	728	1331	169	4	1218	61	333	1086
Effective base	522	501	301	511	296	295	238	488	47	3	427	26	128	390
Weighted Base	1167	1105	642	1125	624	621	476	1078	113	4	959	54	289	871
NET: Urgent / Tracked / Timed Mail	450	415	327	432	303	287	274	393	76	*	354	26	159	285
	39%	38%	51% ac	38%	49% ac	46% ac	57% b	36%	67% b	1%	37%	49%	55% b	33%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1459	289	16	123	218	153	847	449	133	138	1116	762	697
Effective base	522	85	5	25	74	43	328	147	43	37	423	236	287
Weighted Base	1167	204	10	58	176	97	734	325	90	103	935	503	664
Urgent delivery - on the same day or a specific time the next day	106	47	5	18	38	21	54	31	22	14	70	58	49
	9%	23%	47%	32%	22%	22%	7%	9%	25%	14%	7%	12%	7%
						bc			c				
Tracked service	396	120	3	38	95	52	245	99	48	51	287	157	239
	34%	59%	31%	66%	54%	54%	33%	30%	54%	50%	31%	31%	36%
						bc			c	c			
Timed delivery (i.e. to arrive by specific time/day)	64	30	*	14	18	23	26	15	14	15	34	28	37
	6%	15%	*%	24%	10%	24%	4%	5%	15%	15%	4%	6%	6%
						bc			c	c			
Standard delivery	1046	165	5	28	160	79	654	303	61	81	866	458	588
	90%	81%	47%	48%	91%	81%	89%	93%	68%	79%	93%	91%	89%
					a			a			ab		
International delivery	124	61	1	15	49	23	58	44	22	24	75	59	65
	11%	30%	9%	25%	28%	23%	8%	13%	24%	23%	8%	12%	10%
						b			c	c			
Cross-Border Delivery	5	1	*	*	1	*	2	3	*	*	4	3	1
	*%	*%	*%	1%	*%	*%	*%	1%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	3	-	2	1	-	4	4	1	2	6	4	4
	1%	1%	-%	3%	*%	-%	1%	1%	1%	2%	1%	1%	1%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	450	135	7	47	107	57	280	112	56	60	323	192	257
	39%	66%	68%	81%	61%	59%	38%	35%	62%	58%	35%	38%	39%
						bc			c	c			

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 38 (continuation)

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Letters

Base: All where letters are sent (QV6a=1)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1459	349	459	398	253	808	651
Effective base	522	120	153	142	119	268	257
Weighted Base	1167	328	313	320	206	641	526
Urgent delivery - on the same day or a specific time the next day	106	26	31	29	21	56	50
	9%	8%	10%	9%	10%	9%	10%
Tracked service	396	117	102	105	71	219	177
	34%	36%	33%	33%	35%	34%	34%
Timed delivery (i.e. to arrive by specific time/day)	64	12	17	27	9	29	36
	6%	4%	5%	8%	4%	5%	7%
Standard delivery	1046	297	286	283	179	583	462
	90%	91%	91%	88%	87%	91%	88%
International delivery	124	45	22	38	19	67	57
	11%	14%	7%	12%	9%	10%	11%
Cross-Border Delivery	5	1	1	*	3	1	3
	*%	*%	*%	*%	1%	*%	1%
Other (PLEASE SPECIFY)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	1	4	2	1	5	4
	1%	*%	1%	1%	1%	1%	1%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	450	132	108	125	84	240	209
	39%	40%	35%	39%	41%	37%	40%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	878	318	560	514	169	52	143	364
Effective base	323	113	214	290	104	21	75	144
Weighted Base	742	220	522	700	33	6	3	42
Urgent delivery - on the same day or a specific time the next day	89	18	72	80	8	1	1	9
	12%	8%	14%	11%	23%	17%	23%	23%
					a		a	a
Tracked service	380	96	284	359	15	4	2	21
	51%	44%	54%	51%	47%	67%	62%	51%
							b	
Timed delivery (i.e. to arrive by specific time/day)	79	10	69	73	5	1	1	7
	11%	5%	13%	10%	16%	9%	21%	15%
			a				a	
Standard delivery	619	201	418	585	27	5	2	34
	83%	91%	80%	84%	82%	77%	78%	81%
		b						
International delivery	139	14	124	131	5	2	1	7
	19%	6%	24%	19%	16%	26%	20%	18%
			a					
Cross-Border Delivery	4	2	3	4	*	*	*	*
	1%	1%	*%	1%	1%	1%	2%	1%
Other (PLEASE SPECIFY)	1	-	1	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	*	-	*	*	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	4	*	4	4	-	-	*	*
	1%	*%	1%	1%	-%	-%	1%	*%
NET: Urgent / Tracked / Timed Mail	410	104	306	385	18	4	2	24
	55%	47%	59%	55%	55%	71%	66%	58%
			a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	878	271	170	73	99	122	143	514	169	195
Effective base	323	161	92	45	64	61	75	290	104	44
Weighted Base	742	423	211	65	21	18	3	700	33	9
Urgent delivery - on the same day or a specific time the next day	89	48	22	9	4	4	1	80	8	2
	12%	11%	11%	14%	21% g	25% abg	23% abg	11%	23% abg	19%
Tracked service	380	230	104	25	9	10	2	359	15	6
	51%	54%	49%	38%	46%	55%	62% ch	51%	47%	65% cdh
Timed delivery (i.e. to arrive by specific time/day)	79	42	25	6	3	3	1	73	5	1
	11%	10%	12%	10%	13%	17%	21% ag	10%	16%	13%
Standard delivery	619	355	176	53	18	14	2	585	27	7
	83%	84%	83%	82%	87%	75%	78%	84%	82%	77%
International delivery	139	90	35	6	3	4	1	131	5	2
	19%	21%	17%	9%	15%	20%	20%	19%	16%	24%
Cross-Border Delivery	4	3	1	*	*	*	*	4	*	*
	1%	1%	*%	*%	*%	1%	2%	1%	1%	1%
Other (PLEASE SPECIFY)	1	*	*	-	-	-	-	1	-	-
	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
None of these (DO NOT READ OUT)	*	-	*	-	-	-	-	*	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
Don't Know (DO NOT READ OUT)	4	4	-	-	-	-	*	4	-	*
	1%	1%	-%	-%	-%	-%	1%	1%	-%	*%
NET: Urgent / Tracked / Timed Mail	410	243	114	28	11	11	2	385	18	6
	55%	57%	54%	43%	53%	62%	66% c	55%	55%	70% c

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	878	307	134	47	23	126
Effective base	323	181	47	16	9	22
Weighted Base	742	473	103	19	3	25
Urgent delivery - on the same day or a specific time the next day	89	53	22	3	*	5
	12%	11%	21%	16%	11%	19%
Tracked service	380	263	57	11	1	10
	51%	56%	55%	56%	24%	38%
Timed delivery (i.e. to arrive by specific time/day)	79	55	13	3	*	5
	11%	12%	13%	16%	6%	19%
Standard delivery	619	387	87	13	3	21
	83%	82%	84%	68%	80%	81%
International delivery	139	107	21	2	*	3
	19%	22%	20%	11%	13%	10%
Cross-Border Delivery	4	2	1	*	*	*
	1%	*%	*%	*%	1%	1%
Other (PLEASE SPECIFY)	1	*	*	-	-	-
	*%	*%	*%	-%	-%	-%
None of these (DO NOT READ OUT)	*	-	*	-	-	-
	*%	-%	*%	-%	-%	-%
Don't Know (DO NOT READ OUT)	4	4	-	-	-	*
	1%	1%	-%	-%	-%	*%
NET: Urgent / Tracked / Timed Mail	410	279	65	12	1	11
	55%	59%	63%	66%	32%	42%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base	878	59	54	85	26	49	75	49	53	46	496	123	135	124
Effective base	323	36	33	41	12	32	41	33	28	25	269	67	79	21
Weighted Base	742	70	71	102	24	59	132	100	67	45	670	33	28	11
Urgent delivery - on the same day or a specific time the next day	89	15	16	20	1	5	12	5	8	4	85	2	1	1
	12%	21% kl	22% gkl	19% kl	4%	9%	9%	5%	12%	8%	13%	5%	5%	8%
Tracked service	380	37	34	56	11	40	60	51	40	23	350	16	10	4
	51%	52%	47%	55% l	44%	67% l	46%	51%	59% l	52%	52% l	48%	35%	40%
Timed delivery (i.e. to arrive by specific time/day)	79	3	14	14	-	6	20	9	5	5	76	2	*	1
	11%	5%	20% kl	14% l	-%	10% l	15% l	9% l	7%	12% l	11% l	7%	1%	6%
Standard delivery	619	51	61	87	22	44	106	84	60	44	557	28	23	10
	83%	72%	86%	85%	91%	74%	81%	84%	89%	98% aef	83%	87%	83%	95% ae
International delivery	139	13	11	27	-	12	29	17	16	4	128	6	3	1
	19%	19%	15%	26% l	-%	20%	22%	17%	24%	9%	19%	18%	11%	11%
Cross-Border Delivery	4	-	-	-	-	-	-	-	-	-	-	-	-	4
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	38% abcefghijkl
Other (PLEASE SPECIFY)	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3% j	-%
None of these (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
Don't Know (DO NOT READ OUT)	4	-	*	-	-	-	4	-	-	-	4	-	-	-
	1%	-%	*%	-%	-%	-%	3%	-%	-%	-%	1%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	410	42	40	66	11	40	64	51	40	26	379	16	10	5
	55%	59% l	56%	65% l	44%	68% l	49%	51%	59% l	57%	57% l	50%	36%	43%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base	878	29	70	9	90	134	21	85	402	695	183	776	102
Effective base	323	12	22	4	26	54	8	34	159	254	73	299	26
Weighted Base	742	18	47	6	69	165	14	84	285	609	133	696	45
Urgent delivery - on the same day or a specific time the next day	89	*	18	*	11	22	-	15	20	85	4	82	7
	12%	2%	38% eh	1%	17%	13%	-%	18% h	7%	14% b	3%	12%	16%
Tracked service	380	14	21	3	28	73	7	48	143	323	57	359	21
	51%	77%	46%	62%	41%	44%	52%	57%	50%	53%	43%	52%	46%
Timed delivery (i.e. to arrive by specific time/day)	79	2	11	*	10	19	*	9	19	74	5	77	2
	11%	10%	25% h	4%	15%	11%	2%	11%	7%	12% b	4%	11%	5%
Standard delivery	619	9	35	3	60	145	12	73	245	508	111	578	41
	83%	50%	74%	55%	87%	88%	82%	88%	86%	83%	83%	83%	90%
International delivery	139	*	17	1	11	49	*	15	34	118	21	137	1
	19%	2%	36% h	15%	16%	30% h	3%	18%	12%	19%	16%	20% b	3%
Cross-Border Delivery	4	1	*	-	*	*	-	*	3	2	2	4	*
	1%	5%	*%	-%	*%	*%	-%	*%	1%	*%	1%	1%	*%
Other (PLEASE SPECIFY)	1	-	*	-	-	*	-	-	-	*	*	1	-
	*%	-%	1%	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%
None of these (DO NOT READ OUT)	*	-	-	-	*	-	-	-	-	-	*	*	-
	*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	*%	*%	-%
Don't Know (DO NOT READ OUT)	4	-	-	-	4	*	-	-	-	4	-	4	-
	1%	-%	-%	-%	6% h	*%	-%	-%	-%	1%	-%	1%	-%
NET: Urgent / Tracked / Timed Mail	410	14	31	3	33	76	8	48	152	351	59	383	27
	55%	77%	67%	62%	48%	46%	54%	58%	53%	58% b	44%	55%	60%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	878	873	5	427	235	215
Effective base	323	322	2	163	66	94
Weighted Base	742	734	8	353	153	234
Urgent delivery - on the same day or a specific time the next day	89	89	-	29	24	36
	12%	12%	-%	8%	16%	16%
Tracked service	380	372	8	160	88	132
	51%	51%	100%	45%	58%	56%
Timed delivery (i.e. to arrive by specific time/day)	79	75	5	16	29	34
	11%	10%	60%	5%	19%	15%
					a	a
Standard delivery	619	619	*	291	122	204
	83%	84%	5%	82%	80%	87%
International delivery	139	134	5	40	32	66
	19%	18%	60%	11%	21%	28%
						a
Cross-Border Delivery	4	4	-	2	2	*
	1%	1%	-%	1%	1%	*%
Other (PLEASE SPECIFY)	1	1	-	*	-	*
	*%	*%	-%	*%	-%	*%
None of these (DO NOT READ OUT)	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%
Don't Know (DO NOT READ OUT)	4	4	-	4	*	-
	1%	1%	-%	1%	*%	-%
NET: Urgent / Tracked / Timed Mail	410	402	8	169	99	142
	55%	55%	100%	48%	65%	61%
					a	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	878	579	203	49	10	14	10	6	7	782	96	47	178	401	299
Effective base	323	254	53	12	2	3	3	2	2	306	19	6	90	164	69
Weighted Base	742	585	127	18	5	2	*	*	4	712	30	12	224	362	156
Urgent delivery - on the same day or a specific time the next day	89	69	13	5	*	*	*	*	3	81	8	4	22	46	21
	12%	12%	10%	25%	3%	5%	20%	1%	90%	11%	28% i	31%	10%	13%	13%
Tracked service	380	299	65	10	2	2	*	*	1	365	16	5	107	192	81
	51%	51%	52%	58%	46%	71%	9%	69%	24%	51%	52%	43%	48%	53%	52%
Timed delivery (i.e. to arrive by specific time/day)	79	57	16	4	*	2	*	*	1	73	7	3	28	29	23
	11%	10%	13%	20%	*%	93%	14%	63%	17%	10%	22%	25%	12%	8%	14%
Standard delivery	619	485	114	12	3	1	*	*	4	598	21	8	187	298	134
	83%	83%	90% j	68%	57%	68%	36%	39%	100%	84%	69%	72%	83%	82%	86%
International delivery	139	92	41	4	*	*	*	*	1	134	5	1	30	62	46
	19%	16%	33% ai	20%	2%	*%	65%	33%	24%	19%	16%	10%	14%	17%	30% ab
Cross-Border Delivery	4	4	*	*	-	*	*	*	-	4	*	*	*	4	*
	1%	1%	*%	*%	-%	1%	1%	1%	-%	1%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	1	1	-	-	-	-	-	-	-	1	-	-	1	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%
None of these (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%
Don't Know (DO NOT READ OUT)	4	4	*	-	-	-	-	-	-	4	-	-	-	4	*
	1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	*%
NET: Urgent / Tracked / Timed Mail	410	321	68	13	2	2	*	*	4	389	21	8	113	208	89
	55%	55%	53%	70%	46%	99%	22%	69%	99%	55%	71%	73%	51%	57%	57%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	*f	*g
Unweighted Base	878	678	878	878	494	233	295	612	94	52	42	32	22	24
Effective base	323	233	323	323	184	62	102	268	27	11	9	7	3	4
Weighted Base	742	474	742	742	429	119	232	601	75	32	11	9	11	4
Urgent delivery - on the same day or a specific time the next day	89	63	89	89	55	25	31	66	12	3	4	2	1	1
	12%	13%	12%	12%	13%	21%	13%	11%	15%	10%	35% a	27%	10%	38%
Tracked service	380	239	380	380	233	70	139	310	37	15	7	4	5	2
	51%	50%	51%	51%	54%	58%	60%	52%	49%	49%	62%	46%	49%	55%
Timed delivery (i.e. to arrive by specific time/day)	79	54	79	79	48	23	39	58	12	1	1	3	1	3
	11%	11%	11%	11%	11%	19%	17%	10%	16%	3%	9%	37% a	9%	84%
Standard delivery	619	413	619	619	358	101	195	509	60	31	7	6	6	1
	83%	87%	83%	83%	83%	85%	84%	85%	79%	97%	64%	66%	61%	24%
International delivery	139	76	139	139	92	21	60	112	20	2	2	2	1	*
	19%	16%	19%	19%	22%	18%	26% a	19%	26%	6%	19%	24%	6%	12%
Cross-Border Delivery	4	3	4	4	2	*	1	4	*	*	*	*	*	*
	1%	1%	1%	1%	*%	*%	*%	1%	*%	1%	*%	*%	*%	1%
Other (PLEASE SPECIFY)	1	-	1	1	*	-	-	1	-	-	-	-	-	-
	*%	-%	*%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	*	*	*	*	-	-	-	*	-	-	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	4	*	4	4	4	-	*	4	-	-	-	-	-	-
	1%	*%	1%	1%	1%	-%	*%	1%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	410	260	410	410	245	82	148	328	44	16	7	6	5	3
	55%	55%	55%	55%	57%	69% abc	64%	55%	58%	50%	68%	72%	49%	94%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	878	371	27	22	26	7	27	14	48	187	172	286	190	43
Effective base	323	159	10	3	8	3	3	4	9	88	68	118	46	6
Weighted Base	742	371	27	10	12	2	3	4	10	218	160	245	104	15
Urgent delivery - on the same day or a specific time the next day	89	42	6	2	1	1	1	1	3	19	25	23	22	*
	12%	11%	23%	15%	13%	52%	24%	30%	33%	9%	16%	9%	21% ac	3%
Tracked service	380	194	24	5	5	1	1	3	5	113	80	119	61	8
	51%	52%	87%	50%	47%	48%	25%	71%	50%	52%	50%	49%	59%	54%
Timed delivery (i.e. to arrive by specific time/ day)	79	29	9	1	2	1	3	4	7	19	24	19	11	5
	11%	8%	32%	7%	13%	45%	78%	93%	77% a	9%	15%	8%	11%	35% c
Standard delivery	619	317	21	7	6	2	3	1	7	180	118	207	102	12
	83%	86%	77%	66%	55%	89%	98%	37%	70%	83%	74%	84%	98% abce	77%
International delivery	139	80	9	1	*	1	1	*	2	29	23	56	27	4
	19%	22%	33%	7%	4%	50%	20%	8%	22%	13%	14%	23%	26%	23%
Cross-Border Delivery	4	2	*	*	*	*	*	*	*	1	1	2	*	*
	1%	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	1%	*%	*%
Other (PLEASE SPECIFY)	1	*	-	-	-	-	-	-	-	*	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%
None of these (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	4	4	-	-	-	-	-	-	-	-	4	-	*	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	*%	-%
NET: Urgent / Tracked / Timed Mail	410	199	27	5	6	1	3	4	8	116	89	129	66	11
	55%	54%	98%	50%	53%	56%	79%	100%	82%	53%	56%	53%	63%	69%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	878	143	100	149	74	28	289	43	160	778	100	804	74
Effective base	323	77	38	50	17	2	120	14	50	295	28	303	21
Weighted Base	742	179	81	124	38	7	292	27	110	677	65	688	53
Urgent delivery - on the same day or a specific time the next day	89	23	10	9	12	*	37	6	11	76	13	67	23
	12%	13%	13%	8%	30% c	3%	13%	22%	10%	11%	20%	10%	42% a
Tracked service	380	98	41	68	21	5	163	18	52	350	30	351	29
	51%	55%	50%	55%	55%	71%	56%	68%	47%	52%	46%	51%	54%
Timed delivery (i.e. to arrive by specific time/day)	79	13	12	15	6	2	35	2	10	73	6	63	16
	11%	7%	15%	12%	15%	26%	12%	8%	9%	11%	9%	9%	30% a
Standard delivery	619	154	63	97	37	7	239	22	96	564	55	583	36
	83%	86%	79%	78%	97%	93%	82%	82%	87%	83%	84%	85%	68%
International delivery	139	29	14	32	16	*	79	*	13	123	16	123	15
	19%	16%	18%	26%	43% a	6%	27% bc	1%	12%	18%	25%	18%	29%
Cross-Border Delivery	4	1	*	1	*	*	1	*	1	4	*	4	*
	1%	1%	*%	*%	*%	*%	*%	*%	1%	1%	*%	1%	*%
Other (PLEASE SPECIFY)	1	-	*	-	-	-	*	-	-	1	-	1	-
	*%	-%	1%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
None of these (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Don't Know (DO NOT READ OUT)	4	-	4	*	-	-	*	-	4	*	4	*	4
	1%	-%	5%	*%	-%	-%	*%	-%	3%	*%	6% a	*%	7% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	878	143	100	149	74	28	289	43	160	778	100	804	74
Effective base	323	77	38	50	17	2	120	14	50	295	28	303	21
Weighted Base	742	179	81	124	38	7	292	27	110	677	65	688	53
NET: Urgent / Tracked / Timed Mail	410	101	44	68	24	7	172	21	52	375	35	368	42
	55%	56%	55%	55%	64%	98%	59%	76%	48%	55%	54%	53%	78% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	878	113	126	211	75	361	133	374	601	144	477	722	156	2
Effective base	323	51	34	87	15	148	36	122	212	38	173	270	50	2
Weighted Base	742	118	80	199	34	344	85	268	433	92	410	619	142	1
Urgent delivery - on the same day or a specific time the next day	89	25	11	39	11	51	4	60	55	18	89	66	36	-
	12%	21%	14%	20%	31%	15%	4%	22% b	13%	19%	22% b	11%	25% b	-%
Tracked service	380	73	46	118	21	191	42	222	203	58	380	271	93	-
	51%	62%	58%	59%	63%	55%	50%	83% bc	47%	62%	93% bc	44%	65% b	-%
Timed delivery (i.e. to arrive by specific time/day)	79	13	13	28	7	41	6	54	46	19	79	52	38	-
	11%	11%	17%	14%	21%	12%	8%	20% b	11%	21%	19% b	8%	26% b	-%
Standard delivery	619	91	69	157	30	292	66	209	407	87	292	619	124	-
	83%	78%	85%	79%	87%	85%	78%	78%	94% a	94% a	71%	100% ac	88% a	-%
International delivery	139	31	20	54	9	74	18	55	74	66	98	121	139	-
	19%	26%	25%	27%	28%	22%	21%	20%	17%	72% ab	24%	20%	98% ab	-%
Cross-Border Delivery	4	*	*	1	*	1	1	2	3	3	2	4	4	-
	1%	*%	1%	*%	*%	*%	1%	1%	1%	4%	1%	1%	3%	-%
Other (PLEASE SPECIFY)	1	-	-	-	-	*	-	-	-	-	-	-	-	1
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	100%
None of these (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	4	-	*	*	-	*	4	*	*	*	-	-	-	-
	1%	-%	*%	*%	-%	*%	4% a	*%	*%	*%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	878	113	126	211	75	361	133	374	601	144	477	722	156	2
Effective base	323	51	34	87	15	148	36	122	212	38	173	270	50	2
Weighted Base	742	118	80	199	34	344	85	268	433	92	410	619	142	1
NET: Urgent / Tracked / Timed Mail	410	76	52	129	27	200	45	240	219	63	410	292	100	-
	55%	64%	65%	65%	79%	58%	52%	89% bc	51%	68% b	100% bc	47%	71% b	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	878	364	328	121	1	639	814	396	687	515	26
Effective base	323	128	128	37	1	229	306	158	253	187	4
Weighted Base	742	313	295	86	*	467	704	370	565	424	8
Urgent delivery - on the same day or a specific time the next day	89	53	43	23	-	58	79	51	66	49	7
	12%	17%	14%	27%	-%	13%	11%	14%	12%	12%	83%
Tracked service	380	207	159	53	-	235	363	205	300	218	7
	51%	66% b	54%	62%	-%	50%	52%	56%	53%	51%	90%
Timed delivery (i.e. to arrive by specific time/day)	79	45	34	15	-	53	74	43	66	44	7
	11%	14%	11%	18%	-%	11%	11%	12%	12%	10%	83%
Standard delivery	619	250	284	75	-	407	594	313	478	378	7
	83%	80%	96% ac	87%	-%	87%	84%	85%	85%	89%	92%
International delivery	139	78	71	67	-	74	134	83	115	88	4
	19%	25%	24%	78% ab	-%	16%	19%	22%	20%	21%	45%
Cross-Border Delivery	4	2	2	2	-	3	4	2	4	4	*
	1%	*%	1%	2%	-%	1%	1%	*%	1%	1%	4%
Other (PLEASE SPECIFY)	1	-	-	-	*	-	1	*	*	*	-
	*%	-%	-%	-%	100%	-%	*%	*%	*%	*%	-%
None of these (DO NOT READ OUT)	*	-	-	-	-	*	*	-	*	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	-%
Don't Know (DO NOT READ OUT)	4	*	4	-	-	*	*	*	*	*	-
	1%	*%	1%	-%	-%	*%	*%	*%	*%	*%	-%
NET: Urgent / Tracked / Timed Mail	410	217	167	54	-	253	386	214	317	237	8
	55%	69% b	57%	62%	-%	54%	55%	58%	56%	56%	98%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	878	236	211	207	47	33	590	472	72	34	32	11
Effective base	323	89	88	75	22	15	213	171	27	11	11	4
Weighted Base	742	197	205	181	56	37	481	398	59	26	23	8
Urgent delivery - on the same day or a specific time the next day	89	36	29	44	14	9	60	43	13	13	*	3
	12%	18%	14%	24%	26%	23%	12%	11%	22%	51%	2%	36%
										c		
Tracked service	380	104	107	132	45	20	239	184	38	18	7	1
	51%	53%	52%	73%	81%	53%	50%	46%	64%	67%	32%	10%
				ab	ab							
Timed delivery (i.e. to arrive by specific time/day)	79	25	21	38	6	*	50	35	7	10	*	3
	11%	13%	10%	21%	11%	1%	10%	9%	12%	39%	1%	36%
										c		
Standard delivery	619	191	200	137	44	37	459	378	51	14	21	7
	83%	97%	97%	76%	78%	100%	95%	95%	88%	53%	89%	92%
		cd	cd			c			b			
International delivery	139	53	46	54	48	36	104	78	18	11	6	3
	19%	27%	23%	30%	85%	97%	22%	20%	30%	41%	25%	38%
					abc	abc						
Cross-Border Delivery	4	1	2	1	*	*	4	3	*	*	1	*
	1%	1%	1%	1%	*%	1%	1%	1%	*%	*%	2%	*%
Other (PLEASE SPECIFY)	1	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%
None of these (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	4	*	*	*	-	-	*	*	-	-	-	-
	1%	*%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	410	111	114	137	45	20	257	194	43	24	8	4
	55%	56%	56%	76%	81%	53%	53%	49%	73%	91%	32%	46%
				ab	ab				c	c		

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	878	779	692	829	615	569	523	773	152	1	712	43	274	564
Effective base	323	282	249	302	224	197	183	287	49	1	260	19	114	202
Weighted Base	742	646	544	696	499	430	366	658	128	2	584	47	272	453
Urgent delivery - on the same day or a specific time the next day	89	76	75	86	66	65	69	77	32	-	54	8	47	37
	12%	12%	14%	12%	13%	15%	19%	12%	25%	-%	9%	17%	17%	8%
							b		b				b	
Tracked service	380	323	292	354	282	238	240	331	95	-	302	22	156	217
	51%	50%	54%	51%	57%	55%	66%	50%	74%	-%	52%	47%	57%	48%
							b		b					
Timed delivery (i.e. to arrive by specific time/day)	79	71	62	75	62	54	67	63	30	-	56	6	40	38
	11%	11%	11%	11%	12%	13%	18%	10%	23%	-%	10%	12%	15%	8%
							b		b					
Standard delivery	619	554	461	588	420	377	288	580	115	2	496	43	219	390
	83%	86%	85%	84%	84%	88%	79%	88%	90%	100%	85%	91%	81%	86%
								a						
International delivery	139	123	117	133	120	97	81	126	76	-	97	15	61	76
	19%	19%	21%	19%	24%	23%	22%	19%	59%	-%	17%	31%	23%	17%
									ab					
Cross-Border Delivery	4	4	4	4	4	4	4	4	4	-	4	*	*	4
	1%	1%	1%	1%	1%	1%	1%	1%	3%	-%	1%	*%	*%	1%
Other (PLEASE SPECIFY)	1	1	*	1	*	*	-	*	-	-	-	1	1	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	2%	*%	-%
												a		
None of these (DO NOT READ OUT)	*	*	-	*	-	-	-	*	-	-	-	-	*	-
	*%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Don't Know (DO NOT READ OUT)	4	*	4	4	*	*	*	4	-	-	*	-	-	*
	1%	*%	1%	1%	*%	*%	*%	1%	-%	-%	*%	-%	-%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	878	779	692	829	615	569	523	773	152	1	712	43	274	564
Effective base	323	282	249	302	224	197	183	287	49	1	260	19	114	202
Weighted Base	742	646	544	696	499	430	366	658	128	2	584	47	272	453
NET: Urgent / Tracked / Timed Mail	410	346	313	380	299	258	264	351	99	-	316	25	175	223
	55%	54%	57%	55%	60%	60%	72% b	53%	77% b	-%	54%	53%	64% b	49%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	878	258	14	125	178	149	468	257	117	122	607	440	438
Effective base	323	91	5	34	74	58	178	88	44	38	236	130	194
Weighted Base	742	211	10	81	166	113	421	207	95	107	527	280	462
Urgent delivery - on the same day or a specific time the next day	89	42	4	20	33	21	39	29	22	22	45	50	39
	12%	20%	38%	24%	20%	19%	9%	14%	23% c	21% c	9%	18% b	8%
Tracked service	380	133	3	47	100	67	206	106	61	61	253	136	244
	51%	63%	34%	57%	60%	59%	49%	51%	64%	57%	48%	48%	53%
Timed delivery (i.e. to arrive by specific time/day)	79	26	4	16	20	21	41	18	20	22	36	46	33
	11%	13%	40%	20%	12%	18%	10%	9%	22% c	21% c	7%	17% b	7%
Standard delivery	619	166	9	53	141	96	346	176	73	90	446	236	383
	83%	79%	87%	66%	85% a	84%	82%	85%	76%	84%	85%	84%	83%
International delivery	139	55	4	18	46	21	76	41	20	43	73	48	90
	19%	26%	40%	22%	28%	19%	18%	20%	21%	40% c	14%	17%	20%
Cross-Border Delivery	4	1	*	*	1	*	1	3	*	*	4	3	1
	1%	*%	*%	*%	*%	*%	*%	2%	*%	*%	1%	1%	*%
Other (PLEASE SPECIFY)	1	-	-	-	-	*	*	-	*	-	*	1	-
	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	*%	-%
None of these (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	*%
Don't Know (DO NOT READ OUT)	4	4	-	4	*	-	4	-	*	-	4	*	4
	1%	2%	-%	5%	*%	-%	1%	-%	*%	-%	1%	*%	1%
NET: Urgent / Tracked / Timed Mail	410	141	6	56	107	73	216	120	69	71	264	156	253
	55%	67%	63%	70%	65%	64%	51%	58%	72% c	67%	50%	56%	55%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 39 (continuation)

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Large letters

Base: All where large letters are sent (QV6a=2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	878	228	249	229	172	477	401
Effective base	323	77	82	93	75	158	168
Weighted Base	742	206	187	194	154	393	348
Urgent delivery - on the same day or a specific time the next day	89	24	17	27	21	41	48
	12%	12%	9%	14%	13%	11%	14%
Tracked service	380	97	98	99	85	196	184
	51%	47%	53%	51%	55%	50%	53%
Timed delivery (i.e. to arrive by specific time/day)	79	25	24	15	15	49	30
	11%	12%	13%	8%	10%	13%	9%
Standard delivery	619	173	156	159	131	329	290
	83%	84%	83%	82%	85%	84%	83%
International delivery	139	38	38	34	29	76	63
	19%	18%	20%	17%	19%	19%	18%
Cross-Border Delivery	4	2	*	*	2	2	2
	1%	1%	*%	*%	1%	1%	1%
Other (PLEASE SPECIFY)	1	*	*	-	-	1	-
	*%	*%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%
Don't Know (DO NOT READ OUT)	4	*	-	4	-	*	4
	1%	*%	-%	2%	-%	*%	1%
NET: Urgent / Tracked / Timed Mail	410	109	102	106	93	211	199
	55%	53%	54%	55%	60%	54%	57%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	907	334	573	594	141	44	128	313
Effective base	360	127	235	331	84	23	66	118
Weighted Base	864	270	595	827	30	5	3	37
Urgent delivery - on the same day or a specific time the next day	78	29	49	69	6	1	1	8
	9%	11%	8%	8%	21%	26%	28%	23%
					a	a	a	a
Tracked service	569	183	386	542	22	4	2	27
	66%	68%	65%	66%	73%	77%	79%	74%
							a	
Timed delivery (i.e. to arrive by specific time/day)	84	20	64	75	8	1	1	10
	10%	7%	11%	9%	26%	24%	30%	26%
					a	a	a	a
Standard delivery	553	162	391	530	19	3	2	23
	64%	60%	66%	64%	63%	55%	62%	62%
International delivery	158	39	119	151	6	1	1	7
	18%	14%	20%	18%	19%	26%	24%	20%
Cross-Border Delivery	2	1	1	2	*	*	*	*
	*%	*%	*%	*%	1%	1%	2%	1%
							a	
Other (PLEASE SPECIFY)	1	1	*	1	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	*	-	*	*	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
Don't Know (DO NOT READ OUT)	3	2	1	3	-	-	-	-
	*%	1%	*%	*%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	603	194	409	572	25	4	2	31
	70%	72%	69%	69%	84%	81%	86%	84%
					a		a	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	907	350	163	81	79	106	128	594	141	172
Effective base	360	209	88	42	49	56	66	331	84	52
Weighted Base	864	556	209	62	19	16	3	827	30	7
Urgent delivery - on the same day or a specific time the next day	78	46	15	8	4	4	1	69	6	2
	9%	8%	7%	12%	21% abg	24% abg	28% abg	8%	21% abg	27% abg
Tracked service	569	368	136	38	14	11	2	542	22	6
	66%	66%	65%	61%	75%	71%	79% acg	66%	73%	78%
Timed delivery (i.e. to arrive by specific time/day)	84	38	24	12	5	4	1	75	8	2
	10%	7%	11%	20% ag	25% abg	26% abg	30% abg	9%	26% abg	26% abg
Standard delivery	553	383	116	32	13	8	2	530	19	4
	64%	69% bce	55%	51%	68%	54%	62%	64%	63%	58%
International delivery	158	100	39	12	3	4	1	151	6	2
	18%	18%	19%	20%	14%	26%	24%	18%	19%	25%
Cross-Border Delivery	2	1	1	*	*	*	*	2	*	*
	*%	*%	*%	1%	*%	1%	2% g	*%	1%	2%
Other (PLEASE SPECIFY)	1	*	1	-	-	-	-	1	-	-
	*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
None of these (DO NOT READ OUT)	*	-	*	-	*	-	-	*	*	-
	*%	-%	*%	-%	*%	-%	-%	*%	*%	-%
Don't Know (DO NOT READ OUT)	3	1	2	*	-	-	-	3	-	-
	*%	*%	1%	*%	-%	-%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	603	386	146	40	16	13	2	572	25	6
	70%	69%	70%	65%	86% abcg	80%	86% abcg	69%	84% abcg	82% cg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	907	371	121	51	28	107
Effective base	360	217	45	17	9	17
Weighted Base	864	585	96	29	7	20
Urgent delivery - on the same day or a specific time the next day	78	42	14	3	1	5
	9%	7%	15%	11%	14%	24%
						a
Tracked service	569	398	58	21	5	14
	66%	68%	60%	72%	74%	71%
Timed delivery (i.e. to arrive by specific time/day)	84	48	18	4	*	6
	10%	8%	19%	13%	3%	28%
			a			a
Standard delivery	553	391	54	16	1	10
	64%	67%	56%	54%	19%	48%
International delivery	158	118	19	4	*	4
	18%	20%	20%	16%	2%	19%
Cross-Border Delivery	2	*	1	*	*	*
	*%	*%	1%	*%	*%	1%
Other (PLEASE SPECIFY)	1	*	-	-	-	-
	*%	*%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	*	-	*	*	-	-
	*%	-%	*%	*%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	*	-	-	-
	*%	-%	*%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	603	411	70	22	6	17
	70%	70%	73%	76%	88%	81%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	907	53	49	86	33	49	68	47	62	49	496	137	134	140
Effective base	360	36	31	49	18	29	41	36	31	31	293	79	84	40
Weighted Base	864	81	68	150	37	62	109	121	78	67	772	46	33	13
Urgent delivery - on the same day or a specific time the next day	78	5	9	14	1	9	11	6	9	5	70	4	2	1
	9%	6%	13%	9%	3%	15%	10%	5%	12%	8%	9%	9%	7%	7%
Tracked service	569	54	37	90	22	39	79	95	53	43	513	29	19	8
	66%	68%	54%	60%	59%	64%	72%	79% bl	69%	64%	66%	63%	58%	61%
Timed delivery (i.e. to arrive by specific time/day)	84	3	13	20	3	4	7	10	8	9	77	4	2	1
	10%	3%	19% al	13%	8%	7%	6%	9%	10%	13%	10%	10%	5%	9%
Standard delivery	553	50	45	104	25	42	70	66	49	45	495	29	21	8
	64%	62%	66%	69%	66%	68%	64%	54%	63%	68%	64%	63%	63%	62%
International delivery	158	23	9	23	5	11	20	20	24	4	140	11	5	2
	18%	29% i	13%	16%	14%	17%	19%	17%	31% il	6%	18%	25% i	14%	15%
Cross-Border Delivery	2	-	-	-	-	-	-	-	-	-	-	-	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16% abcefghijkl
Other (PLEASE SPECIFY)	1	-	-	1	-	-	-	-	-	-	1	-	*	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	*%	-%	1%	-%
None of these (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%
Don't Know (DO NOT READ OUT)	3	-	-	2	-	-	-	-	-	-	2	-	1	*
	*%	-%	-%	2%	-%	-%	-%	-%	-%	-%	*%	-%	2%	*%
NET: Urgent / Tracked / Timed Mail	603	55	42	98	23	43	81	97	59	45	542	32	20	9
	70%	68%	61%	66%	62%	70%	74%	80% l	75%	68%	70%	69%	61%	65%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	907	35	103	7	71	183	32	51	377	727	180	803	104
Effective base	360	10	41	3	29	77	14	19	160	291	72	335	30
Weighted Base	864	21	105	1	68	240	20	44	306	724	141	820	44
Urgent delivery - on the same day or a specific time the next day	78	*	10	*	7	20	*	8	26	75	3	74	4
	9%	1%	10%	4%	10%	9%	2%	19%	8%	10% b	2%	9%	8%
Tracked service	569	10	73	1	40	163	9	30	199	473	97	548	21
	66%	50%	70%	90%	58%	68%	44%	69%	65%	65%	69%	67% b	48%
Timed delivery (i.e. to arrive by specific time/day)	84	2	11	*	4	31	3	6	14	75	9	81	3
	10%	8%	10%	21%	7%	13% h	17%	14%	5%	10%	6%	10%	7%
Standard delivery	553	13	58	1	38	151	10	34	207	467	87	529	25
	64%	63%	56%	75%	55%	63%	52%	78%	68%	65%	61%	64%	56%
International delivery	158	*	27	*	9	46	1	15	52	131	27	152	6
	18%	1%	26%	3%	13%	19%	5%	35% a	17%	18%	19%	19%	14%
Cross-Border Delivery	2	1	*	-	*	*	-	*	1	2	*	2	*
	*%	4%	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	-	-	-	-	*	-	-	1	1	-	*	1
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	2% a
None of these (DO NOT READ OUT)	*	-	-	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	2	-	-	1	2	1	1	2
	*%	-%	-%	-%	-%	1%	-%	-%	*%	*%	*%	*%	5% a
NET: Urgent / Tracked / Timed Mail	603	11	78	1	43	172	10	33	207	504	99	581	22
	70%	52%	75%	100%	64%	72%	50%	75%	68%	70%	70%	71% b	50%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	907	900	7	393	240	274
Effective base	360	357	3	165	76	121
Weighted Base	864	856	9	392	158	315
Urgent delivery - on the same day or a specific time the next day	78	78	*	30	17	31
	9%	9%	*%	8%	11%	10%
Tracked service	569	560	9	239	108	223
	66%	66%	100%	61%	68%	71%
Timed delivery (i.e. to arrive by specific time/day)	84	80	5	21	22	41
	10%	9%	53%	5%	14%	13%
					a	a
Standard delivery	553	553	1	238	105	210
	64%	65%	7%	61%	67%	67%
International delivery	158	151	7	45	28	85
	18%	18%	78%	11%	18%	27%
						a
Cross-Border Delivery	2	2	-	*	2	*
	*%	*%	-%	*%	1%	*%
Other (PLEASE SPECIFY)	1	1	-	1	-	*
	*%	*%	-%	*%	-%	*%
None of these (DO NOT READ OUT)	*	*	-	*	*	-
	*%	*%	-%	*%	*%	-%
Don't Know (DO NOT READ OUT)	3	3	-	*	-	3
	*%	*%	-%	*%	-%	1%
NET: Urgent / Tracked / Timed Mail	603	594	9	260	114	228
	70%	69%	100%	66%	72%	73%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	907	570	224	60	15	17	11	5	5	794	113	53	161	409	337
Effective base	360	275	67	12	3	4	1	2	2	342	20	9	86	189	85
Weighted Base	864	660	172	21	6	3	1	*	1	832	33	12	207	453	205
Urgent delivery - on the same day or a specific time the next day	78	55	15	5	*	2	1	*	1	69	9	4	21	34	23
	9%	8%	8%	22%	7%	58%	87%	33%	64%	8%	26% abi	34% abi	10%	8%	11%
Tracked service	569	428	122	13	3	2	*	*	1	550	19	6	122	306	141
	66%	65%	71%	61%	48%	73%	10%	37%	97%	66%	59%	55%	59%	68%	69%
Timed delivery (i.e. to arrive by specific time/day)	84	58	20	3	*	2	*	*	1	78	6	3	18	40	26
	10%	9%	12%	16%	3%	61%	9%	33%	69%	9%	20%	25%	9%	9%	13%
Standard delivery	553	433	100	14	3	2	*	*	1	533	20	6	133	300	121
	64%	66%	58%	67%	50%	61%	1%	95%	90%	64%	62%	53%	64%	66%	59%
International delivery	158	104	46	6	*	1	*	*	1	150	8	2	12	92	54
	18%	16%	27% a	28%	2%	24%	6%	33%	89%	18%	24%	16%	6%	20% a	26% a
Cross-Border Delivery	2	2	*	*	-	*	*	*	-	2	*	*	*	2	*
	*%	*%	*%	*%	-%	1%	*%	1%	-%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	*	1	-	-	-	-	-	-	1	-	-	*	-	1
	*%	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%
None of these (DO NOT READ OUT)	*	*	*	-	-	-	-	-	-	*	-	-	-	*	*
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%
Don't Know (DO NOT READ OUT)	3	3	-	-	-	-	*	-	-	3	*	*	-	3	*
	*%	*%	-%	-%	-%	-%	4%	-%	-%	*%	*%	*%	-%	1%	*%
NET: Urgent / Tracked / Timed Mail	603	453	126	15	3	3	1	*	1	580	23	9	132	322	150
	70%	69%	73%	70%	54%	99%	96%	38%	100%	70%	71%	73%	64%	71%	73%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	907	551	494	666	907	215	282	442	74	44	37	28	22	19
Effective base	360	194	184	249	360	55	103	201	24	12	9	5	3	4
Weighted Base	864	411	429	582	864	117	243	479	60	17	9	7	8	3
Urgent delivery - on the same day or a specific time the next day	78	39	44	51	78	24	37	35	7	2	3	2	1	*
	9%	9%	10%	9%	9%	20% acd	15%	7%	11%	14%	36% a	35%	12%	8%
Tracked service	569	275	299	393	569	77	179	323	42	5	7	6	7	2
	66%	67%	70%	67%	66%	66%	74%	68% c	70% c	31%	82% c	85%	92%	58%
Timed delivery (i.e. to arrive by specific time/day)	84	47	66	71	84	22	31	44	17	2	1	3	1	3
	10%	11%	15%	12%	10%	19% d	13%	9%	29% a	12%	10%	52%	15%	76%
Standard delivery	553	268	295	383	553	89	170	325	33	14	4	4	2	1
	64%	65%	69%	66%	64%	76%	70%	68%	54%	85%	50%	56%	21%	42%
International delivery	158	69	85	104	158	33	75	75	18	3	4	2	2	*
	18%	17%	20%	18%	18%	29%	31% abcd	16%	29%	19%	47% a	33%	21%	8%
Cross-Border Delivery	2	1	2	2	2	*	1	2	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	2%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	1	*	1	1	-	-	*	-	-	1	-	-	-
	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	11% a	-%	-%	-%
None of these (DO NOT READ OUT)	*	*	*	*	*	*	-	-	-	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	-%	2%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	3	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	603	288	313	409	603	83	186	333	46	6	7	6	7	3
	70%	70%	73%	70%	70%	71%	76%	70% c	76% c	33%	85% c	96%	92%	98%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	907	709	54	39	35	16	33	21	70	153	134	202	136	41
Effective base	360	316	18	8	9	6	3	6	16	79	53	83	28	7
Weighted Base	864	771	44	21	13	5	4	6	15	176	131	188	71	16
Urgent delivery - on the same day or a specific time the next day	78	63	7	2	2	1	1	2	4	13	8	16	13	1
	9%	8%	15%	9%	19%	23%	20%	32%	26% a	8%	6%	9%	18%	3%
Tracked service	569	506	30	15	7	4	3	3	11	135	78	114	54	13
	66%	66%	68%	73%	54%	81%	80%	50%	68%	77% bc	59%	60%	75%	81%
Timed delivery (i.e. to arrive by specific time/ day)	84	56	14	5	1	1	3	4	8	13	9	24	23	2
	10%	7%	32% a	23%	11%	26%	75% ad	61%	52% ad	7%	7%	13%	32% abc	13%
Standard delivery	553	503	23	11	7	4	3	3	9	109	83	135	50	6
	64%	65%	52%	52%	54%	64%	87%	41%	60%	62%	64%	72%	70%	36%
International delivery	158	132	11	9	1	3	1	*	4	26	8	41	24	3
	18%	17%	26%	45% a	11%	46%	36%	5%	27%	15%	6%	22% b	34% ab	20%
Cross-Border Delivery	2	2	*	*	*	*	*	*	*	1	*	1	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	*	-	1	-	-	-	-	-	-	*	-	-	1
	*%	*%	-%	5% a	-%	-%	-%	-%	-%	-%	*%	-%	-%	6%
None of these (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	*	-	*	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Don't Know (DO NOT READ OUT)	3	3	-	-	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	603	529	37	16	8	5	3	6	14	135	82	121	57	13
	70%	69%	83%	74%	59%	85%	81%	100%	90%	77%	63%	64%	80%	83%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	907	296	187	250	128	46	554	73	273	721	186	596	70
Effective base	360	151	83	85	36	7	233	27	102	299	61	233	16
Weighted Base	864	354	194	229	74	14	594	59	209	728	137	544	38
Urgent delivery - on the same day or a specific time the next day	78	24	28	16	9	*	51	8	19	54	24	37	14
	9%	7%	15%	7%	12%	3%	9%	13%	9%	7%	17% a	7%	38% a
Tracked service	569	223	112	169	54	11	401	39	127	468	101	372	21
	66%	63%	58%	74% b	74%	76%	67%	67%	61%	64%	74%	68%	55%
Timed delivery (i.e. to arrive by specific time/day)	84	21	19	22	15	7	65	6	13	67	17	60	11
	10%	6%	10%	10%	20% a	48% abc	11%	10%	6%	9%	12%	11%	30% a
Standard delivery	553	228	129	143	43	10	391	25	136	489	64	356	28
	64%	65%	67%	62%	59%	72%	66% b	43%	65% b	67% b	47%	65%	72%
International delivery	158	48	40	48	21	1	121	12	25	134	24	95	8
	18%	13%	21%	21%	29% a	10%	20%	21%	12%	18%	18%	17%	22%
Cross-Border Delivery	2	1	*	1	*	*	1	*	1	2	*	2	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	-	*	-	1	-	1	-	-	1	-	1	-
	*%	-%	*%	-%	1%	-%	*%	-%	-%	*%	-%	*%	-%
None of these (DO NOT READ OUT)	*	-	*	*	-	-	*	*	-	*	-	*	-
	*%	-%	*%	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	907	296	187	250	128	46	554	73	273	721	186	596	70
Effective base	360	151	83	85	36	7	233	27	102	299	61	233	16
Weighted Base	864	354	194	229	74	14	594	59	209	728	137	544	38
Don't Know (DO NOT READ OUT)	3	*	1	-	2	-	3	-	*	3	-	-	-
	*%	*%	*%	-%	3%	-%	*%	-%	*%	*%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	603	230	131	174	58	11	420	47	133	492	112	384	24
	70%	65%	67%	76%	79%	78%	71%	80%	64%	68%	82% a	71%	64%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	907	181	199	237	68	652	255	316	472	124	298	404	117	1
Effective base	360	77	62	97	11	277	84	103	169	32	106	154	37	1
Weighted Base	864	196	139	230	24	680	184	232	360	66	245	358	94	*
Urgent delivery - on the same day or a specific time the next day	78	21	22	24	8	54	23	30	34	18	36	39	19	-
	9%	11%	16%	10%	35% a	8%	13%	13%	9%	27% b	15%	11%	21%	-%
Tracked service	569	146	100	167	18	432	138	195	233	53	207	240	77	-
	66%	74%	72%	73%	77%	63%	75%	84% b	65%	79%	84% b	67%	82%	-%
Timed delivery (i.e. to arrive by specific time/day)	84	24	19	31	9	67	17	37	33	13	61	52	28	-
	10%	12%	14%	14%	38% a	10%	9%	16%	9%	20%	25% b	14%	30% b	-%
Standard delivery	553	141	76	140	14	466	88	152	262	58	167	284	72	-
	64%	72% b	54%	61%	60%	68% b	48%	65%	73%	87% a	68%	79% a	77%	-%
International delivery	158	50	23	47	5	126	32	46	65	51	53	74	67	-
	18%	25%	17%	21%	23%	18%	18%	20%	18%	76% ab	22%	21%	71% ab	-%
Cross-Border Delivery	2	1	1	1	*	1	1	1	1	1	1	2	2	-
	*%	*%	*%	*%	1%	*%	*%	*%	*%	2%	*%	1%	2%	-%
Other (PLEASE SPECIFY)	1	-	-	-	-	1	-	-	1	-	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	100%
None of these (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	-	*	*	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	3	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	907	181	199	237	68	652	255	316	472	124	298	404	117	1
Effective base	360	77	62	97	11	277	84	103	169	32	106	154	37	1
Weighted Base	864	196	139	230	24	680	184	232	360	66	245	358	94	*
NET: Urgent / Tracked / Timed Mail	603	149	109	175	19	454	149	204	242	54	217	250	80	-
	70%	76%	78%	76%	81%	67%	81% a	88% b	67%	81%	89% b	70%	85%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	907	649	561	185	2	514	453	700	503	404	19
Effective base	360	250	227	66	2	190	174	288	186	153	3
Weighted Base	864	603	553	159	1	406	408	702	431	354	8
Urgent delivery - on the same day or a specific time the next day	78	78	56	35	-	36	36	62	36	29	7
	9%	13%	10%	22%	-%	9%	9%	9%	8%	8%	89%
				b							
Tracked service	569	569	289	127	-	273	293	457	310	231	8
	66%	94%	52%	80%	-%	67%	72%	65%	72%	65%	98%
		bc		b							
Timed delivery (i.e. to arrive by specific time/day)	84	84	51	30	-	46	62	67	58	40	7
	10%	14%	9%	19%	-%	11%	15%	10%	14%	11%	86%
				b							
Standard delivery	553	303	553	112	-	267	282	482	287	260	7
	64%	50%	100%	70%	-%	66%	69%	69%	67%	73%	89%
			ac	a							
International delivery	158	130	111	158	-	66	81	133	80	55	1
	18%	22%	20%	99%	-%	16%	20%	19%	19%	16%	11%
				ab							
Cross-Border Delivery	2	2	2	2	-	1	2	2	2	2	*
	*%	*%	*%	1%	-%	*%	*%	*%	*%	1%	5%
Other (PLEASE SPECIFY)	1	-	-	-	1	1	*	1	1	*	-
	*%	-%	-%	-%	100%	*%	*%	*%	*%	*%	-%
None of these (DO NOT READ OUT)	*	-	-	-	-	*	-	*	*	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	*%	*%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	2	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	603	603	303	132	-	284	302	482	319	237	8
	70%	100%	55%	83%	-%	70%	74%	69%	74%	67%	98%
		bc		b							

Columns Tested:: a,b,c,d - a,b,c - a,b,c

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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	907	370	338	348	69	44	418	363	74	35	40	16
Effective base	360	142	146	138	34	21	152	139	28	8	17	5
Weighted Base	864	347	352	337	91	53	351	315	70	20	34	10
Urgent delivery - on the same day or a specific time the next day	78	41	34	47	16	11	36	22	14	5	8	3
	9%	12%	10%	14%	17%	21%	10%	7%	20%	27%	24%	30%
Tracked service	569	210	196	309	83	41	248	183	52	15	29	7
	66%	61%	56%	92%	92%	78%	71%	58%	74%	77%	85%	70%
				abe	ab		b					
Timed delivery (i.e. to arrive by specific time/day)	84	37	33	57	15	8	41	27	18	6	1	3
	10%	11%	9%	17%	16%	15%	12%	9%	25%	31%	4%	30%
Standard delivery	553	305	314	185	60	52	259	248	65	11	16	2
	64%	88%	89%	55%	66%	99%	74%	79%	92%	55%	48%	16%
		cd	cd			cd			bc			
International delivery	158	73	65	93	86	53	74	49	20	7	7	2
	18%	21%	18%	28%	95%	99%	21%	15%	28%	37%	19%	17%
					abc	abc						
Cross-Border Delivery	2	1	2	1	*	*	2	1	*	*	-	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%	*%
Other (PLEASE SPECIFY)	1	1	-	-	-	-	1	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%	1%	-%
None of these (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	603	223	208	322	83	41	258	188	58	16	33	10
	70%	64%	59%	95%	92%	78%	73%	60%	82%	79%	97%	100%
				abe	ab		b					

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	907	762	571	819	700	554	543	781	149	1	712	42	267	550
Effective base	360	306	208	326	277	208	197	321	49	1	284	21	113	219
Weighted Base	864	720	472	768	674	481	436	777	127	1	668	58	274	526
Urgent delivery - on the same day or a specific time the next day	78	59	54	65	65	62	57	67	19	-	52	7	30	36
	9%	8%	11%	8%	10%	13%	13%	9%	15%	-%	8%	13%	11%	7%
Tracked service	569	492	336	523	464	338	345	505	106	1	435	41	183	341
	66%	68%	71%	68%	69%	70%	79%	65%	83%	100%	65%	70%	67%	65%
							b		b					
Timed delivery (i.e. to arrive by specific time/day)	84	69	50	75	65	58	53	68	25	-	60	4	41	37
	10%	10%	11%	10%	10%	12%	12%	9%	20%	-%	9%	8%	15%	7%
									b				b	
Standard delivery	553	462	320	497	436	313	257	530	89	1	439	48	195	332
	64%	64%	68%	65%	65%	65%	59%	68%	71%	100%	66%	82%	71%	63%
								a						
International delivery	158	125	103	136	139	113	95	135	76	-	117	15	44	103
	18%	17%	22%	18%	21%	24%	22%	17%	60%	-%	17%	26%	16%	20%
									ab					
Cross-Border Delivery	2	2	2	2	2	2	2	2	2	-	2	-	*	2
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%	*%	*%
Other (PLEASE SPECIFY)	1	1	-	1	1	-	-	1	-	-	1	*	1	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	-%	*%	1%	1%	-%
None of these (DO NOT READ OUT)	*	*	-	*	-	-	-	-	-	-	*	-	*	*
	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%
Don't Know (DO NOT READ OUT)	3	3	2	3	2	2	2	2	-	-	2	-	-	3
	*%	*%	*%	*%	*%	*%	1%	*%	-%	-%	*%	-%	-%	1%
NET: Urgent / Tracked / Timed Mail	603	513	350	546	482	355	360	530	111	1	457	41	200	351
	70%	71%	74%	71%	72%	74%	82%	68%	87%	100%	68%	71%	73%	67%
							b		b					

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	907	370	19	162	277	182	488	232	171	157	544	393	514
Effective base	360	136	7	49	112	72	196	90	66	57	226	138	229
Weighted Base	864	323	17	108	275	161	479	221	146	136	552	267	598
Urgent delivery - on the same day or a specific time the next day	78	46	4	18	33	21	21	35	19	9	48	27	51
	9%	14%	23%	16%	12%	13%	4%	16%	13%	6%	9%	10%	9%
						b		b					
Tracked service	569	232	11	71	205	126	290	152	104	95	352	179	390
	66%	72%	63%	66%	74%	78%	61%	69%	71%	70%	64%	67%	65%
						b							
Timed delivery (i.e. to arrive by specific time/day)	84	41	4	17	31	24	30	29	19	19	46	37	47
	10%	13%	23%	16%	11%	15%	6%	13%	13%	14%	8%	14%	8%
						b							
Standard delivery	553	205	6	70	165	104	303	145	88	91	355	181	373
	64%	64%	34%	65%	60%	65%	63%	66%	60%	67%	64%	68%	62%
International delivery	158	65	3	16	64	36	64	58	23	24	111	51	107
	18%	20%	19%	14%	23%	22%	13%	26%	16%	18%	20%	19%	18%
								b					
Cross-Border Delivery	2	1	*	*	1	*	1	1	*	*	2	1	1
	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	1	-	-	-	-	*	1	-	*	-	1	1	-
	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	1%	-%
None of these (DO NOT READ OUT)	*	-	-	-	-	*	*	-	-	-	*	*	*
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	*%	*%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	1	-	-	1	2	-	3
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%	1%
NET: Urgent / Tracked / Timed Mail	603	245	13	83	211	133	303	166	114	100	367	193	410
	70%	76%	80%	77%	77%	83%	63%	75%	78%	74%	67%	72%	69%
						b		b					

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 40 (continuation)

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of post you mentioned? So for: Parcels and packets

Base: All where parcels/ packets are sent (QV6a=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	907	236	275	223	173	511	396
Effective base	360	96	95	92	78	190	170
Weighted Base	864	236	237	214	178	473	392
Urgent delivery - on the same day or a specific time the next day	78	37	7	21	13	44	33
	9%	16%	3%	10%	7%	9%	9%
		b					
Tracked service	569	157	172	127	114	328	241
	66%	66%	72%	59%	64%	69%	62%
Timed delivery (i.e. to arrive by specific time/day)	84	26	18	20	20	44	40
	10%	11%	7%	9%	12%	9%	10%
Standard delivery	553	137	137	159	121	274	280
	64%	58%	58%	74%	68%	58%	71%
				ab			a
International delivery	158	41	41	46	31	82	76
	18%	17%	17%	21%	17%	17%	19%
Cross-Border Delivery	2	1	1	-	*	2	*
	*%	*%	*%	-%	*%	*%	*%
Other (PLEASE SPECIFY)	1	*	-	1	-	*	1
	*%	*%	-%	*%	-%	*%	*%
None of these (DO NOT READ OUT)	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%
Don't Know (DO NOT READ OUT)	3	-	*	2	1	*	3
	*%	-%	*%	1%	*%	*%	1%
NET: Urgent / Tracked / Timed Mail	603	169	173	140	121	342	261
	70%	72%	73%	65%	68%	72%	67%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1790	825	965	1225	309	74	182	565
Effective base	692	301	397	633	188	32	108	244
Weighted Base	1641	627	1014	1565	64	8	4	77
Letters	1156	463	694	1091	54	8	4	65
	70%	74%	68%	70%	84%	91%	86%	85%
					a	a	a	a
Large Letters	704	212	491	664	31	6	3	40
	43%	34%	48%	42%	48%	69%	64%	52%
			a			ab	abe	a
Parcels and packets	702	199	503	676	21	3	2	26
	43%	32%	50%	43%	33%	41%	40%	34%
			a	be				
None of these (DO NOT READ OUT)	17	1	16	17	-	*	-	*
	1%	*%	2%	1%	-%	2%	-%	*%
Don't Know (DO NOT READ OUT)	1	-	1	1	*	-	-	*
	*%	-%	*%	*%	*%	-%	-%	*%
FOR TESTING - CODES 1 AND 2	1399	534	865	1329	58	8	4	70
	85%	85%	85%	85%	91%	94%	96%	91%
					a		a	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1790	692	354	179	181	202	182	1225	309	256
Effective base	692	370	181	109	112	107	108	633	188	70
Weighted Base	1641	1007	413	145	38	34	4	1565	64	13
Letters	1156	679	294	119	32	29	4	1091	54	11
	70%	67%	71%	82%	83%	88%	86%	70%	84%	89%
				abg	abg	abg	abg		abg	abg
Large Letters	704	403	199	62	19	17	3	664	31	9
	43%	40%	48%	43%	50%	52%	64%	42%	48%	68%
						a	abcdgh			abcdegh
Parcels and packets	702	469	162	44	14	10	2	676	21	5
	43%	47%	39%	31%	37%	31%	40%	43%	33%	41%
		ceh						ceh		
None of these (DO NOT READ OUT)	17	14	3	1	-	*	-	17	-	*
	1%	1%	1%	1%	-%	*%	-%	1%	-%	1%
Don't Know (DO NOT READ OUT)	1	1	1	*	-	*	-	1	*	-
	*%	*%	*%	*%	-%	1%	-%	*%	*%	-%
FOR TESTING - CODES 1 AND 2	1399	839	358	133	35	31	4	1329	58	12
	85%	83%	87%	91%	90%	93%	96%	85%	91%	95%
				a		ag	abg		ag	ag

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1790	650	215	76	47	190
Effective base	692	364	91	26	7	32
Weighted Base	1641	998	205	36	18	48
Letters	1156	651	157	26	15	44
	70%	65%	77%	72%	84%	93%
			a			abc
Large Letters	704	453	98	16	3	25
	43%	45%	48%	44%	18%	52%
Parcels and packets	702	494	73	18	4	15
	43%	49%	35%	51%	20%	32%
		b				
None of these (DO NOT READ OUT)	17	10	4	-	1	-
	1%	1%	2%	-%	4%	-%
Don't Know (DO NOT READ OUT)	1	*	*	-	-	*
	*%	*%	*%	-%	-%	*%
FOR TESTING - CODES 1 AND 2	1399	828	183	30	17	47
	85%	83%	90%	82%	90%	98%
						ac

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1790	104	107	150	70	110	140	103	97	96	977	282	277	254
Effective base	692	66	69	79	40	69	81	68	54	56	554	175	180	82
Weighted Base	1641	132	138	264	72	135	241	222	128	120	1452	94	64	30
Letters	1156	89	94	186	52	101	182	149	65	97	1015	70	48	24
	70%	67%	68%	70%	72%	74%	76%	67%	51%	81%	70%	74%	74%	78%
				h	h	h	h			h	h	h	h	h
Large Letters	704	64	66	96	22	59	125	100	62	41	635	31	27	11
	43%	48%	47%	36%	31%	44%	52%	45%	49%	34%	44%	33%	43%	35%
		k	k				cdikm		k		k		k	
Parcels and packets	702	69	48	120	31	50	77	107	70	52	626	39	26	10
	43%	53%	35%	46%	43%	37%	32%	48%	55%	43%	43%	42%	41%	33%
		bfm						f	befm					
None of these (DO NOT READ OUT)	17	1	7	4	-	-	4	-	1	-	16	*	1	*
	1%	1%	5%	2%	-%	-%	2%	-%	1%	-%	1%	*%	2%	*%
			jkm											
Don't Know (DO NOT READ OUT)	1	-	-	-	-	*	-	-	-	-	*	1	1	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	1%	1%	*%
													j	
FOR TESTING - CODES 1 AND 2	1399	107	119	215	63	127	221	185	96	110	1242	77	54	27
	85%	81%	86%	82%	86%	94%	92%	83%	76%	92%	85%	82%	84%	87%
						achkl	hk			h				

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1790	67	148	15	214	276	84	135	775	1392	398	1612	178
Effective base	692	24	56	4	76	109	38	57	328	546	156	646	54
Weighted Base	1641	59	141	10	201	356	51	128	593	1360	282	1563	79
Letters	1156	53	68	10	165	188	42	113	448	950	206	1105	52
	70%	89%	49%	98%	82%	53%	82%	88%	76%	70%	73%	71%	66%
		be			be		be	beh	be				
Large Letters	704	15	41	6	62	162	14	81	269	571	133	665	39
	43%	26%	29%	54%	31%	45%	28%	64%	45%	42%	47%	43%	49%
						bd		abdefh	bdf				
Parcels and packets	702	15	88	1	40	210	14	41	245	583	119	672	30
	43%	25%	63%	9%	20%	59%	27%	32%	41%	43%	42%	43%	38%
			adfgh			adfgh			d				
None of these (DO NOT READ OUT)	17	3	1	-	7	-	-	2	4	15	3	17	1
	1%	5%	1%	-%	3%	-%	-%	1%	1%	1%	1%	1%	1%
		e											
Don't Know (DO NOT READ OUT)	1	-	*	-	-	*	-	*	1	1	1	1	*
	*%	-%	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%
FOR TESTING - CODES 1 AND 2	1399	55	88	10	186	281	49	123	514	1153	247	1334	65
	85%	93%	62%	98%	93%	79%	95%	96%	87%	85%	88%	85%	83%
		b			be	b	be	beh	b				

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	1790	1758	32	1062	355	370
Effective base	692	675	17	414	115	163
Weighted Base	1641	1604	37	1001	244	395
Letters	1156	1130	26	827	170	158
	70%	70%	70%	83%	70%	40%
				bc	c	
Large Letters	704	699	5	336	145	222
	43%	44%	14%	34%	59%	56%
		b			a	a
Parcels and packets	702	693	9	303	124	275
	43%	43%	24%	30%	51%	69%
					a	ab
None of these (DO NOT READ OUT)	17	15	3	9	3	5
	1%	1%	7%	1%	1%	1%
			a			
Don't Know (DO NOT READ OUT)	1	1	-	*	*	1
	*%	*%	-%	*%	*%	*%
FOR TESTING - CODES 1 AND 2	1399	1369	31	902	209	287
	85%	85%	82%	90%	86%	73%
				c	c	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1790	1359	301	70	16	23	10	6	5	1660	130	60	638	721	431
Effective base	692	591	83	11	3	7	3	2	2	674	18	7	294	301	101
Weighted Base	1641	1394	195	31	13	8	*	*	*	1589	52	21	739	655	247
Letters	1156	1039	86	18	7	6	*	*	*	1124	32	14	608	431	118
	70%	74%	44%	58%	58%	76%	31%	95%	95%	71%	61%	66%	82%	66%	48%
		b								b			bc	c	
Large Letters	704	562	124	15	1	2	*	*	*	685	18	4	217	345	142
	43%	40%	63%	48%	4%	26%	68%	96%	100%	43%	35%	16%	29%	53%	57%
			aijk											a	a
Parcels and packets	702	552	124	18	6	2	*	*	*	676	26	9	183	369	150
	43%	40%	63%	58%	47%	30%	8%	6%	71%	43%	50%	40%	25%	56%	61%
			ai											a	a
None of these (DO NOT READ OUT)	17	15	2	-	-	1	-	-	-	17	1	1	4	11	2
	1%	1%	1%	-%	-%	9%	-%	-%	-%	1%	1%	3%	1%	2%	1%
Don't Know (DO NOT READ OUT)	1	1	*	*	-	-	*	-	-	1	*	*	-	1	1
	*%	*%	*%	1%	-%	-%	19%	-%	-%	*%	*%	*%	-%	*%	*%
FOR TESTING - CODES 1 AND 2	1399	1201	159	24	7	6	*	*	*	1360	39	15	673	528	199
	85%	86%	82%	80%	58%	81%	79%	100%	100%	86%	75%	68%	91%	81%	80%
													bc		

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	1790	1419	838	1604	817	321	445	1263	125	83	57	25	29	22
Effective base	692	518	316	605	332	100	161	529	36	20	9	6	4	5
Weighted Base	1641	1160	725	1414	800	198	377	1230	89	47	24	7	12	6
Letters	1156	1156	467	1156	406	154	289	1031	54	38	19	7	3	5
	70%	100%	64%	82%	51%	78%	77%	84%	60%	81%	78%	96%	24%	96%
		bcdef	d	bd		bd	bd	b						
Large Letters	704	461	704	704	408	111	224	587	65	28	6	7	7	4
	43%	40%	97%	50%	51%	56%	59%	48%	73%	59%	26%	92%	62%	63%
			acdef	a	a	a	ac		ad					
Parcels and packets	702	342	370	490	702	86	191	406	51	12	8	4	7	2
	43%	29%	51%	35%	88%	44%	51%	33%	57%	26%	35%	59%	58%	36%
			ac		abcef	a	ac		ac					
None of these (DO NOT READ OUT)	17	*	3	3	15	6	5	*	-	-	-	-	3	-
	1%	*%	*%	*%	2%	3%	1%	*%	-%	-%	-%	-%	24%	-%
					ac	abc	a							
Don't Know (DO NOT READ OUT)	1	*	*	1	1	1	-	*	-	*	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	1%	-%	-%	-%	-%
FOR TESTING - CODES 1 AND 2	1399	1157	710	1399	561	173	344	1228	82	45	22	7	9	6
	85%	100%	98%	99%	70%	88%	91%	100%	93%	96%	92%	100%	76%	100%
		bdef	def	def		d	d	bcd						

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1790	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base	692	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base	1641	717	37	21	12	5	3	5	14	633	286	347	129	20
Letters	1156	365	14	11	6	4	3	4	11	563	243	257	85	8
	70%	51%	37%	54%	46%	64%	91%	81%	77%	89%	85%	74%	66%	40%
									b	cde	cde	e		
Large Letters	704	359	21	10	9	2	3	4	9	218	142	235	95	13
	43%	50%	58%	48%	74%	40%	90%	76%	65%	34%	50%	68%	74%	65%
											a	ab	ab	
Parcels and packets	702	632	34	16	12	3	1	3	7	149	112	166	52	11
	43%	88%	94%	79%	95%	54%	33%	63%	53%	23%	39%	48%	41%	55%
		h	h		h						a	a	a	a
None of these (DO NOT READ OUT)	17	13	1	*	-	-	-	1	1	-	*	3	*	-
	1%	2%	2%	*%	-%	-%	-%	13%	5%	-%	*%	1%	*%	-%
Don't Know (DO NOT READ OUT)	1	1	*	-	-	*	-	-	*	-	*	-	*	-
	*%	*%	1%	-%	-%	3%	-%	-%	1%	-%	*%	-%	*%	-%
FOR TESTING - CODES 1 AND 2	1399	497	27	17	9	4	3	4	11	633	280	343	126	18
	85%	69%	75%	81%	75%	66%	91%	81%	77%	100%	98%	99%	97%	90%
										bde				

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1790	282	170	224	110	31	488	65	258	1678	112	1554	50
Effective base	692	145	77	77	28	7	214	24	96	655	38	590	18
Weighted Base	1641	344	174	208	59	14	550	52	197	1535	107	1359	56
Letters	1156	220	81	82	15	7	216	34	155	1094	63	1119	38
	70%	64% bcd	46%	40%	26%	48%	39%	65% a	79% a	71%	59%	82%	68%
Large Letters	704	178	67	122	34	7	282	22	104	656	48	670	33
	43%	52%	38%	59% b	58%	51%	51%	43%	52%	43%	45%	49%	60%
Parcels and packets	702	300	154	192	46	9	481	45	175	670	32	466	24
	43%	87%	88%	92% e	78%	65%	87%	86%	89%	44%	30%	34%	44%
None of these (DO NOT READ OUT)	17	1	6	7	1	-	9	*	5	12	5	3	*
	1%	*%	3%	3%	1%	-%	2%	*%	3%	1%	5% a	*%	*%
Don't Know (DO NOT READ OUT)	1	*	1	*	-	*	1	*	*	1	*	1	-
	*%	*%	*%	*%	-%	1%	*%	1%	*%	*%	*%	*%	-%
FOR TESTING - CODES 1 AND 2	1399	262	104	143	40	11	352	42	167	1313	86	1347	53
	85%	76% b	60%	69%	67%	80%	64%	80%	85% a	86%	81%	99%	95%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1790	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base	692	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base	1641	196	122	265	57	680	120	444	1043	123	399	609	141	1
Letters	1156	99	68	180	45	338	68	442	1041	122	253	407	77	-
	70%	50%	55%	68%	79%	50%	56%	99%	100%	99%	64%	67%	55%	-%
Large Letters	704	114	75	191	30	333	75	260	425	87	386	594	138	1
	43%	58%	61%	72%	53%	49%	63%	58% b	41%	71% b	97%	98%	98%	100%
Parcels and packets	702	185	59	170	13	646	55	200	301	56	214	313	84	*
	43%	94% b	48%	64% b	23%	95% b	46%	45% b	29%	45% b	54%	51%	60%	54%
None of these (DO NOT READ OUT)	17	-	5	-	*	9	5	*	*	*	3	*	*	-
	1%	-%	4%	-%	*%	1%	4%	*%	*%	*%	1%	*%	*%	-%
Don't Know (DO NOT READ OUT)	1	-	*	-	-	1	*	-	-	-	*	*	-	-
	*%	-%	*%	-%	-%	*%	*%	-%	-%	-%	*%	*%	-%	-%
FOR TESTING - CODES 1 AND 2	1399	148	98	258	56	466	96	442	1042	122	387	600	138	1
	85%	75%	80%	97%	98%	68%	80%	100%	100%	99%	97%	99%	98%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1790	573	523	163	2	1402	814	700	1223	937	27
Effective base	692	227	216	61	2	515	306	288	456	350	4
Weighted Base	1641	552	527	148	1	1156	704	702	1054	795	8
Letters	1156	284	267	66	1	1156	461	340	885	658	5
	70%	51%	51%	45%	68%	100% bc	65% c	48%	84%	83%	63%
Large Letters	704	302	282	82	*	461	704	357	559	424	8
	43%	55%	54%	56%	32%	40%	100% ac	51% a	53%	53%	97%
Parcels and packets	702	482	482	135	1	340	357	702	376	302	8
	43%	87%	92%	91%	100%	29%	51% a	100% ab	36%	38%	91%
None of these (DO NOT READ OUT)	17	13	7	*	-	-	-	-	-	-	-
	1%	2%	1%	*%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	1	*	*	*	-	-	-	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%
FOR TESTING - CODES 1 AND 2	1399	397	371	102	1	1156	704	479	1054	795	8
	85%	72%	70%	69%	100%	100% c	100% c	68%	100%	100%	100%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	1790	370	338	348	69	44	1050	874	117	55	54	20
Effective base	692	142	146	138	34	21	384	327	42	16	22	6
Weighted Base	1641	347	352	337	91	53	887	741	99	40	42	10
Letters	1156	197	184	169	30	28	748	624	59	20	16	3
	70%	57% d	52% d	50%	33%	52%	84%	84%	59%	50%	39%	24%
Large Letters	704	190	199	178	56	37	469	394	58	22	23	5
	43%	55%	56%	53%	62%	70%	53%	53%	59%	55%	54%	50%
Parcels and packets	702	347	352	337	91	53	304	268	66	19	16	10
	43%	100%	100%	100%	100%	100%	34%	36%	67% c	47%	39%	96%
None of these (DO NOT READ OUT)	17	-	-	-	-	-	*	*	1	3	1	-
	1%	-%	-%	-%	-%	-%	*%	*%	1%	9%	3%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
FOR TESTING - CODES 1 AND 2	1399	253	258	234	63	44	881	737	80	31	32	6
	85%	73%	73%	69%	69%	83%	99%	100%	81%	76%	75%	54%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1790	1621	1071	1682	1115	1063	896	1606	187	4	1526	82	452	1338
Effective base	692	624	396	650	420	391	323	633	64	3	572	38	186	505
Weighted Base	1641	1449	882	1512	970	875	694	1494	170	4	1359	88	446	1195
Letters	1156	1099	635	1116	618	614	467	1072	109	4	956	54	287	869
	70%	76% de	72% d	74% d	64%	70%	67%	72%	64%	100%	70%	61%	64%	73% a
Large Letters	704	629	521	669	482	419	344	632	121	2	572	47	260	444
	43%	43%	59% acde	44%	50% a	48%	50% b	42%	71% ab	52%	42%	54%	58% b	37%
Parcels and packets	702	586	393	622	557	406	364	642	101	1	600	42	229	473
	43%	40%	45%	41%	57% abce	46%	52% b	43%	59% b	31%	44%	47%	51% b	40%
None of these (DO NOT READ OUT)	17	10	14	14	17	2	7	12	*	-	15	1	9	8
	1%	1%	2% e	1%	2% e	*%	1%	1%	*%	-%	1%	2%	2%	1%
Don't Know (DO NOT READ OUT)	1	1	*	1	*	*	*	*	-	-	1	-	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%
FOR TESTING - CODES 1 AND 2	1399	1289	783	1336	782	753	570	1282	154	4	1155	73	382	1018
	85%	89% d	89% d	88% d	81%	86% d	82%	86%	90%	100%	85%	83%	86%	85%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1790	352	17	138	281	223	1017	537	181	188	1338	854	936
Effective base	692	128	8	45	109	80	416	190	75	66	528	286	407
Weighted Base	1641	326	15	113	275	189	980	458	165	187	1236	637	1005
Letters	1156	196	9	56	169	96	727	324	89	98	933	497	660
	70%	60%	64%	50%	61%	51%	74%	71%	54%	52%	75%	78%	66%
							a	a			ab	b	
Large Letters	704	188	7	66	155	102	399	202	91	93	508	267	437
	43%	58%	46%	59%	56%	54%	41%	44%	55%	50%	41%	42%	44%
						b			c				
Parcels and packets	702	207	11	64	179	121	390	187	98	92	491	192	510
	43%	63%	74%	57%	65%	64%	40%	41%	59%	49%	40%	30%	51%
						bc			c				a
None of these (DO NOT READ OUT)	17	4	-	4	1	4	13	*	3	14	1	15	3
	1%	1%	-%	4%	*%	2%	1%	*%	2%	7%	*%	2%	*%
						c			c	c		b	
Don't Know (DO NOT READ OUT)	1	*	-	*	-	*	1	-	-	1	*	1	1
	*%	*%	-%	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%
FOR TESTING - CODES 1 AND 2	1399	268	10	88	227	138	853	399	130	140	1088	565	834
	85%	82%	71%	78%	82%	73%	87%	87%	78%	75%	88%	89%	83%
							a	a			ab	b	

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 41 (continuation)

QV6a.2 Which of the following, if any, does your organisation use Royal Mail services for?

Base: All using RM (QV4=1) and send letters/large letters/parcels/packets at (QV6a=1 or 2 or 3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1790	431	537	491	331	968	822
Effective base	692	160	198	188	156	353	342
Weighted Base	1641	447	442	440	312	889	753
Letters	1156	326	311	315	205	637	519
	70%	73%	70%	71%	66%	72%	69%
Large Letters	704	202	183	172	147	385	319
	43%	45%	41%	39%	47%	43%	42%
Parcels and packets	702	182	190	176	154	372	330
	43%	41%	43%	40%	49%	42%	44%
None of these (DO NOT READ OUT)	17	1	*	14	2	1	16
	1%	*%	*%	3%	1%	*%	2%
				b			a
Don't Know (DO NOT READ OUT)	1	-	*	*	1	*	1
	*%	-%	*%	*%	*%	*%	*%
FOR TESTING - CODES 1 AND 2	1399	391	378	367	262	770	630
	85%	88%	86%	83%	84%	87%	84%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1589	736	853	1063	283	68	175	526
Effective base	598	262	343	544	172	29	103	225
Weighted Base	1399	534	865	1329	58	8	4	70
Standard Stamped Mail 1st Class	868	311	558	837	26	3	2	31
	62%	58%	64%	63%	45%	41%	44%	44%
				bcde				
Standard Stamped Mail 2nd Class	667	199	468	644	19	1	1	22
	48%	37%	54%	48%	33%	19%	34%	32%
			a	bcde				
1st Class large letter stamps	450	99	351	435	13	1	1	15
	32%	19%	41%	33%	22%	17%	21%	21%
			a	bde				
2nd Class large letter stamps	338	56	282	329	7	2	1	9
	24%	11%	33%	25%	12%	21%	12%	13%
			a	bde				
Franked / metered mail 1st Class	85	55	30	63	16	4	2	22
	6%	10%	3%	5%	28%	56%	40%	32%
		b			a	abe	ab	a
Franked / metered mail 2nd Class	60	36	24	45	11	2	2	15
	4%	7%	3%	3%	20%	22%	38%	21%
		b			a	a	abe	a
Standard parcels	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	7	28	33	1	*	*	2
	2%	1%	3%	2%	1%	4%	8%	2%
							abe	
PPI - PPI 2nd Class (Printed Postage Impressions)	30	3	27	27	2	1	*	2
	2%	1%	3%	2%	3%	7%	4%	3%
			a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1589	736	853	1063	283	68	175	526
Effective base	598	262	343	544	172	29	103	225
Weighted Base	1399	534	865	1329	58	8	4	70
Bulk mail	8	*	8	6	1	1	*	2
	1%	*%	1%	*%	2%	10%	6%	3%
					a	ab	a	a
None of these (DO NOT READ OUT)	19	10	8	18	*	-	-	*
	1%	2%	1%	1%	*%	-%	-%	*%
Don't Know (DO NOT READ OUT)	2	1	*	1	1	-	-	1
	*%	*%	*%	*%	1%	-%	-%	1%
					a			
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1589	583	313	167	165	186	175	1063	283	243
Effective base	598	308	161	103	102	97	103	544	172	64
Weighted Base	1399	839	358	133	35	31	4	1329	58	12
Standard Stamped Mail 1st Class	868	537	218	82	13	16	2	837	26	5
	62%	64%	61%	62%	39%	50%	44%	63%	45%	42%
		defhi	dfhi	dfhi				defhi		
Standard Stamped Mail 2nd Class	667	442	147	56	12	9	1	644	19	3
	48%	53%	41%	42%	35%	28%	34%	48%	33%	24%
		bdefhi	ei	ei				defhi		
1st Class large letter stamps	450	282	119	34	9	5	1	435	13	2
	32%	34%	33%	26%	27%	15%	21%	33%	22%	19%
		efhi	efhi		e			efhi		
2nd Class large letter stamps	338	246	68	15	4	4	1	329	7	2
	24%	29%	19%	11%	12%	14%	12%	25%	12%	18%
		bcdefh						cdefh		
Franked / metered mail 1st Class	85	12	36	15	10	10	2	63	16	6
	6%	1%	10%	11%	29%	34%	40%	5%	28%	50%
			ag	ag	abcg	abcg	abcgh	a	abcg	abcdegh
Franked / metered mail 2nd Class	60	13	17	15	8	5	2	45	11	3
	4%	2%	5%	11%	23%	17%	38%	3%	20%	28%
			a	ag	abcg	abg	abcdegh		abg	abcg
Standard parcels	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	21	10	1	1	1	*	33	1	1
	2%	3%	3%	1%	1%	2%	8%	2%	1%	6%
							acdgh			
PPI - PPI 2nd Class (Printed Postage Impressions)	30	24	1	3	1	1	*	27	2	1
	2%	3%	*%	2%	4%	3%	4%	2%	3%	6%
					b		b		b	b

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1589	583	313	167	165	186	175	1063	283	243
Effective base	598	308	161	103	102	97	103	544	172	64
Weighted Base	1399	839	358	133	35	31	4	1329	58	12
Bulk mail	8	6	-	*	*	2	*	6	1	1
	1%	1%	-%	*%	1%	5%	6%	*%	2%	9%
						abcg	abcg		g	abcdgh
None of these (DO NOT READ OUT)	19	12	6	1	-	*	-	18	*	-
	1%	1%	2%	1%	-%	1%	-%	1%	*%	-%
Don't Know (DO NOT READ OUT)	2	1	*	-	*	1	-	1	1	-
	*%	*%	*%	-%	*%	2%	-%	*%	1%	-%
						ag			g	
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1589	539	197	70	42	183
Effective base	598	303	82	26	6	31
Weighted Base	1399	828	183	30	17	47
Standard Stamped Mail 1st Class	868	519	120	20	12	26
	62%	63%	65%	68%	72%	55%
Standard Stamped Mail 2nd Class	667	439	86	10	6	14
	48%	53%	47%	33%	37%	31%
		e				
1st Class large letter stamps	450	311	65	9	2	15
	32%	38%	35%	30%	12%	32%
2nd Class large letter stamps	338	250	43	5	2	6
	24%	30%	24%	16%	9%	13%
		e				
Franked / metered mail 1st Class	85	14	3	6	8	13
	6%	2%	2%	21%	50%	28%
				ab	ab	ab
Franked / metered mail 2nd Class	60	18	5	2	1	7
	4%	2%	3%	8%	7%	15%
						ab
Standard parcels	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	28	*	2	*	1
	2%	3%	*%	8%	1%	1%
				b		
PPI - PPI 2nd Class (Printed Postage Impressions)	30	23	1	2	*	1
	2%	3%	*%	7%	*%	2%
				b		
Bulk mail	8	6	1	*	*	1
	1%	1%	*%	2%	2%	1%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1589	539	197	70	42	183
Effective base	598	303	82	26	6	31
Weighted Base	1399	828	183	30	17	47
None of these (DO NOT READ OUT)	19	8	4	-	-	4
	1%	1%	2%	-%	-%	10% a
Don't Know (DO NOT READ OUT)	2	*	*	-	-	-
	*%	*%	*%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1589	91	96	132	63	104	130	88	77	89	870	247	246	226
Effective base	598	56	61	66	36	67	74	57	41	52	481	153	160	69
Weighted Base	1399	107	119	215	63	127	221	185	96	110	1242	77	54	27
Standard Stamped Mail 1st Class	868	62	70	141	45	75	137	120	50	63	764	53	34	17
	62%	58%	59%	66%	72%	59%	62%	65%	52%	58%	62%	68%	64%	65%
Standard Stamped Mail 2nd Class	667	56	59	82	22	64	112	94	36	63	589	38	25	15
	48%	52%	50%	38%	35%	51%	51%	51%	38%	57% cd	47%	49%	47%	56% cd
1st Class large letter stamps	450	39	48	69	14	35	82	53	30	33	402	21	16	11
	32%	36%	40%	32%	22%	27%	37%	29%	31%	30%	32%	27%	30%	40%
2nd Class large letter stamps	338	25	32	32	8	23	60	57	33	31	302	17	13	7
	24%	23%	27%	15%	13%	18%	27%	31% c	34% cd	28%	24%	22%	25%	25%
Franked / metered mail 1st Class	85	12	10	16	5	3	11	9	6	5	77	4	3	1
	6%	11% e	8%	8%	8%	2%	5%	5%	7%	5%	6%	5%	6%	4%
Franked / metered mail 2nd Class	60	7	12	13	3	3	4	2	5	4	52	3	3	2
	4%	6%	10% fgj	6%	4%	2%	2%	1%	5%	3%	4%	4%	5%	6%
Standard parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	*	3	*	*	5	5	11	6	2	32	*	1	1
	2%	*%	3%	*%	*%	4% k	2%	6% ck	6% k	2%	3%	*%	2%	3%
PPI - PPI 2nd Class (Printed Postage Impressions)	30	1	6	3	5	3	4	-	6	*	28	-	1	1
	2%	1%	5% k	1%	8% gijk	3% k	2%	-%	6% k	*%	2%	-%	2%	3%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1589	91	96	132	63	104	130	88	77	89	870	247	246	226
Effective base	598	56	61	66	36	67	74	57	41	52	481	153	160	69
Weighted Base	1399	107	119	215	63	127	221	185	96	110	1242	77	54	27
Bulk mail	8	*	6	*	-	-	1	-	*	1	8	*	*	*
	1%	*%	5% jkl	*%	-%	-%	*%	-%	*%	1%	1%	*%	*%	2%
None of these (DO NOT READ OUT)	19	3	-	4	-	-	9	*	-	2	18	-	*	-
	1%	2%	-%	2%	-%	-%	4% klm	*%	-%	1%	1%	-%	*%	-%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	1	-	-	1	1	*	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	1% j	1%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1589	62	110	13	205	231	78	129	694	1233	356	1434	155
Effective base	598	22	36	4	71	88	35	53	288	470	137	560	46
Weighted Base	1399	55	88	10	186	281	49	123	514	1153	247	1334	65
Standard Stamped Mail 1st Class	868	42	43	5	114	151	30	82	332	710	158	835	33
	62%	77% b	49%	53%	61%	54%	61%	67%	65%	62%	64%	63%	50%
Standard Stamped Mail 2nd Class	667	22	44	4	89	115	26	66	271	537	130	644	23
	48%	39%	50%	42%	48%	41%	54%	53%	53%	47%	53%	48%	35%
1st Class large letter stamps	450	11	28	1	33	107	10	55	176	377	73	431	19
	32%	20%	32%	6%	18%	38% d	20%	45% adf	34% d	33%	30%	32%	30%
2nd Class large letter stamps	338	5	21	*	27	76	9	39	138	268	70	330	9
	24%	8%	24%	4%	14%	27%	18%	32% ad	27% d	23%	28%	25%	13%
Franked / metered mail 1st Class	85	4	10	1	10	16	2	5	37	73	12	72	14
	6%	8%	12%	9%	5%	6%	4%	4%	7%	6%	5%	5%	21% a
Franked / metered mail 2nd Class	60	4	6	*	6	11	*	3	28	52	7	52	8
	4%	8%	7%	5%	3%	4%	1%	3%	6%	5%	3%	4%	12% a
Standard parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	-	2	-	7	17	-	*	5	28	7	34	*
	2%	-%	2%	-%	4%	6% h	-%	*%	1%	2%	3%	3%	*%
PPI - PPI 2nd Class (Printed Postage Impressions)	30	*	1	-	*	18	-	3	4	24	5	29	*
	2%	*%	2%	-%	*%	7% dh	-%	2%	1%	2%	2%	2%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1589	62	110	13	205	231	78	129	694	1233	356	1434	155
Effective base	598	22	36	4	71	88	35	53	288	470	137	560	46
Weighted Base	1399	55	88	10	186	281	49	123	514	1153	247	1334	65
Bulk mail	8	*	3	-	*	3	*	*	1	8	*	8	*
	1%	*%	3% h	-%	*%	1%	1%	*%	*%	1%	*%	1%	1%
None of these (DO NOT READ OUT)	19	-	1	-	-	3	-	4	7	16	3	19	-
	1%	-%	2%	-%	-%	1%	-%	4%	1%	1%	1%	1%	-%
Don't Know (DO NOT READ OUT)	2	-	*	-	-	1	-	-	1	2	*	2	-
	*%	-%	*%	-%	-%	*%	-%	-%	*%	*%	*%	*%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1589	1562	27	983	311	292
Effective base	598	585	13	377	100	122
Weighted Base	1399	1369	31	902	209	287
Standard Stamped Mail 1st Class	868	848	20	590	142	135
	62%	62%	65%	65%	68%	47%
				c	c	
Standard Stamped Mail 2nd Class	667	654	12	449	104	113
	48%	48%	40%	50%	50%	39%
				c		
1st Class large letter stamps	450	448	2	237	100	113
	32%	33%	8%	26%	48%	39%
					a	a
2nd Class large letter stamps	338	336	2	192	56	90
	24%	25%	7%	21%	27%	31%
						a
Franked / metered mail 1st Class	85	85	-	46	19	20
	6%	6%	-%	5%	9%	7%
Franked / metered mail 2nd Class	60	60	-	20	19	21
	4%	4%	-%	2%	9%	7%
					a	a
Standard parcels	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	30	5	11	1	23
	2%	2%	15%	1%	1%	8%
						ab
PPI - PPI 2nd Class (Printed Postage Impressions)	30	30	*	4	1	25
	2%	2%	*%	*%	*%	9%
						ab

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1589	1562	27	983	311	292
Effective base	598	585	13	377	100	122
Weighted Base	1399	1369	31	902	209	287
Bulk mail	8	8	*	*	1	7
	1%	1%	*%	*%	1%	2%
						a
None of these (DO NOT READ OUT)	19	19	-	5	*	14
	1%	1%	-%	1%	*%	5%
						ab
Don't Know (DO NOT READ OUT)	2	2	-	1	1	-
	*%	*%	-%	*%	*%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1589	1215	265	62	11	17	8	6	5	1480	109	47	596	619	374
Effective base	598	514	72	9	1	5	2	2	2	586	13	4	269	249	84
Weighted Base	1399	1201	159	24	7	6	*	*	*	1360	39	15	673	528	199
Standard Stamped Mail 1st Class	868	781	58	16	7	5	*	*	*	839	29	13	449	332	87
	62%	65% b	37%	67%	95%	84%	39%	35%	12%	62% b	74% b	86% b	67% c	63% c	44%
Standard Stamped Mail 2nd Class	667	608	51	5	*	2	*	*	*	659	8	3	344	264	59
	48%	51% bj	32%	22%	6%	30%	5%	35%	6%	48% bj	20%	17%	51% c	50% c	30%
1st Class large letter stamps	450	375	65	8	*	2	*	*	*	440	10	2	157	218	75
	32%	31%	41%	33%	3%	26%	18%	31%	12%	32%	26%	14%	23%	41% a	38% a
2nd Class large letter stamps	338	290	42	5	*	*	*	*	*	332	6	1	135	155	48
	24%	24%	26%	22%	2%	5%	64%	36%	6%	24%	16%	5%	20%	29% a	24%
Franked / metered mail 1st Class	85	52	22	4	6	*	*	*	*	74	11	7	8	44	33
	6%	4%	14% ai	18%	89%	1%	5%	64%	74%	5%	29% ai	48% ai	1%	8% a	17% ab
Franked / metered mail 2nd Class	60	40	16	3	*	*	*	*	*	56	4	*	17	23	20
	4%	3%	10% ai	14%	1%	1%	4%	6%	82%	4%	10%	3%	2%	4%	10% a
Standard parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	14	17	2	*	*	*	*	*	32	3	1	11	3	20
	2%	1%	11% ai	8%	*%	4%	1%	1%	85%	2%	7%	4%	2%	1%	10% ab
PPI - PPI 2nd Class (Printed Postage Impressions)	30	13	12	4	*	*	*	*	*	25	4	1	3	10	16
	2%	1%	8% ai	15% ai	*%	4%	1%	1%	91%	2%	11% ai	4%	1%	2%	8% ab

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1589	1215	265	62	11	17	8	6	5	1480	109	47	596	619	374
Effective base	598	514	72	9	1	5	2	2	2	586	13	4	269	249	84
Weighted Base	1399	1201	159	24	7	6	*	*	*	1360	39	15	673	528	199
Bulk mail	8	6	1	*	*	1	-	*	*	7	1	1	6	*	2
	1%	1%	1%	*%	4%	9%	-%	1%	91%	1%	3%	8%	1%	*%	1%
None of these (DO NOT READ OUT)	19	16	2	-	-	-	-	-	-	19	-	-	*	16	2
	1%	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%	3%	1%
														a	
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	-	-	-	2	-	-	1	1	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	1589	1412	826	1589	618	294	417	1259	122	80	56	24	26	22
Effective base	598	516	309	598	239	90	148	528	33	18	8	6	3	5
Weighted Base	1399	1157	710	1399	561	173	344	1228	82	45	22	7	9	6
Standard Stamped Mail 1st Class	868	791	416	868	330	109	212	780	42	23	14	4	2	4
	62%	68%	59%	62%	59%	63%	62%	63%	51%	52%	62%	55%	22%	66%
		bcd												
Standard Stamped Mail 2nd Class	667	593	323	667	285	87	172	605	37	17	3	2	2	1
	48%	51%	46%	48%	51%	50%	50%	49%	44%	37%	15%	24%	19%	24%
1st Class large letter stamps	450	345	361	450	266	80	135	375	41	18	3	5	5	2
	32%	30%	51%	32%	47%	46%	39%	31%	50%	40%	12%	73%	61%	45%
			acf		ac	ac	a		ad					
2nd Class large letter stamps	338	250	276	338	200	54	118	296	23	9	2	4	5	*
	24%	22%	39%	24%	36%	31%	34%	24%	28%	20%	9%	53%	59%	2%
			ac		ac	a	ac							
Franked / metered mail 1st Class	85	82	55	85	34	29	46	58	8	3	11	3	2	*
	6%	7%	8%	6%	6%	17%	13%	5%	9%	6%	50%	37%	23%	5%
						abcd	acd				abc			
Franked / metered mail 2nd Class	60	53	39	60	21	24	25	41	7	7	1	3	1	*
	4%	5%	5%	4%	4%	14%	7%	3%	8%	16%	4%	45%	12%	5%
						abcd				a				
Standard parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	16	28	34	22	5	15	27	5	*	1	*	*	1
	2%	1%	4%	2%	4%	3%	4%	2%	7%	*%	7%	*%	*%	11%
			a		a		a							
PPI - PPI 2nd Class (Printed Postage Impressions)	30	9	28	30	25	4	13	25	2	*	2	1	*	1
	2%	1%	4%	2%	4%	2%	4%	2%	2%	*%	8%	7%	*%	11%
			a		a		a							

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	1589	1412	826	1589	618	294	417	1259	122	80	56	24	26	22
Effective base	598	516	309	598	239	90	148	528	33	18	8	6	3	5
Weighted Base	1399	1157	710	1399	561	173	344	1228	82	45	22	7	9	6
Bulk mail	8	5	8	8	8	8	5	6	*	1	1	*	*	1
	1%	*%	1%	1%	1%	5% abc	1%	*%	*%	1%	4%	*%	1%	11%
None of these (DO NOT READ OUT)	19	12	13	19	13	-	9	17	-	-	-	-	1	-
	1%	1%	2%	1%	2%	-%	2%	1%	-%	-%	-%	-%	15%	-%
Don't Know (DO NOT READ OUT)	2	2	*	2	*	*	1	2	*	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1589	491	31	30	26	9	16	15	40	573	322	405	249	40
Effective base	598	212	9	6	6	4	2	4	10	259	122	150	60	8
Weighted Base	1399	497	27	17	9	4	3	4	11	633	280	343	126	18
Standard Stamped Mail 1st Class	868	299	15	4	8	1	*	3	4	436	188	197	45	3
	62%	60%	55%	25%	83%	32%	9%	65%	39%	69% cde	67% de	57% de	36%	16%
Standard Stamped Mail 2nd Class	667	256	13	7	3	3	*	2	6	320	139	152	50	5
	48%	51%	49%	40%	32%	88%	8%	54%	54%	51%	50%	44%	40%	26%
1st Class large letter stamps	450	230	15	10	5	1	2	4	7	157	114	122	47	10
	32%	46%	54%	57%	54%	34%	70%	85%	64%	25%	41% a	36% a	37%	55%
2nd Class large letter stamps	338	178	9	6	3	2	2	*	4	125	66	108	29	10
	24%	36%	33%	36%	37%	53%	66%	*%	35%	20%	24%	32% a	23%	55% a
Franked / metered mail 1st Class	85	29	1	1	1	*	2	*	3	11	12	35	25	2
	6%	6%	3%	6%	8%	5%	88%	6%	27% a	2%	4%	10% a	20% ab	14% a
Franked / metered mail 2nd Class	60	18	*	1	*	*	2	*	2	9	10	21	17	3
	4%	4%	1%	5%	1%	6%	67%	7%	22% a	1%	4%	6% a	13% ab	14% a
Standard parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	16	6	*	*	-	*	*	*	10	*	19	2	3
	2%	3%	23% a	1%	*%	-%	*%	8%	3%	2%	*%	6% ab	1%	19% abd
PPI - PPI 2nd Class (Printed Postage Impressions)	30	22	1	*	1	-	*	*	*	7	1	17	2	3
	2%	4%	5%	2%	12%	-%	*%	8%	3%	1%	*%	5% ab	2%	18% abd

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1589	491	31	30	26	9	16	15	40	573	322	405	249	40
Effective base	598	212	9	6	6	4	2	4	10	259	122	150	60	8
Weighted Base	1399	497	27	17	9	4	3	4	11	633	280	343	126	18
Bulk mail	8	6	*	1	*	-	*	*	*	6	*	1	*	1
	1%	1%	1%	3%	3%	-%	*%	8%	3%	1%	*%	*%	*%	5%
None of these (DO NOT READ OUT)	19	13	-	-	-	-	-	-	-	4	5	5	4	-
	1%	3%	-%	-%	-%	-%	-%	-%	-%	1%	2%	1%	4%	-%
Don't Know (DO NOT READ OUT)	2	-	-	*	-	-	-	-	-	1	1	*	-	-
	*%	-%	-%	1%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1589	218	122	171	87	20	342	52	219	1503	86	1542	47
Effective base	598	111	48	57	19	4	142	18	80	572	29	584	17
Weighted Base	1399	262	104	143	40	11	352	42	167	1313	86	1347	53
Standard Stamped Mail 1st Class	868	185	61	67	11	6	195	25	109	833	35	853	16
	62%	70% cd	59% d	46%	29%	53%	55%	61%	65%	63% b	41%	63% b	29%
Standard Stamped Mail 2nd Class	667	136	59	64	19	7	183	20	82	631	35	639	28
	48%	52%	57%	45%	47%	59%	52%	48%	49%	48%	41%	47%	53%
1st Class large letter stamps	450	123	58	65	13	8	179	12	74	427	24	433	17
	32%	47%	55%	45%	32%	68%	51%	30%	45%	33%	27%	32%	33%
2nd Class large letter stamps	338	95	39	53	6	7	145	10	45	319	19	325	14
	24%	36%	38%	37%	14%	66%	41% c	23%	27%	24%	22%	24%	26%
Franked / metered mail 1st Class	85	13	4	11	4	4	17	3	14	73	13	78	7
	6%	5%	3%	8%	10%	31%	5%	8%	9%	6%	15% a	6%	13%
Franked / metered mail 2nd Class	60	7	3	6	3	2	15	*	6	53	7	50	10
	4%	3%	3%	4%	8%	20%	4%	*%	4%	4%	8%	4%	19% a
Standard parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	3	3	15	2	*	20	-	2	32	3	31	3
	2%	1%	3%	10% a	4%	3%	6%	-%	1%	2%	3%	2%	6%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1589	218	122	171	87	20	342	52	219	1503	86	1542	47
Effective base	598	111	48	57	19	4	142	18	80	572	29	584	17
Weighted Base	1399	262	104	143	40	11	352	42	167	1313	86	1347	53
PPI - PPI 2nd Class (Printed Postage Impressions)	30	6	3	13	3	*	22	3	1	29	*	26	3
	2%	2%	3%	9%	7%	3%	6% c	7%	*%	2%	*%	2%	6%
Bulk mail	8	6	*	1	*	1	8	*	*	8	*	5	4
	1%	2%	*%	*%	1%	5%	2%	*%	*%	1%	*%	*%	7% a
None of these (DO NOT READ OUT)	19	4	4	4	-	-	8	-	4	10	9	10	9
	1%	2%	4%	3%	-%	-%	2%	-%	3%	1%	10% a	1%	17% a
Don't Know (DO NOT READ OUT)	2	-	*	-	-	-	*	-	-	2	-	2	-
	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1589	141	139	281	67	483	135	531	1268	169	432	694	138	2
Effective base	598	60	45	112	17	196	43	179	467	45	161	261	48	2
Weighted Base	1399	148	98	258	56	466	96	442	1042	122	387	600	138	1
Standard Stamped Mail 1st Class	868	99	51	171	20	275	55	335	715	96	234	355	79	-
	62%	67%	52%	66% b	35%	59%	58%	76%	69%	78%	60%	59%	57%	-%
Standard Stamped Mail 2nd Class	667	84	43	139	22	247	37	229	560	77	186	286	76	-
	48%	57%	44%	54%	39%	53%	39%	52%	54%	63%	48%	48%	55%	-%
1st Class large letter stamps	450	81	40	130	15	223	43	206	318	61	215	313	82	*
	32%	55%	41%	50%	27%	48%	45%	47% b	30%	49% b	56%	52%	59%	46%
2nd Class large letter stamps	338	70	26	102	7	172	28	133	243	45	160	253	58	*
	24%	47% b	26%	39% b	13%	37%	29%	30%	23%	37% b	41%	42%	42%	54%
Franked / metered mail 1st Class	85	8	10	17	10	25	10	39	69	15	26	51	5	-
	6%	5%	11%	7%	18%	5%	10%	9%	7%	12%	7%	9%	3%	-%
Franked / metered mail 2nd Class	60	6	6	15	6	16	6	21	49	5	21	34	7	-
	4%	4%	6%	6%	11%	3%	6%	5%	5%	4%	6%	6%	5%	-%
Standard parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	9	4	10	3	19	3	15	15	1	23	20	13	-
	2%	6%	4%	4%	5%	4%	4%	3%	1%	1%	6%	3%	9%	-%
PPI - PPI 2nd Class (Printed Postage Impressions)	30	9	1	10	*	24	1	8	8	1	17	27	8	-
	2%	6%	1%	4%	1%	5%	1%	2%	1%	1%	4%	5%	6%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1589	141	139	281	67	483	135	531	1268	169	432	694	138	2
Effective base	598	60	45	112	17	196	43	179	467	45	161	261	48	2
Weighted Base	1399	148	98	258	56	466	96	442	1042	122	387	600	138	1
Bulk mail	8	7	1	7	1	7	*	5	5	1	8	7	4	-
	1%	5%	1%	3%	1%	2%	*%	1%	*%	1%	2%	1%	3%	-%
None of these (DO NOT READ OUT)	19	4	4	4	9	13	-	7	6	9	13	6	5	-
	1%	3%	5%	2%	16% a	3%	-%	2%	1%	7% ab	3%	1%	3%	-%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	*	-	*	2	*	*	*	*	-
	*%	-%	-%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1589	436	402	125	2	1402	814	516	1223	937	27
Effective base	598	163	157	42	2	515	306	203	456	350	4
Weighted Base	1399	397	371	102	1	1156	704	479	1054	795	8
Standard Stamped Mail 1st Class	868	235	227	54	1	791	410	288	868	394	7
	62%	59%	61%	53%	68%	68% bc	58%	60%	82% b	50%	89%
Standard Stamped Mail 2nd Class	667	193	218	48	-	593	323	241	395	667	7
	48%	49%	59%	47%	-%	51%	46%	50%	38%	84% a	84%
1st Class large letter stamps	450	217	176	55	-	345	359	243	450	251	7
	32%	55%	48%	54%	-%	30%	51% a	51% a	43% b	32%	85%
2nd Class large letter stamps	338	152	151	36	*	249	276	185	235	338	7
	24%	38%	41%	35%	32%	22%	39% a	39% a	22%	43% a	86%
Franked / metered mail 1st Class	85	27	24	6	-	82	55	26	85	38	4
	6%	7%	6%	6%	-%	7%	8%	6%	8%	5%	46%
Franked / metered mail 2nd Class	60	15	18	2	-	53	38	18	40	60	3
	4%	4%	5%	2%	-%	5%	5%	4%	4%	8% a	41%
Standard parcels	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	22	14	7	-	16	28	20	34	15	4
	2%	6%	4%	7%	-%	1%	4% a	4% a	3%	2%	45%
PPI - PPI 2nd Class (Printed Postage Impressions)	30	14	24	5	-	9	28	25	14	30	4
	2%	3%	6%	5%	-%	1%	4% a	5% a	1%	4% a	45%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1589	436	402	125	2	1402	814	516	1223	937	27
Effective base	598	163	157	42	2	515	306	203	456	350	4
Weighted Base	1399	397	371	102	1	1156	704	479	1054	795	8
Bulk mail	8	8	7	1	-	5	8	8	8	8	8
	1%	2%	2%	1%	-%	*%	1%	2%	1%	1%	100%
None of these (DO NOT READ OUT)	19	13	6	7	-	12	13	13	-	-	-
	1%	3%	2%	7%	-%	1%	2%	3%	-%	-%	-%
Don't Know (DO NOT READ OUT)	2	*	*	-	-	2	*	*	-	-	-
	*%	*%	*%	-%	-%	*%	*%	*%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	1589	297	268	259	50	36	1043	870	101	44	41	14
Effective base	598	108	110	96	24	16	381	325	36	12	17	3
Weighted Base	1399	253	258	234	63	44	881	737	80	31	32	6
Standard Stamped Mail 1st Class	868	200	153	142	32	27	719	379	48	15	18	2
	62%	79% bcd	59%	61%	50%	62%	82% b	51%	60%	48%	56%	30%
Standard Stamped Mail 2nd Class	667	123	200	104	27	22	347	594	45	11	8	5
	48%	49%	78% acde	45%	43%	51%	39%	81% a	56% c	37%	26%	85%
1st Class large letter stamps	450	154	129	147	40	32	382	229	46	12	9	2
	32%	61%	50%	63%	63%	72%	43% b	31%	57%	40%	28%	35%
2nd Class large letter stamps	338	91	161	90	27	13	218	301	36	*	6	2
	24%	36%	63% ace	39%	42%	30%	25%	41% a	45% b	1%	19%	32%
Franked / metered mail 1st Class	85	19	11	17	2	1	70	38	7	1	2	*
	6%	8%	4%	7%	3%	2%	8%	5%	9%	5%	7%	1%
Franked / metered mail 2nd Class	60	13	11	11	2	*	35	50	7	7	*	*
	4%	5%	4%	5%	2%	1%	4%	7%	9%	22%	1%	1%
Standard parcels	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	12	10	17	7	2	24	14	6	*	3	*
	2%	5%	4%	7%	10%	4%	3%	2%	8%	*%	9%	5%
PPI - PPI 2nd Class (Printed Postage Impressions)	30	10	24	8	2	2	13	25	9	*	*	-
	2%	4%	9%	3%	3%	4%	2%	3%	11%	*%	1%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	1589	297	268	259	50	36	1043	870	101	44	41	14
Effective base	598	108	110	96	24	16	381	325	36	12	17	3
Weighted Base	1399	253	258	234	63	44	881	737	80	31	32	6
Bulk mail	8	7	7	7	1	1	7	7	1	*	*	*
	1%	3%	3%	3%	1%	1%	1%	1%	1%	*%	1%	5%
None of these (DO NOT READ OUT)	19	2	*	7	3	*	2	*	1	4	-	-
	1%	1%	*%	3%	4% b	*%	*%	*%	2%	15%	-%	-%
Don't Know (DO NOT READ OUT)	2	-	*	*	-	-	*	1	-	-	-	-
	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1589	1482	980	1525	962	954	780	1443	176	4	1358	73	396	1193
Effective base	598	558	354	578	349	340	274	553	59	3	495	32	159	440
Weighted Base	1399	1289	783	1336	782	753	570	1282	154	4	1155	73	382	1018
Standard Stamped Mail 1st Class	868	817	511	834	504	477	376	800	97	4	721	34	224	645
	62%	63%	65%	62%	64%	63%	66%	62%	63%	83%	62%	46%	59%	63%
Standard Stamped Mail 2nd Class	667	647	376	652	380	369	277	639	79	3	546	36	191	476
	48%	50%	48%	49%	49%	49%	49%	50%	51%	68%	47%	50%	50%	47%
1st Class large letter stamps	450	415	340	435	328	275	259	423	81	4	382	17	150	301
	32%	32%	43% ac	33%	42% ac	37%	45% b	33%	52% b	100%	33%	23%	39% b	30%
2nd Class large letter stamps	338	326	248	330	233	213	156	321	65	2	297	14	106	233
	24%	25%	32% ac	25%	30%	28%	27%	25%	42% ab	52%	26%	19%	28%	23%
Franked / metered mail 1st Class	85	77	58	78	50	61	45	76	9	-	77	5	17	69
	6%	6%	7%	6%	6%	8%	8%	6%	6%	-%	7%	7%	4%	7%
Franked / metered mail 2nd Class	60	55	44	59	33	41	33	56	5	-	47	2	16	44
	4%	4%	6%	4%	4%	5%	6%	4%	3%	-%	4%	3%	4%	4%
Standard parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	27	32	34	32	24	30	27	12	-	30	2	10	24
	2%	2%	4%	3%	4%	3%	5% b	2%	8% b	-%	3%	3%	3%	2%
PPI - PPI 2nd Class (Printed Postage Impressions)	30	18	20	24	25	13	16	25	10	-	29	-	12	18
	2%	1%	3%	2%	3%	2%	3%	2%	7% b	-%	3%	-%	3%	2%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1589	1482	980	1525	962	954	780	1443	176	4	1358	73	396	1193
Effective base	598	558	354	578	349	340	274	553	59	3	495	32	159	440
Weighted Base	1399	1289	783	1336	782	753	570	1282	154	4	1155	73	382	1018
Bulk mail	8	8	8	8	8	8	8	8	1	-	8	-	1	7
	1%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	-%	*%	1%
None of these (DO NOT READ OUT)	19	14	16	17	16	14	11	17	9	-	14	4	10	8
	1%	1%	2%	1%	2%	2%	2%	1%	6% b	-%	1%	6% a	3%	1%
Don't Know (DO NOT READ OUT)	2	2	1	2	*	1	1	2	-	-	2	-	*	2
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1589	297	14	112	237	176	909	493	142	151	1223	792	797
Effective base	598	107	6	34	91	60	370	165	59	47	473	255	344
Weighted Base	1399	268	10	88	227	138	853	399	130	140	1088	565	834
Standard Stamped Mail 1st Class	868	171	6	46	145	87	562	210	78	73	684	347	522
	62%	64%	61%	52%	64%	63%	66%	53%	60%	53%	63%	61%	63%
							c						
Standard Stamped Mail 2nd Class	667	138	3	45	116	62	405	200	55	79	520	279	388
	48%	52%	30%	51%	51%	45%	47%	50%	42%	56%	48%	49%	46%
1st Class large letter stamps	450	131	4	34	111	61	275	113	46	57	344	162	288
	32%	49%	35%	39%	49%	44%	32%	28%	36%	41%	32%	29%	35%
						c							
2nd Class large letter stamps	338	96	4	31	78	49	195	95	34	40	261	138	200
	24%	36%	39%	36%	34%	35%	23%	24%	26%	29%	24%	24%	24%
						b							
Franked / metered mail 1st Class	85	25	*	11	16	16	34	35	13	8	63	45	40
	6%	9%	1%	12%	7%	12%	4%	9%	10%	6%	6%	8%	5%
						b		b					
Franked / metered mail 2nd Class	60	14	*	11	11	6	26	27	8	7	43	35	25
	4%	5%	1%	12%	5%	5%	3%	7%	6%	5%	4%	6%	3%
Standard parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	13	-	2	11	15	8	11	9	6	19	8	26
	2%	5%	-%	2%	5%	11%	1%	3%	7%	5%	2%	1%	3%
						bc			c				
PPI - PPI 2nd Class (Printed Postage Impressions)	30	7	-	6	4	12	11	6	7	13	9	5	25
	2%	3%	-%	6%	2%	9%	1%	2%	6%	9%	1%	1%	3%
						bc			c	c			

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1589	297	14	112	237	176	909	493	142	151	1223	792	797
Effective base	598	107	6	34	91	60	370	165	59	47	473	255	344
Weighted Base	1399	268	10	88	227	138	853	399	130	140	1088	565	834
Bulk mail	8	8	*	1	7	6	1	1	4	1	4	4	4
	1%	3%	*%	1%	3%	5%	*%	*%	3%	*%	*%	1%	1%
						bc			c				
None of these (DO NOT READ OUT)	19	13	-	-	13	2	4	13	6	-	13	11	7
	1%	5%	-%	-%	6%	1%	*%	3%	4%	-%	1%	2%	1%
								b					
Don't Know (DO NOT READ OUT)	2	-	-	-	-	*	1	1	*	-	1	1	*
	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	*%	*%	*%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1589	391	479	432	287	870	719
Effective base	598	138	175	161	134	308	294
Weighted Base	1399	391	378	367	262	770	630
Standard Stamped Mail 1st Class	868	245	214	245	164	460	409
	62%	63%	57%	67%	63%	60%	65%
Standard Stamped Mail 2nd Class	667	174	188	173	131	362	305
	48%	44%	50%	47%	50%	47%	48%
1st Class large letter stamps	450	127	102	125	96	229	222
	32%	32%	27%	34%	37%	30%	35%
2nd Class large letter stamps	338	85	77	85	91	162	176
	24%	22%	20%	23%	35%	21%	28%
					abc		a
Franked / metered mail 1st Class	85	18	25	23	19	43	42
	6%	5%	7%	6%	7%	6%	7%
Franked / metered mail 2nd Class	60	17	16	9	18	33	27
	4%	4%	4%	2%	7%	4%	4%
Standard parcels	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
PPI - PPI 1st Class (Printed Postage Impressions)	34	13	10	1	10	23	11
	2%	3%	3%	*%	4%	3%	2%
		c			c		
PPI - PPI 2nd Class (Printed Postage Impressions)	30	4	14	4	8	18	11
	2%	1%	4%	1%	3%	2%	2%
Bulk mail	8	1	3	3	1	4	4
	1%	*%	1%	1%	*%	1%	1%
None of these (DO NOT READ OUT)	19	9	3	4	3	12	7
	1%	2%	1%	1%	1%	2%	1%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 42 (continuation)

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your letter and large letters?

Base: All who use RM to send letters or large letters (QV6a2=1-2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1589	391	479	432	287	870	719
Effective base	598	138	175	161	134	308	294
Weighted Base	1399	391	378	367	262	770	630
Don't Know (DO NOT READ OUT)	2	1	1	-	-	2	-
	*%	*%	*%	-%	-%	*%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	915	366	549	673	134	28	80	242
Effective base	368	141	228	344	81	15	49	107
Weighted Base	868	311	558	837	26	3	2	31
0-24%	154	25	128	149	3	1	*	4
	18%	8%	23% a	18%	13%	22%	14%	14%
25-49%	139	29	109	132	6	1	*	7
	16%	9%	20% a	16%	22%	21%	18%	22%
50-74%	153	60	94	149	4	*	1	5
	18%	19%	17%	18%	14%	11%	28% e	15%
75-100%	400	196	204	385	13	1	1	15
	46%	63% b	37%	46%	50%	42%	35%	48%
Don't know	23	1	22	22	*	*	*	*
	3%	*%	4% a	3%	*%	4%	4%	1%
Answered	846	310	536	815	26	3	2	31
Mean score	63.1	77.2 b	55.0	63.1	66.3	58.3	58.0	65.0

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	915	372	197	104	70	92	80	673	134	108
Effective base	368	199	99	62	45	50	49	344	81	35
Weighted Base	868	537	218	82	13	16	2	837	26	5
0-24%	154	105	33	11	2	2	*	149	3	1
	18%	20%	15%	14%	17%	12%	14%	18%	13%	19%
25-49%	139	77	42	13	3	3	*	132	6	1
	16%	14%	19%	16%	24%	20%	18%	16%	22%	20%
50-74%	153	96	38	14	2	2	1	149	4	1
	18%	18%	17%	17%	15%	13%	28%	18%	14%	17%
75-100%	400	243	103	40	6	8	1	385	13	2
	46%	45%	47%	48%	43%	54%	35%	46%	50%	39%
Don't know	23	16	3	4	*	*	*	22	*	*
	3%	3%	1%	4%	*%	1%	4%	3%	*%	4%
Answered	846	521	215	79	13	15	2	815	26	5
Mean score	63.1	62.4	63.5	66.3	60.4	69.8 i	58.0	63.1	66.3	58.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	915	347	132	47	21	95
Effective base	368	194	53	19	3	19
Weighted Base	868	519	120	20	12	26
0-24%	154	103	14	5	8	6
	18%	20%	12%	23%	68%	25%
25-49%	139	85	31	2	1	6
	16%	16%	26%	11%	9%	25%
50-74%	153	101	11	4	*	6
	18%	19%	9%	20%	4%	24%
75-100%	400	214	62	9	2	6
	46%	41%	52%	43%	20%	23%
			e			
Don't know	23	17	2	1	*	1
	3%	3%	2%	3%	*%	3%
Answered	846	502	118	19	12	25
Mean score	63.1	59.7	66.4	58.8	34.3	49.0
		e	e			

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	915	47	52	79	41	59	74	52	37	50	491	154	144	126
Effective base	368	34	38	40	26	37	46	37	21	33	292	103	99	36
Weighted Base	868	62	70	141	45	75	137	120	50	63	764	53	34	17
0-24%	154	17	13	1	7	19	27	27	13	14	138	7	4	4
	18%	28%	19%	1%	15%	25%	19%	22%	27%	22%	18%	13%	13%	26%
		cl	c		c	c	c	c	c	c	c	c	c	c
25-49%	139	9	15	22	10	7	25	22	*	9	119	10	6	3
	16%	14%	21%	16%	23%	9%	18%	18%	*%	14%	16%	19%	18%	19%
			h		h		h	h				h	h	
50-74%	153	12	14	23	4	14	41	14	9	9	138	8	5	2
	18%	20%	20%	16%	8%	18%	29%	12%	18%	14%	18%	15%	16%	12%
							dkm							
75-100%	400	24	28	92	24	36	41	52	26	29	352	25	17	7
	46%	39%	39%	65%	54%	48%	30%	43%	52%	46%	46%	47%	48%	41%
				abfjkm	f						f	f	f	
Don't know	23	*	1	3	-	*	4	5	1	3	18	3	1	*
	3%	*%	1%	2%	-%	*%	3%	5%	2%	5%	2%	6%	4%	2%
Answered	846	62	69	139	45	75	133	115	49	60	747	49	33	17
Mean score	63.1	57.3	57.7	79.5	67.8	62.6	54.2	57.6	65.6	61.8	63.0	65.5	65.5	56.8
				abdefghijklm	f						f	f	f	

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	915	35	53	9	117	115	51	86	406	717	198	835	80
Effective base	368	15	18	2	42	45	24	41	180	287	85	348	23
Weighted Base	868	42	43	5	114	151	30	82	332	710	158	835	33
0-24%	154	8	10	-	7	32	4	21	62	118	36	151	2
	18%	19%	24%	-%	6%	21%	12%	26% d	19%	17%	23%	18%	7%
25-49%	139	3	5	*	9	27	2	15	67	107	32	130	9
	16%	6%	11%	9%	8%	18%	5%	18%	20%	15%	20%	16%	26%
50-74%	153	4	8	*	23	32	8	20	57	136	17	150	3
	18%	9%	17%	2%	20%	21%	27%	24%	17%	19%	11%	18%	10%
75-100%	400	26	19	5	69	60	15	27	143	334	66	383	17
	46%	61%	44%	89%	61% gh	40%	50%	32%	43%	47%	42%	46%	53%
Don't know	23	2	2	-	6	*	2	*	3	15	7	21	1
	3%	5%	4%	-%	5%	*%	6% h	*%	1%	2%	5%	3%	4%
Answered	846	40	42	5	108	151	28	82	330	695	151	814	32
Mean score	63.1	71.5 g	59.7	92.8	77.4 begh	58.7	70.6 eg	52.6	60.6	64.3 b	57.8	62.9	68.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	915	894	21	611	164	137
Effective base	368	357	12	246	61	60
Weighted Base	868	848	20	590	142	135
0-24%	154	152	2	99	19	35
	18%	18%	10%	17%	14%	26%
25-49%	139	137	2	82	34	21
	16%	16%	10%	14%	24% a	16%
50-74%	153	151	2	96	33	25
	18%	18%	12%	16%	23%	18%
75-100%	400	389	11	295	53	52
	46%	46%	56%	50%	37%	39%
Don't know	23	20	3	19	2	2
	3%	2%	13%	3%	2%	1%
Answered	846	828	18	572	140	133
Mean score	63.1	62.9	76.4	65.9 bc	58.7	55.8

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Monthly postal spend										Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted Base	915	743	111	35	7	8	6	3	2	854	61	26	385	358	172
Effective base	368	333	31	5	1	4	3	1	2	363	8	3	180	155	35
Weighted Base	868	781	58	16	7	5	*	*	*	839	29	13	449	332	87
0-24%	154	130	15	2	6	*	-	*	*	145	8	7	58	72	23
	18%	17%	26%	10%	94%	5%	-%	1%	53%	17%	29%	54%	13%	22%	27%
														a	a
25-49%	139	121	11	5	*	1	*	*	*	132	7	2	50	71	18
	16%	15%	19%	33%	2%	22%	36%	99%	47%	16%	24%	12%	11%	21%	20%
														a	
50-74%	153	142	11	*	-	-	*	-	-	153	*	*	70	72	11
	18%	18%	19%	3%	-%	-%	10%	-%	-%	18%	2%	*%	16%	22%	13%
75-100%	400	365	22	9	*	4	*	-	-	387	13	4	259	106	35
	46%	47%	37%	54%	3%	73%	53%	-%	-%	46%	45%	34%	58%	32%	40%
													b		
Don't know	23	23	*	*	-	-	-	-	-	23	*	-	12	10	*
	3%	3%	*%	*%	-%	-%	-%	-%	-%	3%	*%	-%	3%	3%	*%
Answered	846	759	58	16	7	5	*	*	*	817	29	13	437	322	87
Mean score	63.1	64.0	54.4	67.3	22.9	79.4	67.5	29.2	24.1	63.3	58.8	47.7	71.8	53.4	55.8
		b								b			bc		

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	915	851	444	915	351	167	235	753	57	41	27	10	14	13
Effective base	368	337	186	368	144	54	93	332	18	9	4	3	3	3
Weighted Base	868	791	416	868	330	109	212	780	42	23	14	4	2	4
0-24%	154	137	98	154	84	30	52	130	12	3	7	1	1	*
	18%	17%	24%	18%	25%	27%	25%	17%	29%	11%	53%	13%	54%	*%
					ac									
25-49%	139	126	109	139	77	23	56	117	14	4	2	1	*	*
	16%	16%	26%	16%	23%	22%	26%	15%	34%	16%	16%	28%	23%	5%
			ac				ac		a					
50-74%	153	140	81	153	59	25	30	141	1	8	*	2	*	-
	18%	18%	19%	18%	18%	23%	14%	18%	3%	36%	2%	47%	*%	-%
										b				
75-100%	400	365	121	400	103	29	70	373	14	6	4	*	*	2
	46%	46%	29%	46%	31%	26%	33%	48%	34%	24%	29%	11%	23%	58%
		bdef		bdef										
Don't know	23	23	6	23	7	2	4	18	-	3	-	*	-	1
	3%	3%	1%	3%	2%	2%	2%	2%	-%	13%	-%	*%	-%	37%
Answered	846	768	410	846	323	107	208	761	42	20	14	4	2	2
Mean score	63.1	63.4	50.6	63.1	50.1	49.2	52.5	64.7	46.9	54.7	44.8	46.2	31.4	94.0
		bdef		bdef				b						

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted Base	915	285	14	16	16	3	7	10	20	375	202	232	87	19
Effective base	368	129	5	6	5	1	2	2	4	179	81	84	21	5
Weighted Base	868	299	15	4	8	1	*	3	4	436	188	197	45	3
0-24%	154	82	*	1	*	-	*	*	*	69	36	36	12	1
	18%	28%	*%	24%	4%	-%	10%	*%	1%	16%	19%	18%	27%	26%
25-49%	139	60	11	1	3	1	*	1	2	49	30	51	9	*
	16%	20%	71%	35%	35%	94%	86%	42%	59%	11%	16%	26% a	20%	5%
50-74%	153	55	1	1	2	-	*	-	*	79	36	35	3	1
	18%	18%	9%	15%	28%	-%	1%	-%	*%	18%	19%	18%	7%	21%
75-100%	400	96	3	1	2	*	*	*	*	229	79	69	21	1
	46%	32%	20%	24%	33%	6%	3%	8%	8%	53% c	42%	35%	46%	48%
Don't know	23	6	-	*	-	-	-	1	1	10	7	6	-	-
	3%	2%	-%	1%	-%	-%	-%	49%	32%	2%	4%	3%	-%	-%
Answered	846	293	15	4	8	1	*	1	3	425	181	191	45	3
Mean score	63.1	50.4	45.7	45.6	55.9	42.9	31.4	37.8	39.3	68.3 bcd	59.6	57.0	54.8	64.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base	915	142	71	94	35	9	191	30	126	873	42	893	22
Effective base	368	77	29	29	11	2	78	12	55	355	13	361	7
Weighted Base	868	185	61	67	11	6	195	25	109	833	35	853	16
0-24%	154	53	16	14	1	*	50	6	28	138	16	146	7
	18%	29%	26%	21%	9%	1%	25%	24%	26%	17%	46% a	17%	48%
25-49%	139	33	22	16	2	5	57	*	20	134	5	135	3
	16%	18%	36% a	24%	16%	77%	29% b	*%	19%	16%	13%	16%	22%
50-74%	153	22	7	25	3	1	35	4	18	147	7	149	5
	18%	12%	11%	37% ab	30%	22%	18%	18%	17%	18%	19%	17%	29%
75-100%	400	73	15	10	5	-	48	13	41	392	8	400	*
	46%	40% c	24%	15%	45% c	-%	25%	53% a	38%	47%	21%	47%	*%
Don't know	23	4	2	2	-	-	5	1	1	22	*	23	*
	3%	2%	3%	3%	-%	-%	3%	5%	1%	3%	1%	3%	1%
Answered	846	181	59	65	11	6	189	24	108	811	35	830	15
Mean score	63.1	54.1 bc	43.7	44.0	65.3 bc	30.7	45.6	64.9	54.7 a	64.1 b	41.9	63.8	28.5

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	915	84	76	169	33	276	75	353	766	103	252	376	78
Effective base	368	39	24	73	6	120	24	134	305	33	101	159	30
Weighted Base	868	99	51	171	20	275	55	335	715	96	234	355	79
0-24%	154	31	12	48	11	70	14	76	125	23	57	84	27
	18%	31%	24%	28%	55%	26%	25%	23%	18%	24%	24%	24%	34%
25-49%	139	28	8	38	3	68	9	79	118	33	69	100	27
	16%	29%	16%	22%	13%	25%	17%	24%	17%	34% b	29%	28%	34%
50-74%	153	7	9	19	4	52	7	59	127	21	47	66	12
	18%	7%	17%	11%	22%	19%	12%	18%	18%	22%	20%	19%	15%
75-100%	400	31	22	63	2	78	25	114	327	18	60	100	13
	46%	32%	43%	37%	9%	28%	45%	34%	46% ac	19%	26%	28%	16%
Don't know	23	1	*	2	*	7	*	6	18	*	1	5	*
	3%	1%	1%	1%	1%	3%	1%	2%	2%	*%	1%	1%	*%
Answered	846	98	51	169	20	268	55	329	697	96	232	350	79
Mean score	63.1	46.6	54.8	50.8 b	33.8	48.8	56.6	54.6 c	62.7 ac	45.2	48.8 c	49.3 c	40.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	915	262	228	74	1	850	438	300	915	436	19
Effective base	368	101	95	27	1	337	183	125	368	174	3
Weighted Base	868	235	227	54	1	791	410	288	868	394	7
0-24%	154	67	56	15	-	137	98	75	154	126	7
	18%	29%	25%	27%	-%	17%	24%	26% a	18%	32% a	91%
25-49%	139	59	63	17	-	126	109	70	139	129	1
	16%	25%	28%	32%	-%	16%	27% a	24% a	16%	33% a	8%
50-74%	153	42	45	10	-	140	81	54	153	94	*
	18%	18%	20%	19%	-%	18%	20%	19%	18%	24%	*%
75-100%	400	61	63	12	1	365	116	81	400	36	*
	46%	26%	28%	22%	100%	46% bc	28%	28%	46% b	9%	*%
Don't know	23	7	1	*	-	23	6	7	23	8	*
	3%	3%	*%	*%	-%	3%	1%	2%	3%	2%	*%
Answered	846	229	226	54	1	768	404	281	846	386	7
Mean score	63.1	47.0	47.5	45.2	100.0	63.4 bc	49.9	48.3	63.1 b	36.0	17.0

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	*c	*d
Unweighted Base	915	213	160	157	31	23	773	409	63	23	19	5
Effective base	368	85	66	62	14	11	307	166	22	7	12	1
Weighted Base	868	200	153	142	32	27	719	379	48	15	18	2
0-24%	154	41	55	36	8	7	121	120	15	2	5	*
	18%	21%	36%	25%	27%	24%	17%	32%	32%	15%	30%	2%
			a					a				
25-49%	139	54	61	39	11	7	122	111	18	1	1	2
	16%	27%	40%	27%	36%	26%	17%	29%	38%	8%	3%	96%
								a				
50-74%	153	38	22	28	6	8	128	87	5	7	2	-
	18%	19%	15%	20%	18%	29%	18%	23%	10%	46%	9%	-%
75-100%	400	61	12	35	6	6	337	53	7	4	10	*
	46%	31%	8%	24%	19%	21%	47%	14%	15%	30%	56%	2%
		b		b			b					
Don't know	23	5	3	4	-	-	11	8	3	*	*	-
	3%	3%	2%	3%	-%	-%	2%	2%	6%	*%	2%	-%
Answered	846	195	149	138	32	27	708	371	45	15	17	2
Mean score	63.1	51.5	31.1	46.6	42.3	45.6	63.4	39.1	34.8	55.5	68.5	40.6
		b		b	b		b					

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	915	872	571	886	563	537	479	831	113	2	778	31	222	693
Effective base	368	352	225	360	221	212	177	344	40	2	305	16	92	276
Weighted Base	868	817	511	834	504	477	376	800	97	4	721	34	224	645
0-24%	154	140	111	144	102	84	75	140	34	2	135	2	48	105
	18%	17%	22%	17%	20%	18%	20%	18%	35% ab	63%	19%	6%	22%	16%
25-49%	139	136	105	136	102	102	85	134	31	-	114	5	46	92
	16%	17%	20%	16%	20%	21%	23%	17%	32% b	-%	16%	15%	21%	14%
50-74%	153	148	98	151	98	90	81	148	11	1	135	7	45	108
	18%	18%	19%	18%	19%	19%	22%	19%	11%	37%	19%	20%	20%	17%
75-100%	400	370	193	380	196	193	128	362	21	-	320	20	75	325
	46%	45%	38%	46%	39%	41%	34%	45% ac	21%	-%	44%	59%	34%	50% a
Don't know	23	22	5	22	6	7	7	15	*	-	17	*	9	14
	3%	3%	1%	3%	1%	2%	2%	2%	*%	-%	2%	*%	4%	2%
Answered	846	795	506	811	497	469	369	785	97	4	704	34	215	631
Mean score	63.1	62.7 bd	56.3	62.9 bd	57.5	59.7	55.0 c	62.3 ac	40.5	32.4	62.2	71.7	55.3	65.8 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	915	175	8	64	139	97	553	255	80	88	705	439	476
Effective base	368	70	5	17	62	33	239	92	36	24	294	157	212
Weighted Base	868	171	6	46	145	87	562	210	78	73	684	347	522
0-24%	154	58	*	21	39	15	103	35	20	13	118	55	99
	18%	34%	1%	45%	27%	18%	18%	17%	26%	18%	17%	16%	19%
25-49%	139	38	1	6	35	30	67	42	12	14	109	60	79
	16%	22%	13%	12%	24%	35% b	12%	20%	16%	20%	16%	17%	15%
50-74%	153	20	2	8	15	12	104	38	11	26	112	68	86
	18%	12%	28%	19%	10%	14%	19%	18%	14%	36% c	16%	20%	16%
75-100%	400	52	4	11	55	27	273	89	31	19	331	150	250
	46%	31%	56%	23%	38%	32%	49%	42%	39%	25%	48% b	43%	48%
Don't know	23	2	*	*	2	2	14	6	4	1	14	14	9
	3%	1%	2%	1%	1%	2%	3%	3%	5%	2%	2%	4%	2%
Answered	846	169	6	45	144	85	547	204	74	72	670	333	513
Mean score	63.1	46.4	75.4	43.5	50.8	53.1	65.0 a	60.5	54.8	56.0	64.2 ab	63.1	63.2

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 43 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 1st Class (QV6d= 1)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	915	215	258	273	169	473	442
Effective base	368	85	99	106	86	180	191
Weighted Base	868	245	214	245	164	460	409
0-24%	154	25	48	50	30	74	80
	18%	10%	22%	20%	19%	16%	20%
			a				
25-49%	139	43	20	33	43	63	76
	16%	17%	9%	14%	26%	14%	19%
					bc		
50-74%	153	46	25	55	27	72	82
	18%	19%	12%	23%	16%	16%	20%
				b			
75-100%	400	130	112	97	60	242	158
	46%	53%	52%	40%	37%	53%	39%
		d	d			b	
Don't know	23	*	9	9	4	9	13
	3%	*%	4%	4%	2%	2%	3%
Answered	846	245	205	235	160	450	396
Mean score	63.1	70.2	62.6	61.0	56.1	66.7	59.0
		bcd				b	

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	700	257	443	521	102	20	57	179
Effective base	290	105	189	272	53	8	29	67
Weighted Base	667	199	468	644	19	1	1	22
0-24%	114	12	102	111	2	1	*	3
	17%	6%	22%	17%	11%	54%	29%	15%
			a				b	
25-49%	126	28	98	122	3	*	*	4
	19%	14%	21%	19%	18%	25%	26%	19%
50-74%	125	46	78	121	3	*	*	4
	19%	23%	17%	19%	17%	9%	27%	17%
75-100%	277	111	166	267	10	*	*	11
	42%	56%	35%	41%	54%	12%	14%	48%
		b		d	d			d
Don't know	25	1	23	24	*	-	*	*
	4%	1%	5%	4%	1%	-%	4%	1%
Answered	642	198	444	620	19	1	1	22
Mean score	59.7	72.5	54.0	59.5	69.4	30.1	38.5	64.8
		b		d	ad			d

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	700	301	139	81	61	61	57	521	102	77
Effective base	290	169	70	47	32	27	29	272	53	24
Weighted Base	667	442	147	56	12	9	1	644	19	3
0-24%	114	92	12	8	1	2	*	111	2	1
	17%	21%	8%	14%	11%	17%	29%	17%	11%	42%
		b					bh			abcdgh
25-49%	126	80	32	9	2	2	*	122	3	1
	19%	18%	22%	16%	17%	19%	26%	19%	18%	25%
50-74%	125	77	35	9	2	2	*	121	3	1
	19%	17%	24%	16%	14%	21%	27%	19%	17%	18%
75-100%	277	175	63	29	7	4	*	267	10	*
	42%	40%	43%	51%	58%	41%	14%	41%	54%	13%
		fi	fi	fi	fi	fi		fi	fi	
Don't know	25	18	5	2	-	*	*	24	*	*
	4%	4%	3%	3%	-%	2%	4%	4%	1%	2%
Answered	642	424	142	54	12	9	1	620	19	3
Mean score	59.7	57.6	62.8	65.5	70.3	61.4	38.5	59.5	69.4	34.1
		fi	fi	fi	afgi	fi		fi	afgi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	700	285	95	30	18	62
Effective base	290	164	42	10	8	13
Weighted Base	667	439	86	10	6	14
0-24%	114	90	11	1	1	2
	17%	21%	13%	14%	12%	13%
25-49%	126	93	13	1	2	6
	19%	21%	16%	7%	35%	43%
50-74%	125	74	18	3	1	3
	19%	17%	21%	25%	10%	19%
75-100%	277	164	39	5	3	4
	42%	37%	45%	54%	43%	25%
Don't know	25	19	4	-	-	*
	4%	4%	5%	-%	-%	*%
Answered	642	420	82	10	6	14
Mean score	59.7	55.9	64.6	71.2	55.5	46.5
			ae	ae		

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	*h	i	j	k	l	m
Unweighted Base	700	41	39	43	21	48	57	40	25	45	359	113	119	109
Effective base	290	28	28	24	12	34	40	32	16	28	232	72	75	32
Weighted Base	667	56	59	82	22	64	112	94	36	63	589	38	25	15
0-24%	114	6	14	13	2	6	24	16	11	7	99	8	5	2
	17%	11%	23%	16%	11%	10%	21%	17%	31%	11%	17%	20%	21%	16%
25-49%	126	11	8	28	5	12	23	18	*	9	115	6	3	2
	19%	20%	14%	34% l	23%	18%	21%	19%	1%	14%	19%	15%	11%	16%
50-74%	125	11	10	15	6	10	15	16	14	11	108	8	6	3
	19%	19%	17%	18%	27%	16%	14%	17%	40%	17%	18%	21%	23%	19%
75-100%	277	27	19	26	8	31	47	40	11	37	245	15	10	7
	42%	48%	32%	32%	39%	48%	42%	42%	29%	58%	42%	40%	39%	48%
Don't know	25	1	8	-	*	6	3	4	-	-	22	1	1	*
	4%	1%	14% cijm	-%	*%	9%	3%	4%	-%	-%	4%	4%	5%	1%
Answered	642	55	51	82	22	59	109	90	36	63	567	36	24	15
Mean score	59.7	64.5	56.7	52.4	61.5	67.7 c	56.1	59.1	51.0	70.3 cfj	59.6	59.6	59.3	64.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	700	31	39	5	85	97	43	57	320	518	182	636	64
Effective base	290	11	15	2	33	39	20	28	142	224	69	276	17
Weighted Base	667	22	44	4	89	115	26	66	271	537	130	644	23
0-24%	114	5	9	-	12	17	2	14	47	95	20	112	3
	17%	25%	21%	-%	13%	15%	7%	21%	17%	18%	15%	17%	12%
25-49%	126	2	6	*	8	31	3	10	57	106	20	119	6
	19%	9%	13%	11%	9%	27%	12%	15%	21%	20%	15%	19%	28%
50-74%	125	3	4	-	18	17	7	10	61	102	23	124	1
	19%	15%	10%	-%	20%	14%	28%	16%	22%	19%	18%	19%	3%
75-100%	277	11	20	2	42	49	13	32	101	216	61	268	9
	42%	48%	46%	38%	47%	43%	51%	48%	37%	40%	47%	42%	40%
Don't know	25	1	4	2	10	2	*	-	5	18	6	21	4
	4%	3%	10%	51%	11%	1%	2%	-%	2%	3%	5%	3%	17%
					h								a
Answered	642	21	40	2	79	114	26	66	266	518	124	623	19
Mean score	59.7	60.6	62.6	84.7	69.6	58.2	71.4	60.3	57.1	58.6	64.4	59.7	60.8
					eh		eh						

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	700	687	13	461	126	112
Effective base	290	284	6	198	44	48
Weighted Base	667	654	12	449	104	113
0-24%	114	114	*	52	29	34
	17%	17%	3%	11%	28%	30%
					a	a
25-49%	126	124	2	71	30	25
	19%	19%	16%	16%	29%	22%
					a	
50-74%	125	121	4	89	16	18
	19%	18%	32%	20%	16%	16%
75-100%	277	271	6	222	20	35
	42%	41%	49%	50%	20%	31%
				bc		
Don't know	25	25	-	15	9	*
	4%	4%	-%	3%	9%	*%
Answered	642	630	12	434	95	112
Mean score	59.7	59.4	73.0	66.7	42.7	46.9
				bc		

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Monthly postal spend										Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted Base	700	569	88	25	5	7	2	3	1	657	43	18	293	276	131
Effective base	290	260	26	3	2	2	1	1	1	285	5	4	137	125	31
Weighted Base	667	608	51	5	*	2	*	*	*	659	8	3	344	264	59
0-24%	114	100	13	1	*	*	*	*	*	114	1	*	47	53	14
	17%	16%	26%	12%	4%	2%	100%	1%	100%	17%	10%	4%	14%	20%	24%
25-49%	126	117	5	3	*	*	-	*	-	122	4	1	46	71	9
	19%	19%	11%	59%	96%	*%	-%	99%	-%	19%	47%	22%	13%	27% a	16%
50-74%	125	115	8	*	-	1	-	-	-	123	2	1	52	63	10
	19%	19%	16%	5%	-%	72%	-%	-%	-%	19%	21%	55%	15%	24%	16%
75-100%	277	252	24	1	*	*	-	-	-	276	1	*	179	73	25
	42%	41%	47%	10%	*%	25%	-%	-%	-%	42%	13%	19%	52% b	28%	43%
Don't know	25	24	-	1	-	*	-	-	-	24	1	*	19	5	1
	4%	4%	-%	14%	-%	1%	-%	-%	-%	4%	10%	1%	6%	2%	1%
Answered	642	584	51	5	*	2	*	*	*	635	7	2	325	259	58
Mean score	59.7	60.1 j	58.1 j	32.1	29.0	61.9	12.2	37.9	5.0	59.9 j	39.8	54.2	67.6 bc	50.6	55.9

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	700	655	345	700	288	135	198	571	53	28	21	8	13	6
Effective base	290	266	145	290	122	44	75	259	18	7	6	3	3	1
Weighted Base	667	593	323	667	285	87	172	605	37	17	3	2	2	1
0-24%	114	98	75	114	74	31	50	101	8	3	1	1	2	*
	17%	17%	23%	17%	26%	36%	29%	17%	22%	16%	16%	64%	94%	3%
					ac	ac	ac							
25-49%	126	104	97	126	74	15	52	110	12	2	1	1	*	-
	19%	18%	30%	19%	26%	17%	30%	18%	34%	14%	20%	36%	4%	-%
			ac				ac							
50-74%	125	113	59	125	50	19	24	114	6	2	1	-	*	1
	19%	19%	18%	19%	18%	22%	14%	19%	16%	12%	37%	-%	*%	95%
75-100%	277	262	79	277	82	22	44	261	9	7	1	-	*	*
	42%	44%	24%	42%	29%	25%	26%	43%	25%	41%	27%	-%	*%	2%
		bdef		bdef										
Don't know	25	17	12	25	5	*	2	20	1	3	-	-	*	-
	4%	3%	4%	4%	2%	*%	1%	3%	4%	17%	-%	-%	1%	-%
Answered	642	576	311	642	280	87	170	585	35	14	3	2	2	1
Mean score	59.7	61.5	46.1	59.7	47.8	44.2	45.2	60.8	46.4	58.7	60.5	17.9	13.0	52.2
		bdef		bdef				b						

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted Base	700	232	14	16	11	4	5	6	15	272	146	185	81	16
Effective base	290	110	4	3	2	3	2	2	6	131	61	75	22	3
Weighted Base	667	256	13	7	3	3	*	2	6	320	139	152	50	5
0-24%	114	71	*	1	*	1	*	*	1	49	24	31	9	*
	17%	28%	*%	15%	11%	31%	28%	2%	19%	15%	18%	20%	19%	9%
25-49%	126	58	12	*	2	1	-	-	1	46	27	43	7	2
	19%	23%	90%	5%	80%	30%	-%	-%	16%	14%	19%	29% a	15%	50%
50-74%	125	46	1	*	*	-	*	2	2	57	35	24	8	-
	19%	18%	10%	5%	6%	-%	71%	98%	43%	18%	25%	16%	15%	-%
75-100%	277	76	*	5	*	1	*	-	1	156	45	50	26	2
	42%	30%	*%	75%	2%	40%	2%	-%	22%	49% bc	32%	33%	51%	41%
Don't know	25	5	-	*	-	-	-	-	-	13	8	4	-	*
	4%	2%	-%	1%	-%	-%	-%	-%	-%	4%	6%	2%	-%	*%
Answered	642	251	13	7	3	3	*	2	6	308	131	149	50	5
Mean score	59.7	48.0	32.5	78.2	27.7	50.9	54.6	49.4	50.4	64.9 bc	55.9	51.4	62.6 c	57.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base	700	107	60	79	33	9	169	26	92	666	34	678	22
Effective base	290	60	26	26	9	2	74	8	40	279	12	285	8
Weighted Base	667	136	59	64	19	7	183	20	82	631	35	639	28
0-24%	114	39	15	19	1	*	56	2	15	113	2	111	3
	17%	29%	25%	29%	4%	1%	31%	12%	18%	18%	5%	17%	12%
25-49%	126	32	21	15	2	5	56	3	15	120	6	124	2
	19%	23%	35%	23%	12%	73%	30%	15%	19%	19%	17%	19%	7%
50-74%	125	22	10	13	5	-	33	-	18	112	12	114	10
	19%	16%	17%	20%	26%	-%	18%	-%	22%	18%	34%	18%	37%
75-100%	277	39	13	17	11	2	34	14	34	262	16	269	8
	42%	29%	23%	27%	58%	27%	18%	73%	41% a	41%	44%	42%	30%
Don't know	25	4	*	1	-	-	5	-	-	25	-	21	4
	4%	3%	1%	1%	-%	-%	3%	-%	-%	4%	-%	3%	15%
Answered	642	132	59	64	19	7	178	20	82	607	35	618	24
Mean score	59.7	47.9	44.2	43.9	73.5 abc	45.3	39.8	75.4	58.7 a	59.2	67.2	59.6	61.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	700	69	61	128	27	233	55	237	613	81	189	301	71
Effective base	290	34	20	57	7	104	17	93	250	29	78	128	27
Weighted Base	667	84	43	139	22	247	37	229	560	77	186	286	76
0-24%	114	29	11	42	*	63	11	55	95	23	59	71	29
	17%	34%	26%	30%	1%	25%	29%	24%	17%	31%	31%	25%	38%
25-49%	126	28	6	40	1	66	8	66	100	18	65	85	19
	19%	33%	14%	29%	6%	27%	22%	29% b	18%	23%	35%	30%	25%
50-74%	125	8	10	19	12	43	7	42	105	17	30	52	8
	19%	10%	24%	13%	54%	18%	18%	18%	19%	22%	16%	18%	11%
75-100%	277	19	13	32	9	70	12	63	244	18	23	74	16
	42%	23%	29%	23%	39%	28%	31%	28%	44% ac	24%	12%	26% a	20%
Don't know	25	-	3	7	-	5	*	3	17	*	10	5	4
	4%	-%	7%	5%	-%	2%	*%	1%	3%	*%	5%	2%	5%
Answered	642	84	40	132	22	243	37	226	544	77	176	281	72
Mean score	59.7	40.3	51.6	42.5	69.6	47.7	48.5	48.4	61.1 ac	45.1	36.7	46.5 a	39.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	700	199	209	64	652	341	244	427	700	12
Effective base	290	80	92	23	266	145	103	175	290	3
Weighted Base	667	193	218	48	593	323	241	395	667	7
0-24%	114	48	67	18	98	75	62	108	114	7
	17%	25%	31%	38%	17%	23%	26% a	27% b	17%	94%
25-49%	126	61	59	11	104	97	68	112	126	*
	19%	32%	27%	23%	18%	30% a	28% a	28% b	19%	4%
50-74%	125	33	37	4	113	59	43	111	125	*
	19%	17%	17%	9%	19%	18%	18%	28% b	19%	2%
75-100%	277	50	51	14	262	79	65	58	277	-
	42%	26%	23%	30%	44% bc	24%	27%	15%	42% a	-%
Don't know	25	1	4	*	17	12	2	6	25	*
	4%	*%	2%	*%	3%	4%	1%	1%	4%	1%
Answered	642	192	214	48	576	311	239	390	642	7
Mean score	59.7	45.2	42.7	43.0	61.5 bc	46.0	46.0	40.3	59.7 a	12.4

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	700	137	192	114	27	23	373	621	48	19	11	6
Effective base	290	54	84	46	13	10	152	259	19	5	3	2
Weighted Base	667	123	200	104	27	22	347	594	45	11	8	5
0-24%	114	50	53	33	13	9	105	97	15	1	1	2
	17%	41%	27%	31%	49%	39%	30% b	16%	33%	8%	9%	33%
25-49%	126	43	59	42	8	7	104	109	11	*	1	*
	19%	35%	29%	40%	31%	30%	30% b	18%	25%	1%	7%	6%
50-74%	125	19	37	10	4	3	86	113	11	5	1	*
	19%	16%	19%	10%	13%	12%	25%	19%	25%	48%	7%	1%
75-100%	277	10	49	19	2	4	48	255	8	*	6	3
	42%	8%	25% a	18%	7%	19%	14%	43% a	17%	1%	77%	60%
Don't know	25	*	2	*	-	-	5	19	*	5	-	-
	4%	*%	1%	*%	-%	-%	1%	3%	*%	42%	-%	-%
Answered	642	123	198	104	27	22	342	575	44	6	8	5
Mean score	59.7	31.4	44.1 a	37.9 a	28.7	36.1	38.7	61.0 a	39.2	44.5	79.6	65.6

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	700	668	435	679	425	430	342	656	85	2	588	34	174	526
Effective base	290	279	174	283	166	166	131	276	31	2	239	14	78	213
Weighted Base	667	647	376	652	380	369	277	639	79	3	546	36	191	476
0-24%	114	112	86	113	88	68	68	111	22	-	103	4	36	78
	17%	17%	23%	17%	23%	18%	25%	17%	28%	-%	19%	11%	19%	16%
25-49%	126	123	94	123	92	94	71	118	23	-	109	2	41	84
	19%	19%	25%	19%	24%	25%	26%	18%	29%	-%	20%	6%	22%	18%
50-74%	125	122	71	124	69	73	58	123	14	-	100	10	41	83
	19%	19%	19%	19%	18%	20%	21%	19%	17%	-%	18%	28%	22%	17%
75-100%	277	267	120	267	126	132	73	265	20	3	220	20	63	214
	42%	41% b	32%	41%	33%	36%	26%	41% a	26%	100%	40%	55%	33%	45%
Don't know	25	24	5	25	6	3	8	22	*	-	14	-	9	16
	4%	4%	1%	4%	2%	1%	3%	4%	*%	-%	3%	-%	5%	3%
Answered	642	623	371	627	374	366	269	617	79	3	532	36	182	460
Mean score	59.7	59.4 bd	50.7	59.3 bd	51.4	55.4 b	48.5	59.6 ac	43.8	80.0	58.0	70.8 a	54.0	61.9 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	700	131	5	53	103	71	402	225	55	73	544	342	358
Effective base	290	55	1	19	44	30	179	82	24	26	235	121	169
Weighted Base	667	138	3	45	116	62	405	200	55	79	520	279	388
0-24%	114	35	*	10	33	17	61	36	22	17	75	37	78
	17%	26%	1%	21%	28%	27%	15%	18%	39% c	22%	14%	13%	20%
25-49%	126	40	-	7	34	20	87	18	5	23	98	47	78
	19%	29%	-%	16%	29%	32% c	22% c	9%	9%	29%	19%	17%	20%
50-74%	125	27	-	6	25	11	65	48	11	15	90	56	69
	19%	20%	-%	13%	21%	18%	16%	24%	21%	19%	17%	20%	18%
75-100%	277	33	3	16	25	14	175	88	17	19	238	129	148
	42%	24%	99%	35%	21%	22%	43% a	44% a	30%	24%	46% b	46%	38%
Don't know	25	3	-	7	-	*	16	9	-	5	19	10	15
	4%	2%	-%	16% b	-%	1%	4%	4%	-%	7%	4%	4%	4%
Answered	642	136	3	38	116	61	389	191	55	74	501	269	373
Mean score	59.7	45.6	94.0	53.3	44.2	42.5	61.1 a	62.4 a	47.5	47.4	62.6 ab	64.4 b	56.3

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 45 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Standard Stamped Mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Standard Stamped Mail 2nd Class (QV6d= 2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	700	153	221	200	126	374	326
Effective base	290	63	84	79	70	145	148
Weighted Base	667	174	188	173	131	362	305
0-24%	114	36	37	24	18	73	42
	17%	21%	20%	14%	14%	20%	14%
25-49%	126	34	16	29	46	50	75
	19%	20%	9%	17%	35%	14%	25%
					abc		a
50-74%	125	27	28	49	21	55	70
	19%	16%	15%	28%	16%	15%	23%
				b			
75-100%	277	71	101	64	43	171	106
	42%	41%	54%	37%	32%	47%	35%
			cd			b	
Don't know	25	6	6	8	4	13	12
	4%	4%	3%	4%	3%	4%	4%
Answered	642	167	182	166	127	349	293
Mean score	59.7	57.6	65.9	59.7	53.5	61.9	57.0
			ad				

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	457	110	347	321	79	18	39	136
Effective base	185	51	137	174	47	6	20	59
Weighted Base	450	99	351	435	13	1	1	15
0-24%	176	24	152	168	6	1	1	7
	39%	24%	43%	39%	45%	79%	66%	49%
			a				a	
25-49%	113	26	86	109	3	*	*	4
	25%	27%	25%	25%	27%	18%	22%	26%
50-74%	63	18	45	61	1	*	*	1
	14%	18%	13%	14%	11%	1%	5%	10%
75-100%	96	31	64	93	2	*	*	2
	21%	32%	18%	21%	16%	1%	7%	15%
		b						
Don't know	4	-	4	4	*	-	-	*
	1%	-%	1%	1%	1%	-%	-%	1%
Answered	447	99	347	432	13	1	1	15
Mean score	39.3	50.1	36.2	39.4	37.3	16.4	24.5	34.7
		b						

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	457	176	93	52	52	45	39	321	79	57
Effective base	185	102	53	27	33	20	20	174	47	16
Weighted Base	450	282	119	34	9	5	1	435	13	2
0-24%	176	113	45	10	4	3	1	168	6	2
	39%	40%	38%	30%	42%	60%	66%	39%	45%	74%
						c	abcg			abcdgh
25-49%	113	71	26	12	2	1	*	109	3	*
	25%	25%	22%	34%	24%	30%	22%	25%	27%	20%
50-74%	63	43	14	5	1	*	*	61	1	*
	14%	15%	12%	14%	13%	4%	5%	14%	11%	3%
75-100%	96	56	32	6	2	*	*	93	2	*
	21%	20%	27%	18%	20%	5%	7%	21%	16%	4%
			ei							
Don't know	4	-	2	2	*	*	-	4	*	-
	1%	-%	2%	5%	1%	1%	-%	1%	1%	-%
				a						
Answered	447	282	117	33	9	5	1	432	13	2
Mean score	39.3	37.9	43.2	39.5	39.7	26.2	24.5	39.4	37.3	19.6
		ei	ei	ei	ei			ei	i	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	457	199	87	32	9	50
Effective base	185	114	34	9	4	10
Weighted Base	450	311	65	9	2	15
0-24%	176	124	28	4	*	3
	39%	40%	43%	39%	19%	22%
25-49%	113	78	14	2	1	6
	25%	25%	22%	27%	34%	42%
50-74%	63	38	13	3	*	2
	14%	12%	21%	29%	7%	13%
75-100%	96	69	8	*	1	3
	21%	22%	12%	4%	40%	23%
Don't know	4	2	2	-	-	-
	1%	1%	2%	-%	-%	-%
Answered	447	308	63	9	2	15
Mean score	39.3	38.9	35.9	30.7	53.3	39.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted Base	457	29	29	43	16	27	37	22	19	24	246	72	66	73
Effective base	185	18	22	26	8	20	23	17	11	16	151	42	43	18
Weighted Base	450	39	48	69	14	35	82	53	30	33	402	21	16	11
0-24%	176	20	20	29	6	11	20	20	9	19	155	8	7	6
	39%	52%	42%	42%	42%	31%	25%	37%	31%	58%	38%	38%	43%	56% f
25-49%	113	4	11	18	5	6	19	19	8	10	100	6	3	3
	25%	10%	24%	26%	34%	17%	24%	36%	26%	31%	25%	30%	17%	27%
50-74%	63	5	7	5	1	6	21	10	2	1	57	2	3	*
	14%	13%	14%	7%	8%	17%	25% m	19%	6%	4%	14%	11%	20% m	1%
75-100%	96	10	10	17	2	12	20	3	11	2	87	4	3	2
	21%	25%	21%	25%	16%	35%	25%	5%	37%	6%	22%	18%	18%	14%
Don't know	4	-	-	-	-	-	1	1	-	-	3	1	*	*
	1%	-%	-%	-%	-%	-%	2%	3%	-%	-%	1%	3%	2%	2%
Answered	447	39	48	69	14	35	80	52	30	33	400	20	16	11
Mean score	39.3	36.3	39.5	39.9	38.9	50.7	46.4 m	27.8	53.3	21.8	39.7 m	37.3	38.7	28.8

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base	457	18	27	5	36	70	14	62	206	360	97	409	48
Effective base	185	6	10	4	13	31	5	26	89	148	39	174	13
Weighted Base	450	11	28	1	33	107	10	55	176	377	73	431	19
0-24%	176	2	19	*	17	33	7	25	68	139	36	173	3
	39%	14%	68%	19%	51%	31%	67%	46%	39%	37%	50%	40%	16%
25-49%	113	3	3	*	7	22	-	9	57	99	13	106	7
	25%	23%	12%	76%	23%	21%	-%	17%	32%	26%	18%	25%	35%
50-74%	63	*	2	-	4	13	*	16	23	50	13	60	3
	14%	2%	6%	-%	11%	13%	1%	29%	13%	13%	18%	14%	14%
75-100%	96	5	4	*	4	38	3	5	27	87	8	91	5
	21%	48%	13%	5%	11%	36%	28%	9%	15%	23%	11%	21%	26%
						gh							
Don't know	4	1	*	-	1	*	*	-	*	2	2	2	2
	1%	12%	1%	-%	4%	*%	5%	-%	*%	*%	3%	*%	9%
													a
Answered	447	10	28	1	31	107	9	55	175	375	71	429	18
Mean score	39.3	55.4	26.8	27.1	29.3	49.9	38.3	35.2	35.1	40.9	30.7	38.8	50.2
						dgh				b			a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	457	453	4	253	109	94
Effective base	185	184	1	104	40	41
Weighted Base	450	448	2	237	100	113
0-24%	176	173	2	97	38	40
	39%	39%	99%	41%	38%	36%
25-49%	113	112	*	56	29	28
	25%	25%	1%	24%	29%	24%
50-74%	63	63	-	35	18	10
	14%	14%	-%	15%	18%	9%
75-100%	96	96	-	47	13	35
	21%	21%	-%	20%	13%	31%
						b
Don't know	4	4	-	1	3	-
	1%	1%	-%	*%	3%	-%
Answered	447	444	2	236	97	113
Mean score	39.3	39.4	19.9	37.6	36.7	45.3

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted Base	457	343	77	21	5	4	3	2	2	420	37	16	132	211	114
Effective base	185	156	24	4	3	2	2	1	2	180	6	3	62	94	29
Weighted Base	450	375	65	8	*	2	*	*	*	440	10	2	157	218	75
0-24%	176	150	21	4	*	*	*	*	*	171	4	*	78	73	25
	39%	40%	32%	47%	12%	17%	22%	100%	53%	39%	42%	22%	50% b	33%	34%
25-49%	113	91	18	2	*	1	*	-	-	109	3	1	30	60	22
	25%	24%	28%	25%	57%	68%	5%	-%	-%	25%	33%	61%	19%	28%	29%
50-74%	63	56	5	1	-	*	-	-	*	62	1	*	23	34	6
	14%	15%	8%	10%	-%	14%	-%	-%	47%	14%	11%	12%	14%	16%	9%
75-100%	96	74	20	1	*	*	*	-	-	94	1	*	25	48	22
	21%	20%	31%	17%	30%	*%	74%	-%	-%	21%	15%	5%	16%	22%	29%
Don't know	4	4	*	*	-	-	-	-	-	4	*	-	1	3	*
	1%	1%	*%	1%	-%	-%	-%	-%	-%	1%	*%	-%	*%	1%	*%
Answered	447	371	65	8	*	2	*	*	*	437	10	2	156	215	75
Mean score	39.3	37.9	47.6 ai	39.3	48.7	27.7	58.6	15.0	26.1	39.3	37.4	30.0	33.8	40.8 a	46.2 a

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	457	386	362	457	256	112	155	350	38	28	16	10	11	4
Effective base	185	150	153	185	110	40	64	159	13	7	6	4	1	2
Weighted Base	450	345	361	450	266	80	135	375	41	18	3	5	5	2
0-24%	176	152	135	176	100	28	58	155	12	1	2	1	5	*
	39%	44%	37%	39%	38%	35%	43%	41%	29%	4%	61%	12%	97%	*%
25-49%	113	96	92	113	76	26	46	94	12	4	*	3	-	-
	25%	28%	25%	25%	29%	32%	34%	25%	29%	22%	4%	52%	-%	-%
50-74%	63	57	49	63	29	12	14	53	*	5	1	2	-	1
	14%	16%	14%	14%	11%	16%	10%	14%	*%	31%	32%	36%	-%	45%
75-100%	96	38	81	96	59	13	17	72	17	6	*	-	*	*
	21%	11%	23%	21%	22%	16%	13%	19%	41%	35%	*%	-%	3%	*%
			a	a	a									
Don't know	4	2	4	4	2	2	-	1	*	1	*	-	-	1
	1%	1%	1%	1%	1%	2%	-%	*%	*%	8%	3%	-%	-%	54%
Answered	447	343	357	447	265	78	135	375	41	17	2	5	5	1
Mean score	39.3	31.7	40.6	39.3	40.0	37.2	34.0	37.9	48.8	58.0	35.0	34.5	8.4	50.0
			af	a	a									

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted Base	457	202	13	15	10	3	7	6	16	129	108	137	64	19
Effective base	185	96	5	3	3	2	1	3	5	61	46	59	18	3
Weighted Base	450	230	15	10	5	1	2	4	7	157	114	122	47	10
0-24%	176	88	6	6	1	*	*	*	*	80	41	42	6	7
	39%	38%	38%	64%	12%	9%	3%	*%	3%	51% d	36%	34%	12%	70%
25-49%	113	64	6	*	2	1	2	1	4	27	26	35	22	2
	25%	28%	42%	*%	47%	79%	91%	31%	57%	17%	23%	29%	48% a	22%
50-74%	63	24	1	1	2	-	*	1	1	18	25	17	2	1
	14%	11%	6%	6%	38%	-%	*%	31%	17%	11%	22%	14%	5%	6%
75-100%	96	54	2	3	-	*	*	*	*	31	20	28	17	*
	21%	23%	14%	29%	-%	11%	5%	*%	4%	20%	18%	23%	36%	2%
Don't know	4	*	-	-	*	-	-	1	1	1	2	*	*	-
	1%	*%	-%	-%	3%	-%	-%	37%	20%	1%	2%	*%	*%	-%
Answered	447	230	15	10	5	1	2	2	5	155	112	122	47	10
Mean score	39.3	40.6	35.8	37.2	33.5	44.6	28.3	37.5	35.8	35.6	38.6	40.7	53.7 abc	17.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	c	a	b	a	*b
Unweighted Base	457	97	55	75	18	11	156	22	76	421	36	437	20
Effective base	185	52	27	26	4	2	71	6	34	174	11	178	7
Weighted Base	450	123	58	65	13	8	179	12	74	427	24	433	17
0-24%	176	61	19	17	3	*	62	7	31	171	5	168	8
	39%	49%	33%	27%	24%	2%	35%	58%	42%	40%	22%	39%	47%
25-49%	113	31	16	21	*	7	53	*	23	109	3	112	*
	25%	25%	28%	33%	*%	98%	30%	*%	30%	26%	15%	26%	*%
50-74%	63	11	7	9	2	*	15	4	9	61	1	61	2
	14%	9%	13%	13%	15%	*%	9%	30%	13%	14%	6%	14%	10%
75-100%	96	20	14	17	8	*	48	*	11	82	14	88	8
	21%	16%	24%	27%	61%	*%	27%	*%	15%	19%	57% a	20%	43%
Don't know	4	-	1	*	-	-	*	1	-	4	-	4	-
	1%	-%	2%	*%	-%	-%	*%	12%	-%	1%	-%	1%	-%
Answered	447	123	56	65	13	8	179	11	74	423	24	429	17
Mean score	39.3	34.6	39.9	45.8 a	72.8	25.6	43.1	26.3	34.6	38.0	61.4 a	38.6	55.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	457	69	61	130	32	194	62	233	337	84	210	307	75	1
Effective base	185	32	19	56	7	91	19	89	135	24	88	132	29	1
Weighted Base	450	81	40	130	15	223	43	206	318	61	215	313	82	*
0-24%	176	41	15	63	3	88	13	96	151	33	85	123	31	-
	39%	50%	38%	48%	22%	39%	30%	46%	47%	54%	39%	39%	38%	-%
25-49%	113	19	11	31	1	64	12	51	91	21	53	89	15	-
	25%	24%	28%	24%	9%	29%	29%	25%	29%	34%	25%	28%	19%	-%
50-74%	63	4	5	11	2	24	5	32	49	5	27	39	8	-
	14%	4%	12%	9%	11%	11%	11%	15%	16%	8%	13%	13%	9%	-%
75-100%	96	17	9	25	9	46	13	25	26	2	48	59	28	*
	21%	21%	22%	19%	59% a	21%	29%	12%	8%	4%	22%	19%	34%	100%
Don't know	4	*	*	*	*	2	*	2	1	*	2	2	-	-
	1%	*%	*%	*%	*%	1%	*%	1%	*%	*%	1%	1%	-%	-%
Answered	447	81	40	130	15	222	43	204	317	61	213	311	82	*
Mean score	39.3	33.8	43.1	35.2	64.4 a	38.7	47.0	31.9 c	29.0	25.5	40.4	38.0	47.8 b	100.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	457	204	168	70	380	358	220	457	269	16
Effective base	185	86	73	24	150	152	98	185	105	3
Weighted Base	450	217	176	55	345	359	243	450	251	7
0-24%	176	77	69	15	152	134	96	176	141	7
	39%	36%	39%	28%	44%	37%	40%	39%	56% a	99%
25-49%	113	63	61	17	96	92	70	113	83	*
	25%	29%	35%	31%	28%	26%	29%	25%	33%	1%
50-74%	63	25	18	5	57	49	26	63	11	*
	14%	11%	10%	9%	16%	14%	11%	14% b	5%	*%
75-100%	96	50	27	18	38	81	50	96	15	-
	21%	23%	16%	33%	11%	23% a	21% a	21% b	6%	-%
Don't know	4	2	*	*	2	4	1	4	1	-
	1%	1%	*%	*%	1%	1%	1%	1%	*%	-%
Answered	447	216	176	55	343	356	241	447	250	7
Mean score	39.3	40.9	36.1	51.4 ab	31.7	40.7 a	39.0 a	39.3 b	22.8	11.4

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	*c	*d
Unweighted Base	457	150	123	129	31	25	375	243	47	22	14	4
Effective base	185	61	52	58	15	11	152	95	18	8	5	1
Weighted Base	450	154	129	147	40	32	382	229	46	12	9	2
0-24%	176	53	71	52	7	8	149	133	18	*	3	*
	39%	34%	55%	36%	18%	27%	39%	58%	40%	4%	35%	1%
			acd					a				
25-49%	113	62	46	45	13	8	108	68	17	2	2	2
	25%	40%	35%	31%	32%	25%	28%	30%	37%	15%	21%	81%
50-74%	63	11	7	14	1	3	52	17	2	4	-	-
	14%	7%	6%	9%	4%	9%	14%	7%	4%	34%	-%	-%
75-100%	96	27	5	35	19	12	70	11	8	4	4	*
	21%	18%	4%	24%	47%	39%	18%	5%	18%	34%	43%	18%
		b		b	ab		b					
Don't know	4	*	-	1	-	-	2	1	*	2	*	-
	1%	*%	-%	1%	-%	-%	1%	*%	*%	13%	1%	-%
Answered	447	154	129	145	40	32	379	228	46	11	9	2
Mean score	39.3	37.3	23.5	41.4	61.2	56.1	37.5	22.7	33.6	63.2	46.8	42.1
		b		b	abc		b					

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	457	422	354	439	324	301	282	414	94	4	392	19	148	309
Effective base	185	171	138	177	135	121	109	171	29	3	158	9	64	121
Weighted Base	450	415	340	435	328	275	259	423	81	4	382	17	150	301
0-24%	176	172	133	174	130	115	90	171	36	3	146	9	52	124
	39%	41%	39%	40%	40%	42%	35%	40%	45%	68%	38%	55%	35%	41%
25-49%	113	107	92	107	96	76	75	109	18	1	96	2	39	74
	25%	26%	27%	25%	29%	28%	29%	26%	23%	31%	25%	13%	26%	25%
50-74%	63	59	53	62	39	34	38	59	3	-	58	*	18	44
	14%	14%	16%	14%	12%	12%	15%	14%	3%	-%	15%	1%	12%	15%
75-100%	96	75	61	88	63	50	53	84	24	*	78	5	39	57
	21%	18%	18%	20%	19%	18%	20%	20%	29%	1%	21%	31%	26%	19%
Don't know	4	2	2	4	*	1	3	1	*	-	4	*	2	2
	1%	1%	1%	1%	*%	*%	1%	*%	*%	-%	1%	*%	1%	1%
Answered	447	413	339	431	328	275	256	422	81	4	379	17	148	299
Mean score	39.3	36.8	37.0	38.4	37.1	36.6	39.2	38.1	42.2	16.2	39.4	39.8	42.8	37.5

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	457	139	6	56	106	62	263	130	50	61	337	203	254
Effective base	185	55	4	16	47	28	110	47	21	18	145	75	112
Weighted Base	450	131	4	34	111	61	275	113	46	57	344	162	288
0-24%	176	65	*	8	58	22	108	46	13	32	130	70	106
	39%	50%	1%	23%	52% a	35%	39%	41%	29%	56%	38%	43%	37%
25-49%	113	29	1	11	21	22	63	27	13	5	94	39	73
	25%	22%	28%	32%	19%	37%	23%	23%	28%	10%	27%	24%	25%
50-74%	63	9	3	4	9	10	47	5	5	2	55	27	36
	14%	7%	70%	11%	8%	16%	17% c	5%	10%	4%	16%	17%	12%
75-100%	96	28	-	11	23	7	53	35	15	16	63	23	73
	21%	21%	-%	32%	20%	12%	19%	31%	33%	28%	18%	14%	25%
Don't know	4	*	-	*	-	-	4	*	-	2	2	4	*
	1%	*%	-%	1%	-%	-%	1%	*%	-%	3%	1%	2%	*%
Answered	447	131	4	34	111	61	272	113	46	55	342	159	288
Mean score	39.3	35.5	47.0	49.4 b	34.9	35.4	38.6	43.0	49.3 c	39.9	37.5	33.9	42.2 a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 47 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 1st Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 1st Class large letter stamps (QV6d= 3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	457	121	120	123	93	241	216
Effective base	185	46	44	52	44	90	96
Weighted Base	450	127	102	125	96	229	222
0-24%	176	51	41	50	34	92	84
	39%	40%	40%	40%	35%	40%	38%
25-49%	113	35	22	22	33	57	56
	25%	27%	21%	18%	35%	25%	25%
50-74%	63	18	10	22	13	28	35
	14%	15%	9%	17%	13%	12%	16%
75-100%	96	23	29	28	16	52	44
	21%	18%	29%	22%	16%	23%	20%
Don't know	4	-	*	3	*	*	3
	1%	-%	*%	3%	*%	*%	2%
Answered	447	127	101	122	96	228	218
Mean score	39.3	37.8	40.8	42.3	35.7	39.1	39.4

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	*d	e
Unweighted Base	330	57	273	240	47	16	27	90
Effective base	142	28	115	135	24	7	16	35
Weighted Base	338	56	282	329	7	2	1	9
0-24%	165	23	142	159	4	1	*	6
	49%	40%	50%	48%	64%	54%	69%	62%
25-49%	88	16	72	86	2	*	*	2
	26%	28%	26%	26%	23%	27%	29%	24%
50-74%	28	8	20	27	*	*	-	1
	8%	15%	7%	8%	7%	19%	-%	9%
75-100%	54	9	44	53	*	-	*	*
	16%	17%	16%	16%	4%	-%	3%	3%
				e				
Don't know	4	-	4	3	*	-	-	*
	1%	-%	1%	1%	2%	-%	-%	2%
Answered	335	56	278	326	7	2	1	9
Mean score	33.1	35.1	32.6	33.3	22.3	26.8	18.5	22.9
				be				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	*c	*d	e	*f	g	h	i
Unweighted Base	330	146	68	26	24	39	27	240	47	43
Effective base	142	91	38	13	13	18	16	135	24	11
Weighted Base	338	246	68	15	4	4	1	329	7	2
0-24%	165	112	38	9	3	3	*	159	4	1
	49%	46%	56%	58%	62%	62%	69%	48%	64%	58%
25-49%	88	64	16	6	1	1	*	86	2	1
	26%	26%	23%	38%	25%	22%	29%	26%	23%	27%
50-74%	28	22	5	*	*	*	-	27	*	*
	8%	9%	8%	2%	11%	7%	-%	8%	7%	15%
75-100%	54	45	8	*	*	*	*	53	*	*
	16%	18%	12%	1%	1%	5%	3%	16%	4%	1%
Don't know	4	3	*	*	-	*	-	3	*	-
	1%	1%	1%	1%	-%	3%	-%	1%	2%	-%
Answered	335	243	68	15	4	4	1	326	7	2
Mean score	33.1	35.3	29.9	17.2	19.9	26.3	18.5	33.3	22.3	24.9
		h						h		

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	330	161	59	18	4	36
Effective base	142	93	28	5	3	5
Weighted Base	338	250	43	5	2	6
0-24%	165	112	26	4	1	2
	49%	45%	60%	85%	70%	34%
25-49%	88	67	8	1	*	4
	26%	27%	18%	14%	30%	59%
50-74%	28	21	4	-	-	*
	8%	9%	9%	-%	-%	7%
75-100%	54	47	5	*	-	-
	16%	19%	12%	1%	-%	-%
Don't know	4	3	*	-	-	*
	1%	1%	*%	-%	-%	*%
Answered	335	247	43	5	2	6
Mean score	33.1	35.8	29.1	16.0	10.6	22.4
		e				

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted Base	330	18	19	20	10	16	29	23	18	22	175	56	53	46
Effective base	142	12	16	11	7	12	19	18	13	13	116	34	33	9
Weighted Base	338	25	32	32	8	23	60	57	33	31	302	17	13	7
0-24%	165	16	22	16	5	10	32	21	11	16	150	5	6	4
	49%	65%	68%	51%	58%	41%	54%	37%	33%	53%	50% k	29%	44%	64%
25-49%	88	7	7	11	1	7	15	16	6	7	78	6	2	2
	26%	27%	22%	34%	15%	31%	25%	29%	19%	24%	26%	36%	18%	30%
50-74%	28	-	2	2	*	5	3	3	6	3	24	2	2	*
	8%	-%	5%	7%	3%	22%	5%	5%	18%	10%	8%	12%	17%	2%
75-100%	54	2	2	3	2	1	10	14	10	4	48	3	3	*
	16%	8%	5%	8%	24%	6%	17%	24%	30%	13%	16%	19%	20%	4%
Don't know	4	-	-	-	-	-	-	3	-	-	3	1	*	*
	1%	-%	-%	-%	-%	-%	-%	5%	-%	-%	1%	4%	2%	*%
Answered	335	25	32	32	8	23	60	55	33	31	299	16	13	7
Mean score	33.1	24.2	21.4	24.7	37.0	33.1	32.9	41.0	44.8	30.6	32.7 m	40.3 m	37.8 m	20.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	g	h	a	b	a	*b
Unweighted Base	330	10	19	3	17	56	14	37	158	259	71	301	29
Effective base	142	5	8	3	7	26	6	16	76	108	35	136	8
Weighted Base	338	5	21	*	27	76	9	39	138	268	70	330	9
0-24%	165	2	13	*	14	31	5	27	64	130	35	162	3
	49%	45%	62%	28%	53%	40%	61%	69%	46%	48%	50%	49%	29%
25-49%	88	2	4	*	3	15	*	7	50	68	20	82	6
	26%	39%	17%	72%	10%	19%	2%	18%	36%	25%	28%	25%	65%
50-74%	28	1	-	-	3	12	*	1	10	26	3	28	*
	8%	15%	-%	-%	11%	15%	2%	2%	7%	10%	4%	8%	5%
75-100%	54	-	4	-	7	19	3	4	14	44	10	54	*
	16%	-%	21%	-%	26%	25%	29%	11%	10%	16%	14%	16%	1%
Don't know	4	-	-	-	-	*	*	-	*	*	3	3	*
	1%	-%	-%	-%	-%	*%	6%	-%	*%	*%	5% a	1%	1%
Answered	335	5	21	*	27	76	8	39	137	268	67	326	9
Mean score	33.1	23.9	25.7	20.8	44.0	42.4 gh	42.6	24.0	29.3	33.5	31.2	33.4	21.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	330	327	3	183	77	69
Effective base	142	141	1	86	24	33
Weighted Base	338	336	2	192	56	90
0-24%	165	165	*	92	31	40
	49%	49%	1%	48%	56%	45%
25-49%	88	86	2	57	13	19
	26%	26%	99%	30%	23%	21%
50-74%	28	28	-	14	7	8
	8%	8%	-%	7%	13%	8%
75-100%	54	54	-	26	4	23
	16%	16%	-%	14%	8%	26%
Don't know	4	4	-	3	*	-
	1%	1%	-%	2%	*%	-%
Answered	335	333	2	189	55	90
Mean score	33.1	33.1	29.7	32.1	27.8	38.7
						b

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted Base	330	252	53	14	3	2	2	3	1	305	25	11	99	153	78
Effective base	142	123	16	2	1	1	1	1	1	139	3	4	49	76	19
Weighted Base	338	290	42	5	*	*	*	*	*	332	6	1	135	155	48
0-24%	165	143	16	5	*	*	*	*	*	159	6	1	68	75	21
	49%	49%	37%	98%	100%	100%	6%	85%	100%	48%	96%	81%	51%	48%	45%
25-49%	88	84	4	*	-	-	-	-	-	88	*	-	39	45	4
	26%	29%	9%	2%	-%	-%	-%	-%	-%	26%	2%	-%	29%	29%	8%
50-74%	28	20	8	-	-	-	-	-	-	28	-	-	9	12	8
	8%	7%	19%	-%	-%	-%	-%	-%	-%	8%	-%	-%	6%	8%	16%
75-100%	54	39	14	-	-	-	-	-	-	54	-	-	18	21	14
	16%	14%	35% a	-%	-%	-%	-%	-%	-%	16%	-%	-%	14%	14%	30%
Don't know	4	3	-	-	-	-	*	*	-	3	*	*	1	3	*
	1%	1%	-%	-%	-%	-%	94%	15%	-%	1%	2%	19%	*%	2%	*%
Answered	335	287	42	5	*	*	*	*	*	329	6	1	134	153	48
Mean score	33.1	31.3	47.4 ai	20.1	9.0	20.0	10.0	15.1	5.0	33.3	19.6	15.3	31.8	30.8	43.8 ab

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	330	280	266	330	190	83	123	254	28	15	13	8	10	2
Effective base	142	116	116	142	84	28	51	126	9	3	5	3	1	1
Weighted Base	338	250	276	338	200	54	118	296	23	9	2	4	5	*
0-24%	165	138	129	165	90	32	61	146	8	5	1	4	1	*
	49%	55%	47%	49%	45%	59%	51%	49%	36%	59%	52%	100%	10%	1%
25-49%	88	77	70	88	54	9	27	79	7	3	*	*	*	-
	26%	31%	25%	26%	27%	17%	23%	27%	30%	29%	4%	*%	*%	-%
50-74%	28	16	25	28	21	5	10	26	2	*	-	-	-	-
	8%	7%	9%	8%	10%	9%	8%	9%	10%	1%	-%	-%	-%	-%
75-100%	54	14	49	54	33	8	18	42	6	1	1	-	5	-
	16%	6%	18%	16%	16%	16%	16%	14%	25%	11%	43%	-%	90%	-%
			a	a	a		a							
Don't know	4	3	3	4	3	*	3	3	-	-	*	-	-	*
	1%	1%	1%	1%	1%	*%	2%	1%	-%	-%	1%	-%	-%	99%
Answered	335	246	273	335	197	54	115	292	23	9	2	4	5	*
Mean score	33.1	24.5	35.1	33.1	35.2	32.6	34.0	31.9	39.8	25.0	49.9	15.2	87.0	22.0
			a	a	a	a	a							

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted Base	330	154	10	10	7	3	4	2	9	93	67	114	45	11
Effective base	142	76	3	2	2	2	1	2	3	47	32	51	11	3
Weighted Base	338	178	9	6	3	2	2	*	4	125	66	108	29	10
0-24%	165	85	*	1	1	1	2	*	3	66	33	56	8	2
	49%	48%	*%	8%	35%	57%	100%	50%	78%	52%	50%	52%	26%	21%
25-49%	88	45	6	*	2	-	*	*	*	24	27	28	8	*
	26%	25%	69%	3%	65%	-%	*%	50%	*%	20%	41% a	26%	29%	4%
50-74%	28	19	2	*	-	-	-	-	-	10	4	4	9	2
	8%	10%	20%	6%	-%	-%	-%	-%	-%	8%	6%	4%	30% c	18%
75-100%	54	26	1	5	-	1	-	-	1	22	1	20	4	6
	16%	15%	11%	82%	-%	43%	-%	-%	22%	18% b	2%	19% b	15%	57%
Don't know	4	3	-	-	-	-	-	-	-	3	1	*	-	-
	1%	2%	-%	-%	-%	-%	-%	-%	-%	2%	1%	*%	-%	-%
Answered	335	175	9	6	3	2	2	*	4	122	66	108	29	10
Mean score	33.1	33.7	38.0	83.9	22.8	38.4	19.8	31.0	29.3	34.5 b	23.8	32.7 b	37.2 b	68.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	330	67	43	60	12	8	123	15	51	310	20	314	16
Effective base	142	40	20	20	3	2	58	5	22	132	10	136	6
Weighted Base	338	95	39	53	6	7	145	10	45	319	19	325	14
0-24%	165	49	16	23	*	2	61	5	23	159	6	155	9
	49%	52%	40%	43%	7%	26%	42%	52%	52%	50%	31%	48%	69%
25-49%	88	23	19	7	*	5	38	*	15	85	4	88	*
	26%	25%	48% c	13%	6%	61%	26%	2%	33%	27%	18%	27%	*%
50-74%	28	10	1	5	5	-	16	4	1	23	5	26	2
	8%	10%	3%	10%	87%	-%	11%	46%	2%	7%	24%	8%	13%
75-100%	54	10	4	18	-	1	27	-	6	49	5	51	2
	16%	10%	10%	34% a	-%	13%	19%	-%	12%	15%	27%	16%	18%
Don't know	4	3	-	*	-	-	3	-	-	4	-	4	-
	1%	3%	-%	*%	-%	-%	2%	-%	-%	1%	-%	1%	-%
Answered	335	92	39	53	6	7	142	10	45	315	19	321	14
Mean score	33.1	31.9	28.0	45.3 ab	47.0	33.5	36.6	37.7	30.1	32.1	48.6	32.9	36.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c	*d
Unweighted Base	330	53	40	88	21	149	41	148	263	56	146	236	59	1
Effective base	142	26	12	41	4	71	13	55	112	18	62	105	23	1
Weighted Base	338	70	26	102	7	172	28	133	243	45	160	253	58	*
0-24%	165	41	7	53	4	83	7	84	133	38	81	115	41	-
	49%	59%	28%	52%	50%	48%	24%	63%	55%	83% b	51%	45%	70% b	-%
25-49%	88	16	4	26	*	48	5	40	77	6	36	65	11	-
	26%	24%	16%	26%	4%	28%	18%	30%	32%	13%	23%	26%	19%	-%
50-74%	28	2	9	9	3	11	9	4	16	*	20	25	1	-
	8%	3%	36% a	9%	35%	7%	33% a	3%	7%	1%	13%	10%	1%	-%
75-100%	54	9	5	14	1	26	7	4	14	2	22	45	6	*
	16%	14%	19%	13%	11%	15%	24%	3%	6%	4%	14%	18%	10%	100%
Don't know	4	-	*	*	-	3	*	1	3	-	*	3	*	-
	1%	-%	*%	*%	-%	2%	*%	*%	1%	-%	*%	1%	*%	-%
Answered	335	70	26	102	7	169	28	133	240	45	160	250	58	*
Mean score	33.1	27.8	47.4 a	31.7	37.0	32.7	50.1 a	21.4 c	24.7 c	15.9	33.4 c	35.2 c	21.3	100.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	330	136	143	52	1	277	265	168	243	330	12
Effective base	142	61	64	19	1	116	116	76	101	142	3
Weighted Base	338	152	151	36	*	249	276	185	235	338	7
0-24%	165	70	68	23	-	138	129	87	121	165	7
	49%	46%	45%	66%	-%	56%	47%	47%	52%	49%	100%
25-49%	88	40	44	3	-	77	70	48	82	88	*
	26%	26%	29%	8%	-%	31%	25%	26%	35%	26%	*%
50-74%	28	19	17	3	-	16	25	18	12	28	-
	8%	12%	11%	7%	-%	7%	9%	10%	5%	8%	-%
75-100%	54	20	22	7	*	13	49	28	16	54	-
	16%	13%	15%	20%	100%	5%	18%	15%	7%	16%	-%
							a	a		a	
Don't know	4	3	*	-	-	3	3	3	3	4	-
	1%	2%	*%	-%	-%	1%	1%	1%	1%	1%	-%
Answered	335	149	151	36	*	246	273	182	232	335	7
Mean score	33.1	33.8	33.3	27.9	100.0	24.3	35.1	34.0	24.9	33.1	12.0
							a	a		a	

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	330	95	140	87	23	17	214	288	35	7	9	4
Effective base	142	38	64	40	13	7	88	125	15	2	4	1
Weighted Base	338	91	161	90	27	13	218	301	36	*	6	2
0-24%	165	43	71	44	18	8	108	145	21	*	*	2
	49%	47%	44%	49%	67%	61%	49%	48%	57%	22%	5%	90%
25-49%	88	32	44	22	2	2	78	81	11	*	1	-
	26%	36%	27%	25%	9%	13%	36%	27%	30%	7%	9%	-%
50-74%	28	9	17	10	2	1	12	28	3	*	*	*
	8%	9%	11%	12%	9%	4%	5%	9%	7%	66%	*%	3%
75-100%	54	4	26	11	4	3	20	44	2	-	5	-
	16%	5%	16%	12%	15%	22%	9%	15%	5%	-%	85%	-%
Don't know	4	3	3	3	-	-	1	3	-	*	-	*
	1%	3%	2%	3%	-%	-%	*%	1%	-%	5%	-%	7%
Answered	335	88	159	88	27	13	217	298	36	*	6	2
Mean score	33.1	25.6	34.9	31.4	27.3	25.6	27.3	32.6	22.8	56.2	87.8	20.7
			a					a				

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	330	312	258	319	235	217	187	302	67	1	280	17	102	228
Effective base	142	136	108	138	97	91	68	133	23	1	121	8	47	95
Weighted Base	338	326	248	330	233	213	156	321	65	2	297	14	106	233
0-24%	165	165	133	165	114	99	83	163	40	2	144	8	45	119
	49%	50%	54%	50%	49%	47%	53%	51%	61%	100%	48%	60%	43%	51%
25-49%	88	84	69	85	69	68	52	82	12	-	79	2	26	62
	26%	26%	28%	26%	29%	32%	33%	25%	18%	-%	27%	17%	25%	27%
50-74%	28	28	20	28	15	17	13	28	6	-	27	*	10	18
	8%	8%	8%	9%	7%	8%	9%	9%	9%	-%	9%	1%	10%	8%
75-100%	54	47	22	49	32	25	8	48	7	-	44	3	23	30
	16%	14%	9%	15%	14%	12%	5%	15%	11%	-%	15%	22%	22%	13%
								a						
Don't know	4	3	3	3	3	3	*	1	*	-	3	-	*	3
	1%	1%	1%	1%	1%	1%	*%	*%	*%	-%	1%	-%	*%	1%
Answered	335	323	245	327	230	210	156	320	65	2	293	14	105	229
Mean score	33.1	31.8	27.0	32.3	31.0	31.1	25.5	32.0	26.4	5.0	33.2	30.8	39.4	30.2
		b		b				a					b	

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	330	95	3	34	75	44	197	88	35	43	246	156	174
Effective base	142	38	2	13	31	22	85	36	14	16	111	58	84
Weighted Base	338	96	4	31	78	49	195	95	34	40	261	138	200
0-24%	165	49	3	16	40	24	89	51	17	21	123	76	89
	49%	51%	74%	52%	51%	50%	46%	54%	51%	52%	47%	55%	44%
25-49%	88	26	*	4	22	15	64	10	2	5	81	33	55
	26%	27%	1%	13%	29%	30%	33% c	10%	6%	13%	31% a	24%	28%
50-74%	28	12	-	5	7	3	15	11	10	4	14	9	19
	8%	12%	-%	15%	9%	5%	8%	11%	31% c	9%	5%	7%	9%
75-100%	54	9	1	6	8	7	26	21	4	10	39	16	37
	16%	10%	25%	19%	11%	14%	14%	22%	13%	26%	15%	12%	19%
Don't know	4	*	-	*	-	-	1	3	*	*	3	4	-
	1%	*%	-%	*%	-%	-%	*%	3%	*%	1%	1%	3%	-%
Answered	335	96	4	31	78	49	194	92	34	40	257	134	200
Mean score	33.1	30.9	22.8	36.7	30.2	30.0	32.8	35.4	39.5	38.7	31.4	28.3	36.2 a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 49 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: 2nd Class large letter stamps

Base: All who use RM to send letters or large letters (QV6a2=1-2) using 2nd Class large letter stamps (QV6d= 4)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	330	81	82	92	75	163	167
Effective base	142	30	31	41	42	61	82
Weighted Base	338	85	77	85	91	162	176
0-24%	165	42	42	45	36	84	81
	49%	49%	55%	53%	39%	52%	46%
25-49%	88	22	9	21	36	32	57
	26%	26%	12%	24%	39%	19%	32%
					b		
50-74%	28	9	4	10	5	13	15
	8%	10%	6%	12%	6%	8%	9%
75-100%	54	12	18	9	14	30	23
	16%	14%	24%	11%	16%	19%	13%
Don't know	4	-	3	*	*	3	1
	1%	-%	4%	1%	*%	2%	*%
Answered	335	85	74	85	91	159	176
Mean score	33.1	31.0	36.0	31.3	34.3	33.3	32.8

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	237	142	95	63	69	31	74	174
Effective base	57	54	13	33	45	12	46	67
Weighted Base	85	55	30	63	16	4	2	22
0-24%	13	3	10	10	2	1	*	3
	15%	6%	32%	16%	10%	25%	12%	13%
			a					
25-49%	11	5	6	8	2	*	*	3
	13%	8%	22%	13%	12%	8%	19%	12%
50-74%	13	12	1	10	3	*	*	3
	15%	22%	4%	16%	16%	6%	19%	14%
75-100%	47	34	13	34	10	3	1	13
	55%	62%	42%	53%	61%	61%	47%	60%
Don't know	1	1	*	1	*	-	*	*
	1%	2%	*%	1%	2%	-%	3%	2%
Answered	84	54	30	62	16	4	2	22
Mean score	67.9	77.9	49.9	66.5	73.4	68.6	64.5	71.8
		b						

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i
Unweighted Base	237	16	30	17	41	59	74	63	69	105
Effective base	57	8	15	13	28	30	46	33	45	23
Weighted Base	85	12	36	15	10	10	2	63	16	6
0-24%	13	5	4	1	1	2	*	10	2	1
	15%	43%	12%	5%	10%	16%	12%	16%	10%	21%
25-49%	11	2	2	5	1	1	*	8	2	1
	13%	16%	5%	30%	12%	10%	19%	13%	12%	12%
50-74%	13	2	5	3	2	1	*	10	3	1
	15%	17%	15%	19%	21%	7%	19%	16%	16%	10%
75-100%	47	2	24	7	6	7	1	34	10	3
	55%	18%	68%	46%	56%	65%	47%	53%	61%	57%
Don't know	1	1	*	-	-	*	*	1	*	*
	1%	5%	1%	-%	-%	3%	3%	1%	2%	1%
Answered	84	11	36	15	10	10	2	62	16	6
Mean score	67.9	41.1	75.1	64.9	71.0	73.8	64.5	66.5	73.4	67.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	e
Unweighted Base	237	16	9	10	10	74
Effective base	57	9	2	5	2	12
Weighted Base	85	14	3	6	8	13
0-24%	13	7	*	*	-	1
	15%	51%	15%	7%	-%	6%
25-49%	11	2	1	2	*	2
	13%	13%	18%	29%	*%	17%
50-74%	13	3	-	*	1	1
	15%	18%	-%	6%	8%	6%
75-100%	47	2	2	4	8	9
	55%	14%	67%	57%	92%	70%
Don't know	1	1	-	-	-	*
	1%	4%	-%	-%	-%	*%
Answered	84	13	3	6	8	13
Mean score	67.9	35.3	74.1	67.7	80.2	78.6

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	*k	l	m
Unweighted Base	237	18	17	30	10	11	18	9	18	14	145	29	33	30
Effective base	57	10	6	14	6	5	9	2	4	6	47	10	11	12
Weighted Base	85	12	10	16	5	3	11	9	6	5	77	4	3	1
0-24%	13	4	4	1	2	*	*	-	1	*	12	1	1	*
	15%	31%	39%	5%	35%	8%	3%	-%	12%	8%	15%	15%	16%	8%
25-49%	11	2	*	4	*	1	2	*	*	*	10	*	*	*
	13%	17%	1%	26%	6%	41%	16%	*%	8%	*%	13%	6%	9%	42% j
50-74%	13	1	2	2	*	*	2	2	1	2	11	*	1	*
	15%	9%	19%	13%	1%	1%	18%	21%	13%	33%	15%	13%	37%	13%
75-100%	47	5	4	9	3	1	7	7	4	3	44	2	1	*
	55%	44%	42%	56%	58%	51%	63%	79%	67%	51%	56%	43%	38%	37%
Don't know	1	-	-	-	-	-	*	-	*	*	*	1	*	-
	1%	-%	-%	-%	-%	-%	*%	-%	*%	7%	*%	23%	*%	-%
Answered	84	12	10	16	5	3	11	9	6	5	77	3	3	1
Mean score	67.9	57.2	56.8	70.8	60.6	62.9	76.3	77.0	74.5	78.8	68.2	69.7	61.6	58.3

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base	237	7	26	2	32	39	3	19	105	197	40	198	39
Effective base	57	3	8	2	12	5	2	7	33	45	15	45	12
Weighted Base	85	4	10	1	10	16	2	5	37	73	12	72	14
0-24%	13	*	1	-	1	6	-	1	4	12	1	10	3
	15%	*%	7%	-%	13%	39%	-%	11%	11%	17%	6%	14%	24%
25-49%	11	-	*	-	1	*	*	1	8	10	1	10	1
	13%	-%	2%	-%	12%	*%	24%	13%	23%	14%	8%	14%	7%
50-74%	13	2	1	-	1	1	-	2	7	10	3	12	1
	15%	36%	7%	-%	8%	7%	-%	48%	18%	14%	26%	16%	10%
75-100%	47	3	9	1	6	9	1	1	17	39	7	39	8
	55%	64%	85%	100%	63%	53%	76%	27%	46%	54%	60%	54%	58%
Don't know	1	-	-	-	*	-	-	-	1	1	-	1	*
	1%	-%	-%	-%	3%	-%	-%	-%	2%	2%	-%	2%	*%
Answered	84	4	10	1	9	16	2	5	36	72	12	70	14
Mean score	67.9	82.1	87.6	87.0	76.7 e	55.0	75.8	62.5	64.1	66.9	73.9	67.8	68.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	237	237	106	78	53
Effective base	57	57	24	26	16
Weighted Base	85	85	46	19	20
0-24%	13	13	5	3	6
	15%	15%	10%	14%	27%
25-49%	11	11	5	6	*
	13%	13%	11%	31%	*%
				c	
50-74%	13	13	3	3	7
	15%	15%	6%	18%	35%
					a
75-100%	47	47	33	6	7
	55%	55%	72%	34%	34%
			bc		
Don't know	1	1	*	1	1
	1%	1%	*%	3%	3%
Answered	84	84	46	18	20
Mean score	67.9	67.9	76.2	56.5	58.9
			bc		

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	b	c
Unweighted Base	237	108	96	22	2	2	2	3	2	204	33	11	15	93	129
Effective base	57	40	32	5	1	2	1	1	1	66	3	1	4	36	18
Weighted Base	85	52	22	4	6	*	*	*	*	74	11	7	8	44	33
0-24%	13	9	3	*	*	-	*	*	*	12	1	*	3	6	4
	15%	18%	15%	8%	*%	-%	83%	1%	92%	17%	5%	4%	38%	14%	12%
25-49%	11	5	4	2	-	*	*	*	-	9	2	*	*	5	6
	13%	10%	16%	45%	-%	75%	17%	7%	-%	12%	18%	1%	4%	12%	17%
50-74%	13	9	3	*	-	-	-	-	*	13	1	*	*	9	4
	15%	18%	16%	11%	-%	-%	-%	-%	8%	17%	4%	*%	6%	20%	12%
75-100%	47	28	11	1	6	*	-	*	-	39	8	7	4	24	19
	55%	54%	52%	23%	100%	25%	-%	92%	-%	53%	67%	95%	52%	54%	57%
Don't know	1	*	*	1	-	-	-	-	-	1	1	-	-	*	1
	1%	1%	1%	14%	-%	-%	-%	-%	-%	1%	5%	-%	-%	1%	3%
Answered	84	51	22	4	6	*	*	*	*	73	11	7	8	43	32
Mean score	67.9	68.2	67.2	50.8	79.8	41.5	12.6	93.7	15.0	67.9	68.0	77.5	60.2	69.6	67.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	237	228	187	237	123	82	104	140	33	23	23	9	8	1
Effective base	57	54	54	57	33	22	23	53	9	7	2	2	3	1
Weighted Base	85	82	55	85	34	29	46	58	8	3	11	3	2	*
0-24%	13	13	11	13	9	7	8	10	1	*	*	1	*	*
	15%	16%	20%	15%	26%	25%	18%	17%	17%	3%	4%	20%	16%	100%
25-49%	11	11	9	11	7	5	6	6	*	1	*	2	1	-
	13%	13%	16%	13%	19%	16%	13%	11%	6%	39%	2%	73%	52%	-%
50-74%	13	12	10	13	4	6	8	10	2	1	*	*	*	-
	15%	14%	17%	15%	13%	20%	17%	18%	24%	26%	1%	1%	*%	-%
75-100%	47	46	25	47	14	11	23	31	4	1	10	*	1	-
	55%	56%	46%	55%	40%	38%	51%	54%	46%	23%	93%	6%	31%	-%
Don't know	1	1	1	1	1	*	*	*	1	*	*	-	-	-
	1%	1%	2%	1%	3%	1%	1%	1%	8%	8%	*%	-%	-%	-%
Answered	84	81	54	84	34	29	45	58	7	3	11	3	2	*
Mean score	67.9	67.6	62.8	67.9	55.4	58.2	63.6	68.2	69.1	46.6	83.5	34.4	48.7	10.0
		de		de										

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	d	*e
Unweighted Base	237	93	4	6	9	2	6	3	11	22	28	70	112	5
Effective base	57	26	2	2	4	1	2	1	2	7	9	17	31	2
Weighted Base	85	29	1	1	1	*	2	*	3	11	12	35	25	2
0-24%	13	7	-	1	*	-	*	*	*	4	1	6	2	*
	15%	26%	-%	95%	47%	-%	*%	96%	9%	39%	8%	16%	7%	11%
25-49%	11	4	*	*	*	*	2	*	2	*	2	4	3	2
	13%	15%	2%	5%	14%	14%	74%	1%	63%	2%	17%	11%	13%	72%
50-74%	13	4	-	-	*	-	*	-	*	1	1	7	4	*
	15%	15%	-%	-%	13%	-%	1%	-%	1%	7%	6%	20%	18%	10%
75-100%	47	12	1	-	*	*	1	*	1	6	8	18	14	*
	55%	42%	68%	-%	27%	86%	25%	3%	27%	53%	69%	53%	57%	7%
Don't know	1	1	*	-	-	-	-	-	-	*	-	*	1	-
	1%	2%	29%	-%	-%	-%	-%	-%	-%	*%	-%	*%	5%	-%
Answered	84	28	1	1	1	*	2	*	3	11	12	35	24	2
Mean score	67.9	56.7	98.1	20.1	43.0	68.1	51.5	12.8	49.0	60.7	76.6	65.5	73.7	36.7

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	237	23	19	42	32	7	54	8	60	223	14	226	11
Effective base	57	9	3	14	11	3	14	3	17	66	3	53	4
Weighted Base	85	13	4	11	4	4	17	3	14	73	13	78	7
0-24%	13	5	1	1	1	2	9	*	*	12	1	10	3
	15%	38%	14%	12%	21%	43%	51% c	3%	2%	16%	10%	13%	44%
25-49%	11	1	1	3	*	2	3	*	4	11	*	11	*
	13%	8%	15%	27%	5%	51%	15%	3%	27%	15%	*%	14%	2%
50-74%	13	-	*	3	1	*	3	-	1	13	*	12	1
	15%	-%	7%	29%	23%	1%	18%	-%	8%	18%	3%	16%	12%
75-100%	47	7	2	3	1	*	2	3	9	36	11	44	3
	55%	54%	64%	30%	28%	5%	12%	93%	61% a	49%	87%	56%	42%
Don't know	1	-	-	*	1	-	1	-	*	1	-	1	-
	1%	-%	-%	*%	22%	-%	4%	-%	2%	2%	-%	2%	-%
Answered	84	13	4	11	3	4	16	3	14	71	13	77	7
Mean score	67.9	56.4	73.2	55.7	58.1	29.8	34.2	84.8	73.5 a	66.3	76.9	69.3	52.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	b	a	*b	a	*b	a	b	c	a	b	c
Unweighted Base	237	24	32	53	13	95	28	122	211	47	99	168	35
Effective base	57	5	10	13	2	24	9	20	64	5	23	50	15
Weighted Base	85	8	10	17	10	25	10	39	69	15	26	51	5
0-24%	13	5	2	7	*	8	1	8	13	2	8	11	2
	15%	60%	17%	43%	*%	31%	14%	19%	18%	12%	30%	21%	38%
25-49%	11	2	2	4	*	4	3	6	10	2	4	9	*
	13%	24%	24%	26%	2%	16%	27%	15%	15%	15%	16%	17%	9%
50-74%	13	*	1	*	1	3	1	5	11	*	4	9	*
	15%	5%	5%	1%	11%	14%	9%	12%	16%	3%	16%	18%	8%
75-100%	47	1	6	5	9	9	5	21	34	10	10	21	2
	55%	10%	54%	30%	87%	36%	51%	53%	49%	69%	37%	42%	45%
Don't know	1	*	-	*	-	1	-	*	1	*	*	1	-
	1%	*%	-%	*%	-%	4%	-%	1%	2%	2%	*%	2%	-%
Answered	84	8	10	17	10	24	10	39	68	15	26	50	5
Mean score	67.9	25.2	65.5	42.8	80.3	51.8	64.3	63.6	64.4	69.3	55.3	60.1	57.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	a	b	c	a	b	*c
Unweighted Base	237	88	89	27	228	185	100	237	142	8
Effective base	57	22	22	8	54	54	25	57	37	2
Weighted Base	85	27	24	6	82	55	26	85	38	4
0-24%	13	7	7	2	13	11	9	13	12	4
	15%	27%	31%	28%	16%	20%	33%	15%	30%	97%
25-49%	11	5	6	*	11	9	4	11	9	*
	13%	19%	23%	8%	13%	16%	16%	13%	24%	3%
50-74%	13	4	4	*	12	10	4	13	13	-
	15%	14%	18%	6%	14%	17%	16%	15%	34% a	-%
75-100%	47	11	6	3	46	25	8	47	3	-
	55%	40%	24%	58%	56%	45%	32%	55% b	9%	-%
Don't know	1	*	1	-	1	1	1	1	1	-
	1%	*%	4%	-%	1%	2%	3%	1%	3%	-%
Answered	84	27	23	6	81	54	25	84	37	4
Mean score	67.9	55.2 b	44.4	65.3	67.6 c	62.7 c	49.8	67.9 b	38.5	11.9

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base	237	77	48	57	9	6	208	136	18	7	5	2
Effective base	57	18	9	13	5	3	64	38	6	3	3	2
Weighted Base	85	19	11	17	2	1	70	38	7	1	2	*
0-24%	13	6	5	7	1	*	12	12	3	1	2	-
	15%	33%	45%	40%	75%	43%	17%	30%	36%	84%	66%	-%
25-49%	11	4	2	2	*	*	10	7	2	*	*	*
	13%	19%	16%	14%	11%	24%	15%	18%	29%	2%	2%	100%
50-74%	13	4	4	3	-	-	13	13	-	-	*	-
	15%	22%	32%	20%	-%	-%	18%	33%	-%	-%	13%	-%
75-100%	47	5	*	4	*	*	35	6	3	*	*	-
	55%	24%	2%	25%	14%	33%	49% b	16%	35%	12%	20%	-%
Don't know	1	*	1	*	-	-	*	1	-	*	-	-
	1%	1%	5%	*%	-%	-%	1%	3%	-%	2%	-%	-%
Answered	84	19	11	17	2	1	70	37	7	1	2	*
Mean score	67.9	45.7 b	30.3	44.8 b	28.2	50.0	65.2 b	43.3	50.5	23.4	40.0	43.5

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	237	230	189	233	172	180	135	223	37	217	12	52	185	57	3
Effective base	57	70	54	71	45	57	37	69	11	49	6	18	42	9	2
Weighted Base	85	77	58	78	50	61	45	76	9	77	5	17	69	25	*
0-24%	13	12	11	12	10	9	10	12	1	12	1	4	9	6	-
	15%	16%	19%	16%	20%	15%	22%	16%	11%	16%	12%	23%	13%	24%	-%
25-49%	11	11	7	11	6	8	6	11	1	11	*	4	7	4	*
	13%	14%	12%	14%	12%	13%	14%	14%	11%	14%	2%	26%	10%	18%	95%
50-74%	13	12	10	13	8	13	6	13	2	10	1	1	12	1	*
	15%	16%	17%	17%	15%	21%	13%	17%	25%	13%	17%	7%	18%	5%	5%
75-100%	47	40	29	40	26	30	22	38	5	42	3	7	40	13	-
	55%	52%	50%	52%	52%	50%	50%	51%	52%	55%	70%	40%	58%	53%	-%
Don't know	1	1	1	1	1	1	*	1	-	1	-	1	1	*	-
	1%	2%	1%	2%	1%	1%	1%	2%	-%	2%	-%	4%	1%	*%	-%
Answered	84	76	58	77	50	60	44	74	9	76	5	16	68	25	*
Mean score	67.9	67.6	66.2	67.2	66.8	67.3	65.0	66.5	72.1	67.0	78.3	57.9	70.3 a	57.9	29.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	b	*a	b	c	*a	*b	c	a	b
Unweighted Base	237	17	49	29	105	103	26	15	187	149	88
Effective base	57	3	12	5	32	35	9	1	60	44	20
Weighted Base	85	11	16	16	34	35	13	8	63	45	40
0-24%	13	1	6	4	4	5	6	1	6	4	9
	15%	13%	36%	23%	12%	15%	49%	10%	9%	8%	23%
25-49%	11	2	3	2	6	3	*	*	11	8	3
	13%	17%	16%	14%	17%	8%	*%	3%	17%	17%	8%
50-74%	13	*	1	*	9	4	*	*	12	7	6
	15%	4%	5%	*%	26%	12%	3%	5%	19%	15%	16%
75-100%	47	7	7	10	15	22	6	7	33	27	20
	55%	65%	43%	61%	44%	63%	48%	82%	52%	60%	49%
Don't know	1	*	*	*	*	1	-	*	1	*	1
	1%	*%	*%	1%	1%	2%	-%	*%	2%	*%	3%
Answered	84	11	16	16	34	35	13	8	62	45	39
Mean score	67.9	63.7	52.2	61.3	63.4	75.3	54.7	71.4	69.8	73.6	61.3
						b				b	

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 51 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 1st Class (QV6d= 5)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	237	69	73	48	47	142	95
Effective base	57	20	21	9	16	40	22
Weighted Base	85	18	25	23	19	43	42
0-24%	13	1	5	5	2	6	7
	15%	5%	21%	23%	9%	14%	16%
25-49%	11	4	2	1	5	5	6
	13%	20%	7%	2%	26%	13%	13%
50-74%	13	*	4	1	8	5	9
	15%	2%	17%	4%	40%	10%	21%
					ac		
75-100%	47	13	13	16	5	26	21
	55%	70%	53%	71%	25%	60%	50%
		d		d			
Don't know	1	1	1	-	*	1	*
	1%	3%	2%	-%	*%	3%	*%
Answered	84	18	24	23	19	42	42
Mean score	67.9	78.0	67.3	70.9	55.5	71.9	63.9
		d		d			

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	194	108	86	51	57	23	63	143
Effective base	45	38	12	27	33	11	35	51
Weighted Base	60	36	24	45	11	2	2	15
0-24%	11	3	8	7	3	1	*	3
	18%	8%	32%	16%	22%	30%	12%	22%
25-49%	10	5	5	7	2	*	*	3
	16%	14%	19%	15%	19%	3%	21%	18%
50-74%	15	12	3	12	2	*	*	3
	25%	32%	13%	27%	16%	21%	28%	18%
75-100%	18	15	2	12	4	1	1	6
	30%	42%	11%	26%	39%	46%	34%	39%
		b						
Don't know	7	1	6	7	*	-	*	*
	12%	3%	26%	15%	3%	-%	6%	3%
			a	e				
Answered	53	35	18	38	11	2	2	14
Mean score	53.9	63.3	35.2	53.0	56.0	57.3	58.3	56.4
		b						

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		*a	*b	*c	d	e	f	g	h	i
Unweighted Base	194	12	17	22	34	46	63	51	57	86
Effective base	45	5	11	13	23	19	35	27	33	33
Weighted Base	60	13	17	15	8	5	2	45	11	3
0-24%	11	5	2	*	1	2	*	7	3	1
	18%	42%	10%	1%	17%	33%	12%	16%	22%	21%
25-49%	10	-	4	3	1	1	*	7	2	*
	16%	-%	20%	23%	18%	16%	21%	15%	19%	12%
50-74%	15	1	5	5	2	1	*	12	2	1
	25%	12%	30%	36%	19%	13%	28%	27%	16%	24%
75-100%	18	1	5	6	4	2	1	12	4	1
	30%	10%	27%	40%	46%	31%	34%	26%	39%	40%
Don't know	7	5	2	-	-	*	*	7	*	*
	12%	36%	13%	-%	-%	6%	6%	15%	3%	3%
Answered	53	8	15	15	8	5	2	38	11	3
Mean score	53.9	32.8	53.6	63.4	61.4	47.7	58.3	53.0	56.0	57.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	e
Unweighted Base	194	14	11	6	10	59
Effective base	45	7	3	2	5	15
Weighted Base	60	18	5	2	1	7
0-24%	11	4	*	2	-	2
	18%	22%	9%	79%	-%	22%
25-49%	10	3	*	*	*	1
	16%	17%	*%	20%	16%	8%
50-74%	15	3	2	-	1	2
	25%	20%	38%	-%	55%	27%
75-100%	18	3	1	*	*	3
	30%	15%	13%	1%	29%	42%
Don't know	7	5	2	-	-	*
	12%	27%	40%	-%	-%	1%
Answered	53	13	3	2	1	7
Mean score	53.9	44.2	53.5	22.0	60.2	61.7

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	l	m
Unweighted Base	194	14	12	17	7	8	15	8	13	12	106	20	32	36
Effective base	45	6	5	7	3	4	7	4	5	4	35	8	11	9
Weighted Base	60	7	12	13	3	3	4	2	5	4	52	3	3	2
0-24%	11	*	3	3	*	-	1	*	*	2	9	*	1	*
	18%	*%	24%	21%	12%	-%	15%	1%	8%	62%	18%	11%	26%	12%
25-49%	10	*	*	5	*	*	*	1	1	*	9	1	*	*
	16%	3%	4%	40%	17%	2%	9%	47%	20%	1%	17%	17%	7%	9%
50-74%	15	3	1	4	*	1	2	1	1	*	13	*	1	*
	25%	48%	12%	31%	2%	39%	40%	29%	20%	5%	25%	11%	31%	16%
75-100%	18	3	3	1	2	2	2	1	1	1	15	1	1	1
	30%	49%	27%	8%	69%	60%	36%	24%	12%	24%	28%	33%	36%	60%
Don't know	7	-	4	-	-	-	*	-	2	*	6	1	*	*
	12%	-%	33%	-%	-%	-%	1%	-%	40%	9%	12%	28%	*%	2%
Answered	53	7	8	13	3	3	4	2	3	3	46	2	3	2
Mean score	53.9	70.6	51.3	36.9	74.5	80.4	60.9	52.6	47.5	34.5	52.6	61.2	56.9	75.8 j

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base	194	7	16	1	21	36	3	13	94	159	35	162	32
Effective base	45	2	2	1	6	8	2	4	28	37	9	37	8
Weighted Base	60	4	6	*	6	11	*	3	28	52	7	52	8
0-24%	11	-	1	-	1	4	*	2	3	10	*	9	1
	18%	-%	8%	-%	11%	40%	70%	62%	9%	20%	4%	18%	15%
25-49%	10	3	*	*	*	2	*	*	4	8	2	9	*
	16%	65%	*%	100%	9%	15%	24%	2%	13%	15%	22%	18%	3%
50-74%	15	2	1	-	1	*	-	1	10	12	3	13	1
	25%	34%	12%	-%	18%	3%	-%	30%	36%	22%	40%	26%	18%
75-100%	18	*	1	-	3	5	*	*	9	15	2	13	5
	30%	*%	11%	-%	56%	42%	6%	6%	32%	29%	33%	25%	64% a
Don't know	7	*	4	-	*	-	-	-	3	7	*	7	-
	12%	1%	68%	-%	6%	-%	-%	-%	10%	14%	*%	14%	-%
Answered	53	4	2	*	5	11	*	3	26	45	7	45	8
Mean score	53.9	33.6	52.9	25.0	77.2	48.1	21.0	25.7	60.3	52.6	61.9	51.2	70.2 a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Internet connection	Role of mail services		
	Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	c
Unweighted Base	194	194	76	70	48
Effective base	45	45	18	14	14
Weighted Base	60	60	20	19	21
0-24%	11	11	1	4	6
	18%	18%	6%	20%	27%
25-49%	10	10	7	2	*
	16%	16%	35%	10%	2%
			c		
50-74%	15	15	4	3	7
	25%	25%	22%	16%	35%
75-100%	18	18	7	5	5
	30%	30%	36%	29%	23%
Don't know	7	7	*	5	3
	12%	12%	*%	25%	13%
				a	
Answered	53	53	20	14	18
Mean score	53.9	53.9	58.4	55.1	47.9

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	b	c
Unweighted Base	194	90	73	18	2	3	1	3	4	163	31	13	15	75	104
Effective base	45	25	21	3	2	2	1	2	1	41	4	3	7	24	25
Weighted Base	60	40	16	3	*	*	*	*	*	56	4	*	17	23	20
0-24%	11	7	2	2	-	-	*	*	*	8	2	*	4	3	4
	18%	17%	10%	59%	-%	-%	100%	24%	96%	15%	60% bi	70%	23%	12%	20%
25-49%	10	7	2	1	-	*	-	*	-	9	1	*	3	4	3
	16%	17%	13%	16%	-%	3%	-%	76%	-%	16%	15%	4%	20%	15%	13%
50-74%	15	9	6	*	-	-	-	-	-	15	*	-	-	9	6
	25%	22%	35%	3%	-%	-%	-%	-%	-%	26%	3%	-%	-%	38%	29%
75-100%	18	11	6	*	*	*	-	-	*	17	*	*	3	8	7
	30%	28%	40%	2%	100%	97%	-%	-%	4%	31%	5%	26%	20%	33%	33%
Don't know	7	6	*	1	-	-	-	-	-	7	1	-	6	*	1
	12%	16%	2%	20%	-%	-%	-%	-%	-%	12%	18%	-%	36%	1%	5%
Answered	53	33	16	3	*	*	*	*	*	49	3	*	11	23	19
Mean score	53.9	53.0	61.5	24.3	100.0	86.4	10.0	22.3	20.9	55.8	26.2	37.9	42.3	57.9	55.6

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	194	188	136	194	96	75	88	100	28	25	18	15	6	2
Effective base	45	47	28	45	21	16	20	27	10	5	6	3	1	1
Weighted Base	60	53	39	60	21	24	25	41	7	7	1	3	1	*
0-24%	11	9	10	11	8	8	8	6	2	*	*	2	-	*
	18%	17%	26%	18%	36%	31%	33%	14%	34%	1%	2%	71%	-%	100%
25-49%	10	10	6	10	3	5	1	5	1	4	*	*	*	-
	16%	18%	16%	16%	12%	19%	6%	11%	9%	55%	30%	5%	6%	-%
50-74%	15	15	10	15	6	6	8	12	*	1	*	*	1	-
	25%	27%	27%	25%	28%	26%	34%	31%	6%	8%	18%	4%	94%	-%
75-100%	18	17	7	18	4	5	6	12	3	2	*	1	-	-
	30%	31%	18%	30%	20%	22%	25%	29%	41%	32%	43%	19%	-%	-%
Don't know	7	3	5	7	1	*	*	6	1	*	*	-	-	-
	12%	6%	13%	12%	4%	1%	2%	16%	9%	4%	7%	-%	-%	-%
Answered	53	50	33	53	20	24	24	34	6	7	1	3	1	*
Mean score	53.9	54.7	44.1	53.9	44.5	42.4	46.9	56.4	53.0	49.6	67.3	36.9	58.5	20.0
		bde		bde										

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	d	*e
Unweighted Base	194	69	4	7	5	3	5	3	11	19	25	54	89	7
Effective base	45	18	2	2	2	2	1	1	2	6	5	16	20	2
Weighted Base	60	18	*	1	*	*	2	*	2	9	10	21	17	3
0-24%	11	5	-	*	*	-	2	*	2	3	*	3	2	2
	18%	31%	-%	6%	7%	-%	97%	90%	87%	39%	4%	15%	9%	78%
25-49%	10	2	*	1	*	*	-	-	*	*	*	4	5	*
	16%	10%	6%	84%	16%	78%	-%	-%	7%	4%	4%	17%	29%	11%
50-74%	15	6	-	*	*	-	*	-	*	*	1	7	5	*
	25%	33%	-%	3%	77%	-%	2%	-%	2%	5%	14%	35%	31%	10%
75-100%	18	4	*	*	-	*	*	*	*	5	4	5	4	*
	30%	23%	10%	2%	-%	22%	1%	10%	4%	51%	39%	24%	24%	*%
Don't know	7	1	*	*	-	-	-	-	-	*	4	2	1	-
	12%	3%	84%	5%	-%	-%	-%	-%	-%	*%	39%	10%	7%	-%
Answered	53	17	*	1	*	*	2	*	2	9	6	19	16	3
Mean score	53.9	47.8	66.8	33.9	43.8	38.2	21.4	28.3	23.8	57.7	77.3	50.5	51.6	23.7

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	194	16	17	28	29	6	52	5	39	179	15	184	10
Effective base	45	4	5	9	10	2	12	3	13	43	3	49	3
Weighted Base	60	7	3	6	3	2	15	*	6	53	7	50	10
0-24%	11	3	*	2	*	2	7	*	1	11	*	8	3
	18%	50%	2%	34%	*%	92%	44%	4%	16%	20%	*%	15%	31%
25-49%	10	*	*	1	1	*	2	*	1	6	3	9	1
	16%	7%	6%	16%	25%	8%	12%	10%	14%	11%	52%	17%	8%
50-74%	15	2	*	3	1	-	4	*	2	12	3	13	2
	25%	30%	12%	45%	26%	-%	25%	4%	36%	22%	47%	26%	20%
75-100%	18	1	2	*	1	-	2	*	2	18	*	18	-
	30%	13%	80%	4%	21%	-%	15%	82%	30%	33%	1%	35%	-%
Don't know	7	-	-	*	1	-	1	-	*	7	*	3	4
	12%	-%	-%	1%	27%	-%	4%	-%	5%	14%	1%	7%	41%
Answered	53	7	3	6	2	2	14	*	6	46	7	47	6
Mean score	53.9	38.6	85.7	36.3	56.4	20.2	38.9	84.1	57.0 a	55.8	40.9	57.7	23.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	a	*b	a	*b	a	b	c	a	b	c
Unweighted Base	194	20	28	45	15	70	26	88	178	41	70	127	33
Effective base	45	4	6	7	3	16	6	15	46	7	12	31	3
Weighted Base	60	6	6	15	6	16	6	21	49	5	21	34	7
0-24%	11	4	3	7	*	5	2	7	9	4	7	10	2
	18%	65%	47%	43%	*%	34%	40%	34%	17%	73% b	32%	29%	24%
25-49%	10	1	1	1	4	2	1	7	6	*	3	6	*
	16%	18%	12%	4%	67%	10%	20%	31%	13%	4%	15%	17%	5%
50-74%	15	*	1	1	2	5	1	6	15	1	4	10	*
	25%	*%	24%	9%	32%	30%	22%	27%	29%	13%	20%	30%	6%
75-100%	18	1	1	3	*	3	1	1	17	*	3	7	1
	30%	17%	17%	17%	1%	21%	16%	7%	34% a	4%	13%	20%	9%
Don't know	7	*	*	4	-	1	*	*	3	*	4	1	4
	12%	*%	1%	27%	-%	6%	1%	2%	6%	6%	19%	3%	56% b
Answered	53	6	6	11	6	15	6	21	46	5	17	33	3
Mean score	53.9	25.5	44.0	38.7	34.2	44.6	44.5	33.0	57.2 ac	26.6	37.2	43.9	39.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	*c	a	b	c	a	b	*c
Unweighted Base	194	69	73	24	186	134	81	145	194	9
Effective base	45	13	16	9	46	27	18	34	45	1
Weighted Base	60	15	18	2	53	38	18	40	60	3
0-24%	11	7	6	1	9	10	5	11	11	3
	18%	48%	35%	47%	17%	26%	28%	26%	18%	96%
25-49%	10	2	2	*	9	6	3	10	10	*
	16%	15%	12%	13%	18%	16%	14%	24%	16%	3%
50-74%	15	3	6	*	15	10	6	13	15	-
	25%	22%	33%	18%	28%	27%	34%	31%	25%	-%
75-100%	18	2	3	*	17	7	3	6	18	-
	30%	15%	15%	19%	32%	18%	18%	16%	30%	-%
Don't know	7	*	1	*	3	5	1	1	7	*
	12%	1%	5%	3%	6%	13%	5%	3%	12%	1%
Answered	53	15	17	2	50	33	17	39	53	3
Mean score	53.9	35.6	43.0	41.4	54.8	43.9	46.2	40.6	53.9	7.3
					b				a	

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base	194	60	50	46	9	4	133	175	17	6	4	2
Effective base	45	11	9	8	5	3	32	48	4	2	1	2
Weighted Base	60	13	11	11	2	*	35	50	7	7	*	*
0-24%	11	4	4	4	1	*	10	8	2	-	*	-
	18%	33%	37%	42%	73%	51%	28%	17%	32%	-%	84%	-%
25-49%	10	2	1	2	*	*	6	6	4	*	*	*
	16%	13%	12%	21%	5%	49%	18%	13%	50%	5%	1%	70%
50-74%	15	4	4	3	-	-	12	14	1	2	*	*
	25%	35%	38%	25%	-%	-%	35%	29%	17%	28%	13%	30%
75-100%	18	2	1	1	*	-	6	17	*	*	*	-
	30%	17%	7%	12%	22%	-%	18%	35%	1%	7%	3%	-%
Don't know	7	*	1	*	-	-	*	3	-	4	-	-
	12%	2%	6%	*%	-%	-%	1%	6%	-%	60%	-%	-%
Answered	53	12	11	11	2	*	35	46	7	3	*	*
Mean score	53.9	42.6	35.5	33.1	37.2	30.9	43.0	57.2 a	32.8	53.8	28.7	49.5

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	194	185	160	191	139	142	115	184	32	176	8	40	154	49	3
Effective base	45	43	37	44	24	34	20	44	8	42	4	7	42	8	2
Weighted Base	60	55	44	59	33	41	33	56	5	47	2	16	44	14	*
0-24%	11	11	11	11	9	7	9	11	3	11	*	3	8	7	-
	18%	19%	24%	18%	28%	18%	28%	19%	64% b	22%	1%	17%	18%	48%	-%
25-49%	10	6	7	9	2	9	5	6	1	8	-	3	6	4	*
	16%	11%	15%	15%	6%	21%	15%	11%	13%	18%	-%	21%	14%	30%	95%
50-74%	15	14	10	15	6	13	6	15	*	11	1	3	12	1	*
	25%	25%	22%	25%	19%	31%	19%	26%	8%	23%	35%	19%	27%	10%	5%
75-100%	18	17	14	18	11	11	8	18	1	14	2	2	15	2	-
	30%	31%	32%	30%	33%	27%	24%	31%	14%	30%	65%	14%	35%	11%	-%
Don't know	7	7	3	7	5	1	4	7	*	3	-	5	3	*	-
	12%	13%	7%	12%	14%	2%	13%	13%	1%	7%	-%	30%	6%	*%	-%
Answered	53	47	41	52	28	40	29	49	5	44	2	11	41	14	*
Mean score	53.9	55.6	51.7	54.2	53.4	50.1	46.1 c	55.9 ac	28.0	51.7	80.3	44.7	56.4	31.2	29.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	b	*a	b	c	*a	*b	c	a	b
Unweighted Base	194	19	41	22	91	81	17	16	153	125	69
Effective base	45	4	7	3	29	17	3	3	47	25	20
Weighted Base	60	11	11	6	26	27	8	7	43	35	25
0-24%	11	3	4	6	3	2	4	*	7	4	7
	18%	24%	38%	86%	13%	6%	44%	2%	16%	11%	27%
25-49%	10	4	1	*	1	8	3	1	6	8	2
	16%	33%	11%	4%	5%	29% b	36%	14%	13%	23%	6%
50-74%	15	*	3	*	10	4	1	2	11	8	6
	25%	*%	30%	*%	39%	16%	16%	25%	26%	24%	26%
75-100%	18	*	2	*	9	8	*	*	16	11	7
	30%	4%	21%	6%	34%	31%	4%	5%	38%	31%	28%
Don't know	7	4	*	*	2	5	-	4	3	4	3
	12%	38%	*%	4%	9%	18%	-%	54%	7%	12%	13%
Answered	53	7	11	6	24	22	8	3	40	31	22
Mean score	53.9	28.0	42.9	16.8	61.5	56.2	27.0	46.3	59.5	57.2	49.3

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 53 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Franked/metered mail 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Franked/metered mail 2nd Class (QV6d= 6)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	194	56	65	33	40	121	73
Effective base	45	10	14	10	13	23	21
Weighted Base	60	17	16	9	18	33	27
0-24%	11	1	4	2	3	5	5
	18%	7%	25%	20%	20%	16%	20%
25-49%	10	2	3	*	4	5	4
	16%	14%	17%	5%	22%	16%	16%
50-74%	15	3	3	1	8	6	9
	25%	19%	16%	9%	45%	18%	33%
75-100%	18	5	6	4	2	11	6
	30%	32%	38%	44%	13%	35%	23%
Don't know	7	5	1	2	*	5	2
	12%	27%	4%	22%	1%	16%	8%
Answered	53	12	15	7	18	28	25
Mean score	53.9	63.8	52.5	59.9	45.9	57.5	49.9
		d					

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	*e
Unweighted Base	36	6	30	17	5	5	9	19
Effective base	11	1	11	10	5	2	5	9
Weighted Base	34	7	28	33	1	*	*	2
0-24%	20	7	13	19	*	*	*	1
	57%	95%	48%	58%	47%	22%	30%	38%
25-49%	1	-	1	*	*	*	*	1
	3%	-%	4%	1%	53%	78%	37%	55%
50-74%	1	*	1	1	-	-	*	*
	4%	*%	5%	4%	-%	-%	9%	2%
75-100%	12	*	12	12	-	-	*	*
	35%	5%	43%	36%	-%	-%	23%	5%
Don't know	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	1%	*%
Answered	34	7	28	33	1	*	*	2
Mean score	42.0	6.2	51.0	42.8	18.7	27.8	44.6	26.4

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	36	10	6	1	3	7	9	17	5	14
Effective base	11	6	3	1	3	4	5	10	5	5
Weighted Base	34	21	10	1	1	1	*	33	1	1
0-24%	20	19	-	-	*	*	*	19	*	*
	57%	89%	-%	-%	54%	30%	30%	58%	47%	26%
25-49%	1	*	-	-	*	*	*	*	*	*
	3%	1%	-%	-%	46%	70%	37%	1%	53%	58%
50-74%	1	-	*	1	-	-	*	1	-	*
	4%	-%	*%	100%	-%	-%	9%	4%	-%	4%
75-100%	12	2	10	-	-	-	*	12	-	*
	35%	9%	100%	-%	-%	-%	23%	36%	-%	12%
Don't know	*	-	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	1%
Answered	34	21	10	1	1	1	*	33	1	1
Mean score	42.0	17.4	94.8	60.0	19.2	22.8	44.6	42.8	18.7	36.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e
Unweighted Base	36	13	2	4	4	6
Effective base	11	8	2	2	2	3
Weighted Base	34	28	*	2	*	1
0-24%	20	19	*	*	*	*
	57%	66%	100%	5%	33%	47%
25-49%	1	*	-	*	*	*
	3%	1%	-%	10%	66%	48%
50-74%	1	*	-	1	*	*
	4%	*%	-%	59%	1%	5%
75-100%	12	9	-	1	-	-
	35%	33%	-%	27%	-%	-%
Don't know	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%
Answered	34	28	*	2	*	1
Mean score	42.0	37.8	13.4	62.3	30.4	22.5

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted Base	36	1	1	2	1	3	7	2	2	3	22	1	4	9
Effective base	11	1	1	2	1	3	3	2	2	1	10	1	2	3
Weighted Base	34	*	3	*	*	5	5	11	6	2	32	*	1	1
0-24%	20	*	3	-	-	2	2	6	6	*	19	*	*	1
	57%	100%	100%	-%	-%	37%	40%	58%	100%	6%	59%	100%	7%	61%
25-49%	1	-	-	*	*	-	*	-	-	-	1	-	*	*
	3%	-%	-%	76%	100%	-%	11%	-%	-%	-%	3%	-%	31%	1%
50-74%	1	-	-	-	-	1	-	-	-	*	1	-	-	*
	4%	-%	-%	-%	-%	25%	-%	-%	-%	1%	4%	-%	-%	6%
75-100%	12	-	-	*	-	2	2	5	-	2	11	-	1	*
	35%	-%	-%	24%	-%	37%	49%	42%	-%	93%	34%	-%	62%	32%
Don't know	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Answered	34	*	3	*	*	5	5	11	6	2	32	*	1	1
Mean score	42.0	10.0	10.0	50.3	25.0	58.1	55.3	42.9	10.0	84.8	41.3	10.0	69.9	42.8

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Industry					Urbanity		Location		Internet connection	
	Total base	Manufacturing	Construction	Retail/ Distribution	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	a	*b	a	*b
Unweighted Base	36	4	3	10	2	13	30	6	33	3	34	2
Effective base	11	2	1	5	1	4	8	3	11	2	10	1
Weighted Base	34	2	7	17	*	5	28	7	34	*	30	5
0-24%	20	*	6	9	-	3	15	5	20	*	20	*
	57%	2%	95%	52%	-%	51%	55%	67%	58%	6%	67%	*%
25-49%	1	-	*	*	*	*	1	*	1	*	1	-
	3%	-%	4%	2%	82%	9%	4%	*%	3%	80%	4%	-%
50-74%	1	1	*	-	*	*	1	*	1	-	1	-
	4%	80%	*%	-%	18%	1%	5%	1%	4%	-%	5%	-%
75-100%	12	*	-	8	-	2	10	2	12	*	7	5
	35%	18%	-%	45%	-%	39%	36%	33%	35%	14%	25%	100%
Don't know	*	-	-	-	-	*	*	-	*	-	*	-
	*%	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%
Answered	34	2	7	17	*	5	28	7	34	*	30	5
Mean score	42.0	66.2	3.0	49.7	41.8	51.1	42.3	41.1	42.1	34.1	32.9	99.6

Columns Tested:: a,b,c,d,e - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Role of mail services		
	Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c
Unweighted Base	36	9	9	18
Effective base	11	2	5	8
Weighted Base	34	11	1	23
0-24%	20	8	1	11
	57%	78%	67%	47%
25-49%	1	*	*	1
	3%	2%	11%	4%
50-74%	1	*	-	1
	4%	1%	-%	6%
75-100%	12	2	*	10
	35%	19%	22%	43%
Don't know	*	-	-	*
	*%	-%	-%	*%
Answered	34	11	1	23
Mean score	42.0	23.9	33.4	51.0

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*a	*b	*c
Unweighted Base	36	13	12	3	2	2	1	1	2	25	11	8	4	9	23
Effective base	11	4	6	2	2	1	1	1	1	9	3	3	2	3	7
Weighted Base	34	14	17	2	*	*	*	*	*	32	3	1	11	3	20
0-24%	20	12	8	-	*	*	-	-	*	20	*	*	9	2	8
	57%	82%	45%	-%	68%	15%	-%	-%	21%	62%	5%	20%	82%	80%	40%
25-49%	1	*	*	-	*	*	-	*	*	1	*	*	-	*	1
	3%	2%	2%	-%	32%	85%	-%	100%	79%	2%	19%	80%	-%	10%	4%
50-74%	1	*	*	1	-	-	*	-	-	*	1	*	-	*	1
	4%	*%	*%	67%	-%	-%	100%	-%	-%	*%	51%	*%	-%	1%	7%
75-100%	12	2	9	1	-	-	-	-	-	11	1	-	2	*	10
	35%	16%	52%	33%	-%	-%	-%	-%	-%	36%	25%	-%	18%	9%	49%
Don't know	*	-	*	-	-	-	-	-	-	*	-	-	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%
Answered	34	14	17	2	*	*	*	*	*	32	3	1	11	3	20
Mean score	42.0	22.3	55.7	70.0	12.8	28.5	50.0	40.0	27.9	40.5	60.0	27.7	20.9	27.8	56.3

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	36	26	34	36	29	15	18	22	3	2	2	1	1	5
Effective base	11	4	11	11	9	2	5	8	1	1	1	1	1	3
Weighted Base	34	16	28	34	22	5	15	27	5	*	1	*	*	1
0-24%	20	14	13	20	10	3	8	19	*	*	-	-	*	*
	57%	88%	48%	57%	46%	74%	51%	73%	2%	86%	-%	-%	100%	18%
25-49%	1	1	1	1	1	1	1	1	-	*	*	*	-	*
	3%	7%	4%	3%	3%	25%	4%	2%	-%	14%	9%	100%	-%	82%
50-74%	1	*	1	1	1	-	1	*	-	-	1	-	-	*
	4%	*%	5%	4%	6%	-%	9%	*%	-%	-%	91%	-%	-%	*%
75-100%	12	1	12	12	10	*	5	7	5	-	-	-	-	-
	35%	4%	43%	35%	45%	1%	36%	25%	98%	-%	-%	-%	-%	-%
Don't know	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Answered	34	16	28	34	22	5	15	27	5	*	1	*	*	1
Mean score	42.0	13.3	51.4	42.0	52.9	16.4	49.4	30.5	96.6	14.3	57.8	40.0	-	28.3

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Number of packets and parcels sent							Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	36	18	4	2	1	1	3	4	7	2	14	7	6
Effective base	11	7	2	2	1	1	2	2	2	2	7	1	1
Weighted Base	34	16	6	*	*	*	*	*	10	*	19	2	3
0-24%	20	10	*	*	-	-	*	*	9	*	7	*	3
	57%	66%	*%	27%	-%	-%	30%	29%	95%	43%	37%	7%	89%
25-49%	1	*	-	*	-	*	*	*	*	*	*	-	*
	3%	1%	-%	73%	-%	100%	70%	71%	2%	57%	2%	-%	11%
50-74%	1	*	1	-	*	-	-	-	-	-	*	1	*
	4%	*%	21%	-%	100%	-%	-%	-%	-%	-%	*%	90%	*%
75-100%	12	5	5	-	-	-	-	-	*	-	12	*	-
	35%	33%	78%	-%	-%	-%	-%	-%	3%	-%	62%	3%	-%
Don't know	*	*	-	-	-	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Answered	34	16	6	*	*	*	*	*	10	*	19	2	3
Mean score	42.0	38.3	91.2	28.4	50.0	40.0	27.0	27.2	7.4	18.6	64.9	57.3	12.7

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Frequency - parcels and packets					Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	a	*b	a	*b	*a	*b
Unweighted Base	36	2	3	15	5	4	24	5	31	5	34	2	9	7
Effective base	11	1	1	5	1	2	8	1	10	1	10	1	4	2
Weighted Base	34	3	3	15	2	*	20	2	32	3	31	3	9	4
0-24%	20	3	-	7	*	*	8	2	20	*	17	3	5	1
	57%	100%	-%	49%	3%	25%	41%	96%	61%	9%	53%	100%	56%	17%
25-49%	1	-	*	-	*	*	1	-	1	*	1	-	*	*
	3%	-%	8%	-%	8%	75%	3%	-%	3%	5%	4%	-%	3%	4%
50-74%	1	-	-	*	1	-	1	*	1	-	1	-	1	-
	4%	-%	-%	1%	87%	-%	7%	4%	4%	-%	5%	-%	16%	-%
75-100%	12	-	2	8	*	-	10	-	10	2	12	-	2	3
	35%	-%	92%	51%	3%	-%	49%	-%	31%	86%	38%	-%	26%	79%
Don't know	*	-	-	*	-	-	*	-	*	-	*	-	*	-
	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%
Answered	34	3	3	15	2	*	20	2	32	3	31	3	9	4
Mean score	42.0	9.8	85.5	56.1	57.9	26.7	56.1	20.2	39.0	80.1	45.1	10.2	41.1	75.1

Columns Tested:: a,b,c,d,e - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			Types of services used: parcels and packets		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base	36	12	6	23	6	21	22	10	28	26	13	26	19	10
Effective base	11	5	2	7	2	4	4	5	9	9	4	8	7	2
Weighted Base	34	10	3	19	3	15	15	1	23	20	13	22	14	7
0-24%	20	5	*	10	1	14	14	1	13	13	6	10	10	1
	57%	53%	9%	52%	15%	89%	94%	71%	56%	66%	50%	45%	71%	10%
25-49%	1	*	*	*	*	1	1	*	1	1	*	1	*	*
	3%	3%	15%	3%	4%	6%	6%	24%	5%	4%	3%	3%	3%	5%
50-74%	1	1	-	1	-	*	*	*	1	1	1	1	1	1
	4%	14%	-%	8%	-%	*%	*%	4%	6%	7%	11%	7%	10%	19%
75-100%	12	3	2	7	3	1	*	-	8	5	5	10	2	5
	35%	29%	76%	38%	81%	4%	*%	-%	33%	23%	37%	46%	16%	66%
Don't know	*	*	-	*	-	*	*	-	*	*	-	*	-	-
	*%	*%	-%	*%	-%	*%	*%	-%	*%	*%	-%	*%	-%	-%
Answered	34	10	3	19	3	15	15	1	23	20	13	22	14	7
Mean score	42.0	43.3	75.2	48.6	76.2	13.0	9.7	18.8	45.0	34.4	49.1	54.0	30.0	80.3

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		*a	b	*c	a	*b	*c	*a	*b	*c	*d	*e
Unweighted Base	36	25	33	25	36	25	8	17	13	20	6	3
Effective base	11	4	11	7	11	7	2	6	5	6	2	1
Weighted Base	34	16	28	20	34	15	4	12	10	17	7	2
0-24%	20	14	13	10	20	12	3	10	8	7	*	*
	57%	89%	48%	51%	57%	80%	87%	84%	81%	42%	4%	17%
25-49%	1	1	1	*	1	1	*	*	*	*	*	-
	3%	6%	4%	2%	3%	6%	13%	4%	5%	2%	4%	-%
50-74%	1	*	1	1	1	1	-	1	1	1	1	1
	4%	*%	5%	7%	4%	10%	-%	12%	14%	9%	21%	83%
75-100%	12	1	12	8	12	1	-	*	-	8	5	-
	35%	4%	43%	40%	35%	4%	-%	*%	-%	47%	71%	-%
Don't know	*	*	*	*	*	*	-	*	-	*	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%
Answered	34	16	28	20	34	15	4	12	10	17	7	2
Mean score	42.0	13.2	51.4	49.7	42.0	20.2	12.7	19.2	18.7	57.1	85.1	51.0

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Types of services used to send standard letters:		RM product changes:				Mail received at your location					Types of services for received mail		
	Total base	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*a	*b	*c	*d	a	b	c	d	*e	a	*b	*c
Unweighted Base	36	28	21	7	1	4	1	31	32	34	32	24	31	28	10
Effective base	11	7	6	3	1	2	1	8	10	11	10	6	9	9	4
Weighted Base	34	24	14	6	*	3	*	27	32	34	32	24	30	27	12
0-24%	20	17	11	5	-	-	-	17	20	20	20	14	20	20	6
	57%	70%	83%	74%	-%	-%	-%	62%	62%	58%	61%	60%	66%	73%	47%
25-49%	1	1	1	*	*	1	-	1	1	1	1	1	1	1	*
	3%	4%	6%	4%	100%	20%	-%	4%	3%	3%	3%	4%	3%	3%	2%
50-74%	1	1	1	1	-	*	-	1	1	1	1	1	1	1	1
	4%	6%	10%	22%	-%	*%	-%	5%	4%	4%	4%	6%	5%	5%	11%
75-100%	12	5	*	-	-	2	*	8	10	12	10	7	8	5	5
	35%	20%	*%	-%	-%	80%	100%	29%	31%	35%	31%	31%	26%	19%	39%
Don't know	*	*	-	-	-	-	-	*	*	*	*	*	*	*	-
	*%	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	-%
Answered	34	24	14	6	*	3	*	27	32	34	32	24	30	27	12
Mean score	42.0	28.6	17.4	23.3	35.0	79.0	100.0	37.5	38.8	42.1	38.6	39.3	34.9	27.3	52.4

Columns Tested:: a,b - a,b,c,d - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM		
	Total base	Satisfied	Dissatisfied	Yes	No	Satisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No
Significance Level: 95%		a	*b	*a	*b		*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	36	33	1	15	21	18	7	11	13	17	6	9	8	19
Effective base	11	9	1	6	6	6	2	5	7	3	2	3	3	5
Weighted Base	34	30	2	10	24	13	2	11	15	8	11	9	6	19
0-24%	20	20	-	4	16	5	*	5	8	3	9	6	5	9
	57%	65%	-%	37%	66%	43%	6%	50%	54%	32%	82%	71%	73%	46%
25-49%	1	1	-	1	*	1	*	*	*	1	-	*	*	1
	3%	4%	-%	9%	1%	6%	21%	3%	3%	8%	-%	4%	2%	4%
50-74%	1	1	-	1	*	1	1	*	1	*	*	-	1	*
	4%	5%	-%	13%	*%	11%	73%	*%	9%	*%	*%	-%	21%	*%
75-100%	12	8	2	4	8	5	-	5	5	5	2	2	*	10
	35%	26%	100%	41%	33%	40%	-%	47%	34%	60%	18%	25%	4%	50%
Don't know	*	*	-	*	-	*	-	*	-	*	-	-	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%
Answered	34	30	2	10	24	13	2	11	15	8	11	9	6	19
Mean score	42.0	34.9	90.0	55.8	36.1	50.7	51.7	50.6	43.0	68.2	21.2	31.3	26.2	52.2

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 55 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 1st Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 1st Class (QV6d= 8)

		Have moved to communication methods other than post		Quarter				Half	
	Total base	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b	*a	*b	*c	*d	*a	*b
Unweighted Base	36	15	21	11	10	7	8	21	15
Effective base	11	2	10	3	4	5	3	7	4
Weighted Base	34	8	26	13	10	1	10	23	11
0-24%	20	7	12	6	8	*	5	15	5
	57%	92%	47%	49%	80%	31%	48%	63%	46%
25-49%	1	1	1	*	*	1	-	*	1
	3%	7%	2%	4%	*%	65%	-%	2%	6%
50-74%	1	*	1	1	*	*	-	1	*
	4%	1%	5%	11%	*%	4%	-%	6%	*%
75-100%	12	*	12	5	2	-	5	7	5
	35%	1%	45%	36%	19%	-%	52%	29%	48%
Don't know	*	*	-	*	-	-	-	*	-
	*%	*%	-%	*%	-%	-%	-%	*%	-%
Answered	34	8	26	13	10	1	10	23	11
Mean score	42.0	5.3	53.0	40.8	28.4	27.6	58.7	35.4	55.8

Columns Tested:: a,b - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	*e
Unweighted Base	38	8	30	19	6	5	8	19
Effective base	12	4	10	10	5	3	5	8
Weighted Base	30	3	27	27	2	1	*	2
0-24%	7	*	7	7	*	*	*	*
	25%	5%	27%	26%	18%	1%	36%	15%
25-49%	2	-	2	2	*	*	*	1
	8%	-%	9%	6%	27%	47%	44%	33%
50-74%	*	*	*	-	-	*	*	*
	*%	1%	*%	-%	-%	12%	21%	4%
75-100%	19	2	17	18	1	*	-	1
	66%	90%	64%	68%	55%	39%	-%	48%
Don't know	*	*	-	*	-	-	-	-
	*%	4%	-%	*%	-%	-%	-%	-%
Answered	29	3	27	27	2	1	*	2
Mean score	67.0	94.6	64.3	67.6	63.8	60.9	27.5	60.7

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	38	12	3	4	4	7	8	19	6	13
Effective base	12	8	2	2	3	4	5	10	5	4
Weighted Base	30	24	1	3	1	1	*	27	2	1
0-24%	7	6	1	*	*	*	*	7	*	*
	25%	27%	77%	1%	13%	15%	36%	26%	18%	9%
25-49%	2	-	-	2	*	*	*	2	*	*
	8%	-%	-%	58%	18%	53%	44%	6%	27%	46%
50-74%	*	-	-	-	-	*	*	-	-	*
	*%	-%	-%	-%	-%	7%	21%	-%	-%	14%
75-100%	19	17	*	1	1	*	-	18	1	*
	66%	72%	23%	42%	70%	24%	-%	68%	55%	30%
Don't know	*	*	-	-	-	-	-	*	-	-
	*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
Answered	29	23	1	3	1	1	*	27	2	1
Mean score	67.0	69.3	30.0	64.0	76.3	44.0	27.5	67.6	63.8	53.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e
Unweighted Base	38	11	4	3	3	8
Effective base	12	8	2	2	1	3
Weighted Base	30	23	1	2	*	1
0-24%	7	6	1	1	*	*
	25%	26%	95%	28%	4%	22%
25-49%	2	*	*	2	-	*
	8%	1%	5%	72%	-%	32%
50-74%	*	-	-	-	*	*
	*%	-%	-%	-%	96%	3%
75-100%	19	17	-	-	-	*
	66%	73%	-%	-%	-%	43%
Don't know	*	-	-	-	-	-
	*%	-%	-%	-%	-%	-%
Answered	29	23	1	2	*	1
Mean score	67.0	70.1	14.2	30.0	58.0	56.6

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		GOR (QC3)										
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	West Midlands	Yorkshire and the Humber	England	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted Base	38	2	3	1	3	2	6	3	2	22	6	10
Effective base	12	2	2	1	2	2	2	2	1	11	3	3
Weighted Base	30	1	6	3	5	3	4	6	*	28	1	1
0-24%	7	*	3	-	-	-	3	-	*	6	1	1
	25%	25%	50%	-%	-%	-%	79%	-%	82%	22%	65%	83%
25-49%	2	-	*	-	*	1	1	-	-	2	*	*
	8%	-%	*%	-%	4%	41%	15%	-%	-%	8%	14%	*%
50-74%	*	-	-	-	-	-	-	-	*	*	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	18%	*%	6%	*%
75-100%	19	1	3	3	5	2	*	6	-	19	*	-
	66%	75%	50%	100%	96%	59%	6%	100%	-%	70%	15%	-%
Don't know	*	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	17%
Answered	29	1	6	3	5	3	4	6	*	28	1	1
Mean score	67.0	77.6	50.0	100.0	96.7	66.7	18.6	86.4	13.8	70.0	27.6	12.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Industry						Urbanity		Location		Internet connection	
	Total base	Agriculture	Manufacturing	Construction	Retail/ Distribution	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	a	*b	a	*b	a	*b
Unweighted Base	38	1	2	2	13	2	14	32	6	33	5	37	1
Effective base	12	1	1	1	7	1	2	10	2	12	1	12	1
Weighted Base	30	*	1	*	18	3	4	24	5	29	*	30	*
0-24%	7	*	*	-	4	-	4	7	*	7	*	7	*
	25%	100%	3%	-%	20%	-%	85%	30%	1%	25%	15%	25%	100%
25-49%	2	-	1	-	*	-	*	2	*	2	*	2	-
	8%	-%	97%	-%	3%	-%	11%	10%	*%	7%	84%	8%	-%
50-74%	*	-	-	*	-	*	*	*	-	*	*	*	-
	*%	-%	-%	6%	-%	*%	2%	*%	-%	*%	1%	*%	-%
75-100%	19	-	-	*	14	3	-	14	5	19	-	19	-
	66%	-%	-%	94%	78%	100%	-%	59%	99%	67%	-%	66%	-%
Don't know	*	-	-	-	-	-	*	*	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	3%	*%	-%	*%	-%	*%	-%
Answered	29	*	1	*	18	3	4	24	5	29	*	29	*
Mean score	67.0	10.0	39.1	96.8	74.2	100.0	12.7	63.6	82.9	67.4	22.0	67.0	-

Columns Tested:: a,b,c,d,e,f - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Role of mail services		
	Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c
Unweighted Base	38	12	6	20
Effective base	12	2	3	10
Weighted Base	30	4	1	25
0-24%	7	3	1	4
	25%	76%	93%	15%
25-49%	2	*	*	2
	8%	6%	7%	8%
50-74%	*	*	-	*
	*%	1%	-%	*%
75-100%	19	1	-	19
	66%	15%	-%	77%
Don't know	*	*	-	-
	*%	3%	-%	-%
Answered	29	4	1	25
Mean score	67.0	24.3	12.7	75.6

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*a	*b	*c
Unweighted Base	38	15	9	6	1	2	1	1	3	24	14	8	3	12	23
Effective base	12	5	4	3	1	1	1	1	2	9	5	3	1	4	7
Weighted Base	30	13	12	4	*	*	*	*	*	25	4	1	3	10	16
0-24%	7	6	*	1	*	*	-	-	*	7	1	*	3	3	1
	25%	49%	2%	17%	100%	15%	-%	-%	6%	27%	16%	12%	94%	34%	6%
25-49%	2	*	*	1	-	*	-	*	*	*	2	*	-	*	2
	8%	2%	2%	38%	-%	85%	-%	100%	74%	2%	44%	77%	-%	3%	13%
50-74%	*	-	*	*	-	-	*	-	*	*	*	*	-	-	*
	*%	-%	*%	*%	-%	-%	100%	-%	20%	*%	2%	11%	-%	-%	1%
75-100%	19	6	12	2	-	-	-	-	-	18	2	-	*	6	13
	66%	48%	95%	45%	-%	-%	-%	-%	-%	71%	38%	-%	6%	63%	81%
Don't know	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-
	*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	1%	-%
Answered	29	13	12	4	*	*	*	*	*	25	4	1	3	10	16
Mean score	67.0	51.5	87.0	61.8	-	27.1	50.0	30.0	34.3	68.7	57.0	30.3	14.5	64.6	79.3

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	38	26	32	38	30	13	18	20	4	1	2	4	2	5
Effective base	12	6	11	12	10	2	6	9	2	1	2	1	1	3
Weighted Base	30	9	28	30	25	4	13	25	2	*	2	1	*	1
0-24%	7	5	7	7	7	3	4	7	1	-	-	*	*	*
	25%	53%	26%	25%	30%	80%	34%	27%	40%	-%	-%	4%	82%	7%
25-49%	2	1	2	2	2	1	2	*	*	*	1	*	-	*
	8%	9%	8%	8%	8%	18%	14%	2%	1%	100%	76%	1%	-%	82%
50-74%	*	*	*	*	*	*	*	*	-	-	-	-	*	*
	*%	1%	*%	*%	*%	2%	1%	*%	-%	-%	-%	-%	18%	12%
75-100%	19	3	18	19	15	-	7	17	1	-	*	1	-	-
	66%	37%	65%	66%	61%	-%	52%	71%	59%	-%	24%	95%	-%	-%
Don't know	*	-	*	*	-	-	-	*	-	-	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Answered	29	9	28	29	25	4	13	25	2	*	2	1	*	1
Mean score	67.0	42.0	66.3	67.0	63.2	14.0	55.9	68.6	63.0	30.0	54.1	95.4	9.2	32.1

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Number of packets and parcels sent							Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	38	18	2	3	3	1	3	4	8	4	12	8	6
Effective base	12	8	1	2	1	1	2	2	3	3	6	2	1
Weighted Base	30	22	1	*	1	*	*	*	7	1	17	2	3
0-24%	7	7	*	-	*	-	*	*	6	*	1	*	*
	25%	34%	1%	-%	*%	-%	11%	11%	86%	31%	7%	4%	*%
25-49%	2	*	1	*	-	*	*	*	*	*	-	1	*
	8%	1%	99%	100%	-%	100%	70%	71%	6%	47%	-%	69%	8%
50-74%	*	*	-	-	*	-	*	*	-	-	*	*	*
	*%	*%	-%	-%	*%	-%	19%	18%	-%	-%	*%	1%	2%
75-100%	19	14	-	-	1	-	-	-	1	-	15	1	3
	66%	65%	-%	-%	100%	-%	-%	-%	9%	-%	93%	25%	90%
Don't know	*	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	-%	-%
Answered	29	22	1	*	1	*	*	*	7	*	17	2	3
Mean score	67.0	63.7	39.5	31.0	99.7	30.0	33.4	33.4	18.5	19.9	87.0	53.5	84.6

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	a	*b	a	*b
Unweighted Base	38	4	2	14	5	5	22	2	6	33	5	34	4
Effective base	12	2	1	5	2	2	9	1	4	12	2	11	1
Weighted Base	30	6	3	13	3	*	22	3	1	29	*	26	3
0-24%	7	3	3	1	*	*	4	3	*	7	*	4	3
	25%	53%	92%	11%	1%	6%	20%	99%	64%	25%	69%	17%	98%
25-49%	2	-	*	*	2	*	2	*	-	2	*	2	-
	8%	-%	8%	1%	57%	75%	10%	1%	-%	8%	1%	9%	-%
50-74%	*	-	-	*	*	*	*	-	*	*	*	*	*
	*%	-%	-%	*%	*%	20%	*%	-%	4%	*%	29%	*%	2%
75-100%	19	3	-	11	1	-	15	-	*	19	-	19	-
	66%	47%	-%	89%	41%	-%	70%	-%	32%	67%	-%	74%	-%
Don't know	*	-	-	-	-	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Answered	29	6	3	13	3	*	22	3	1	29	*	26	3
Mean score	67.0	47.5	11.1	83.8	63.6	34.3	70.8	10.3	37.1	67.4	24.7	73.5	11.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	38	9	6	11	5	25	5	19	20	11	25	27	12
Effective base	12	4	3	5	2	9	2	4	4	5	8	10	4
Weighted Base	30	9	1	10	*	24	1	8	8	1	17	27	8
0-24%	7	6	1	7	*	6	1	4	4	1	4	7	1
	25%	66%	94%	70%	75%	26%	100%	52%	54%	66%	23%	24%	8%
25-49%	2	2	*	2	-	2	*	1	1	*	2	2	2
	8%	21%	*%	19%	-%	9%	*%	7%	10%	28%	14%	9%	21%
50-74%	*	*	*	*	*	*	-	*	*	*	*	*	*
	*%	*%	6%	*%	25%	*%	-%	1%	1%	6%	*%	*%	1%
75-100%	19	1	-	1	-	15	-	3	3	-	10	18	6
	66%	13%	-%	11%	-%	64%	-%	40%	34%	-%	62%	67%	70%
Don't know	*	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Answered	29	9	1	10	*	24	1	8	8	1	17	27	8
Mean score	67.0	27.2	14.6	25.7	22.6	65.7	12.0	43.9	39.4	19.7	63.0	67.4	69.2

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*a	b	*c	*a	b	*c
Unweighted Base	38	23	23	10	25	32	28	25	38	9
Effective base	12	6	9	3	6	11	10	7	12	2
Weighted Base	30	14	24	5	9	28	25	14	30	4
0-24%	7	7	7	3	5	7	7	5	7	3
	25%	49%	28%	68%	53%	26%	29%	32%	25%	85%
25-49%	2	2	2	2	1	2	2	2	2	*
	8%	15%	9%	32%	9%	8%	8%	15%	8%	13%
50-74%	*	*	*	-	*	*	*	*	*	*
	*%	1%	*%	-%	1%	*%	*%	1%	*%	2%
75-100%	19	5	15	-	3	18	15	8	19	-
	66%	35%	63%	-%	37%	65%	63%	53%	66%	-%
Don't know	*	-	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Answered	29	14	24	5	9	28	25	14	29	4
Mean score	67.0	39.7	64.4	19.4	42.1	66.3	63.9	53.9	67.0	13.3

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:		
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c
Unweighted Base	38	16	22	16	6	3	22	29	9	1	2
Effective base	12	5	9	4	2	1	6	10	4	1	1
Weighted Base	30	10	24	8	2	2	13	25	9	*	*
0-24%	7	3	6	4	*	*	7	7	*	*	-
	25%	35%	27%	50%	15%	17%	50%	27%	*%	100%	-%
25-49%	2	2	2	2	2	1	2	2	2	-	*
	8%	19%	9%	21%	85%	83%	16%	9%	18%	-%	99%
50-74%	*	-	-	*	-	-	*	*	*	-	*
	*%	-%	-%	*%	-%	-%	*%	*%	*%	-%	1%
75-100%	19	5	15	2	-	-	5	16	7	-	-
	66%	46%	64%	28%	-%	-%	34%	64%	81%	-%	-%
Don't know	*	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	29	10	24	8	2	2	13	25	9	*	*
Mean score	67.0	48.0	65.1	37.7	33.8	34.4	39.0	64.4	79.3	10.0	30.1

Columns Tested:: a,b,c,d,e - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Yes	No
Significance Level: 95%		*a	*b	c	d	*e	*a	b	*c		*a	*b		*a	*b
Unweighted Base	38	29	27	33	32	24	28	31	11	37	15	23	15	8	8
Effective base	12	9	9	10	11	7	8	11	4	12	5	8	4	3	2
Weighted Base	30	18	20	24	25	13	16	25	10	29	12	18	7	6	4
0-24%	7	7	7	7	7	7	5	7	3	7	3	5	4	3	4
	25%	41%	36%	31%	30%	52%	30%	30%	34%	25%	24%	27%	58%	50%	95%
25-49%	2	2	2	2	2	2	2	2	2	2	2	*	2	2	*
	8%	13%	11%	10%	8%	16%	13%	9%	16%	8%	16%	3%	25%	29%	4%
50-74%	*	*	*	*	*	*	*	*	-	*	*	*	*	*	*
	*%	1%	1%	*%	*%	*%	*%	*%	-%	*%	1%	*%	1%	1%	1%
75-100%	19	8	10	14	15	4	9	15	5	19	7	13	1	1	-
	66%	46%	52%	59%	62%	31%	56%	60%	50%	66%	59%	71%	15%	20%	-%
Don't know	*	-	-	-	*	*	*	*	-	*	*	-	-	-	-
	*%	-%	-%	-%	*%	1%	1%	*%	-%	*%	1%	-%	-%	-%	-%
Answered	29	18	20	24	25	13	15	25	10	29	12	18	7	6	4
Mean score	67.0	48.6	54.7	59.5	62.2	40.0	57.1	61.1	53.5	67.3	65.6	67.9	31.6	36.7	11.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			
	Total base	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*c	*d
Unweighted Base	38	14	17	7	10	7	19	17	21	10	14	8	6
Effective base	12	6	4	3	3	5	5	3	10	4	5	2	3
Weighted Base	30	12	11	6	7	13	9	5	25	4	14	4	8
0-24%	7	4	1	3	3	*	4	4	4	-	3	3	1
	25%	30%	8%	48%	43%	1%	46%	77%	15%	-%	22%	89%	14%
25-49%	2	2	*	-	*	1	1	*	2	2	*	*	-
	8%	15%	4%	-%	*%	11%	10%	5%	8%	49%	*%	11%	-%
50-74%	*	*	*	*	*	*	*	*	*	*	*	-	*
	*%	1%	*%	*%	1%	*%	*%	1%	*%	1%	*%	-%	1%
75-100%	19	7	10	3	4	11	4	1	19	2	11	-	6
	66%	54%	86%	52%	55%	89%	42%	17%	76%	50%	77%	-%	85%
Don't know	*	-	*	-	-	-	*	-	*	-	*	-	-
	*%	-%	1%	-%	-%	-%	1%	-%	*%	-%	1%	-%	-%
Answered	29	12	11	6	7	13	9	5	24	4	14	4	8
Mean score	67.0	58.3	86.6	48.5	56.2	84.2	50.5	26.0	75.3	68.4	73.9	11.4	80.7

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 57 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: PPI - PPI 2nd Class

Base: All who use RM to send letters or large letters (QV6a2=1-2) using PPI - PPI 2nd Class (QV6d= 9)

		Half	
	Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b
Unweighted Base	38	24	14
Effective base	12	8	4
Weighted Base	30	18	11
0-24%	7	3	4
	25%	17%	39%
25-49%	2	2	*
	8%	10%	4%
50-74%	*	*	*
	*%	*%	1%
75-100%	19	13	6
	66%	72%	57%
Don't know	*	*	-
	*%	1%	-%
Answered	29	18	11
Mean score	67.0	72.7	57.7

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	*b	*a	*b	*c	*d	*e
Unweighted Base	27	3	24	4	6	7	10	23
Effective base	4	2	4	2	5	3	8	10
Weighted Base	8	*	8	6	1	1	*	2
0-24%	4	*	4	3	*	1	*	1
	53%	93%	51%	54%	17%	93%	66%	49%
25-49%	1	-	1	-	1	-	*	1
	9%	-%	10%	-%	61%	-%	7%	34%
50-74%	3	-	3	3	*	-	-	*
	37%	-%	38%	46%	22%	-%	-%	12%
75-100%	*	*	*	-	-	*	*	*
	1%	7%	1%	-%	-%	7%	12%	4%
Don't know	*	-	*	-	-	-	*	*
	*%	-%	*%	-%	-%	-%	15%	2%
Answered	8	*	8	6	1	1	*	2
Mean score	33.9	15.1	34.8	34.4	41.4	21.9	22.5	32.6

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Business Size 2								Turnover				
	Total base	0	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	27	2	2	2	11	10	4	6	17	4	3	3	2	9
Effective base	4	2	1	2	6	8	2	5	4	2	2	1	1	4
Weighted Base	8	6	*	*	2	*	6	1	1	6	1	*	*	1
0-24%	4	3	*	-	1	*	3	*	1	3	*	*	*	*
	53%	52%	100%	-%	61%	66%	54%	17%	86%	52%	4%	91%	20%	88%
25-49%	1	-	-	*	*	*	-	1	*	*	1	-	-	-
	9%	-%	-%	100%	18%	7%	-%	61%	2%	*%	96%	-%	-%	-%
50-74%	3	3	-	-	*	-	3	*	-	3	-	-	*	-
	37%	48%	-%	-%	17%	-%	46%	22%	-%	48%	-%	-%	80%	-%
75-100%	*	-	-	-	*	*	-	-	*	-	-	*	-	*
	1%	-%	-%	-%	4%	12%	-%	-%	8%	-%	-%	9%	-%	5%
Don't know	*	-	-	-	-	*	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	15%	-%	-%	3%	-%	-%	-%	-%	7%
Answered	8	6	*	*	2	*	6	1	1	6	1	*	*	*
Mean score	33.9	35.5	9.4	40.0	31.7	22.5	34.4	41.4	22.0	35.4	38.6	25.8	59.9	15.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		GOR (QC3)									
	Total base	East of England	East Midlands	Greater London	South East	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Base	27	2	3	2	3	2	2	14	2	1	10
Effective base	4	1	2	1	2	2	2	3	1	1	3
Weighted Base	8	*	6	*	1	*	1	8	*	*	*
0-24%	4	-	3	*	*	*	1	4	-	*	*
	53%	-%	52%	15%	56%	68%	100%	52%	-%	100%	87%
25-49%	1	*	-	*	*	*	-	1	-	-	-
	9%	91%	-%	85%	44%	32%	-%	10%	-%	-%	-%
50-74%	3	-	3	-	-	-	-	3	*	-	-
	37%	-%	48%	-%	-%	-%	-%	37%	86%	-%	-%
75-100%	*	*	-	-	-	-	-	*	*	-	*
	1%	9%	-%	-%	-%	-%	-%	*%	14%	-%	5%
Don't know	*	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%
Answered	8	*	6	*	1	*	1	8	*	*	*
Mean score	33.9	45.3	35.4	35.6	23.2	12.9	16.6	33.4	72.0	20.0	14.4

Columns Tested:: a,b,c,d,e,f,g,h,i,j

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Industry							Urbanity		Location	
	Total base	Agriculture	Manufacturing	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*a	*b
Unweighted Base	27	1	4	2	3	1	1	14	23	4	21	6
Effective base	4	1	1	2	1	1	1	6	4	1	4	2
Weighted Base	8	*	3	*	3	*	*	1	8	*	8	*
0-24%	4	-	*	*	3	-	*	*	4	*	4	*
	53%	-%	3%	100%	100%	-%	100%	46%	54%	7%	54%	29%
25-49%	1	-	-	-	-	*	-	*	1	-	1	*
	9%	-%	-%	-%	-%	100%	-%	45%	10%	-%	7%	64%
50-74%	3	*	3	-	-	-	-	-	3	*	3	-
	37%	100%	96%	-%	-%	-%	-%	-%	35%	82%	38%	-%
75-100%	*	-	-	-	-	-	-	*	*	-	*	*
	1%	-%	-%	-%	-%	-%	-%	8%	1%	-%	1%	7%
Don't know	*	-	*	-	-	-	-	-	-	*	*	-
	*%	-%	1%	-%	-%	-%	-%	-%	-%	11%	*%	-%
Answered	8	*	3	*	3	*	*	1	8	*	8	*
Mean score	33.9	70.0	61.5	13.2	9.9	40.0	20.0	30.4	32.8	64.5	33.8	35.4

Columns Tested:: a,b,c,d,e,f,g - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted Base	27	26	1	4	12	11
Effective base	4	4	1	1	6	3
Weighted Base	8	8	*	*	1	7
0-24%	4	4	*	*	1	3
	53%	53%	100%	92%	46%	51%
25-49%	1	1	-	*	1	*
	9%	9%	-%	4%	45%	3%
50-74%	3	3	-	-	-	3
	37%	37%	-%	-%	-%	46%
75-100%	*	*	-	*	*	-
	1%	1%	-%	4%	6%	-%
Don't know	*	*	-	-	*	-
	*%	*%	-%	-%	3%	-%
Answered	8	8	*	*	1	7
Mean score	33.9	34.0	-	23.7	28.4	35.5

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Monthly postal spend										Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted Base	27	4	10	4	2	3	1	3	14	13	9	2	2	23
Effective base	4	2	4	3	1	2	1	2	3	6	5	2	1	10
Weighted Base	8	6	1	*	*	1	*	*	7	1	1	6	*	2
0-24%	4	3	1	*	*	*	*	*	4	*	*	3	*	1
	53%	54%	70%	14%	6%	7%	100%	100%	56%	32%	34%	52%	100%	49%
25-49%	1	-	*	-	-	1	-	-	*	1	1	-	-	1
	9%	-%	25%	-%	-%	93%	-%	-%	4%	41%	44%	-%	-%	34%
50-74%	3	3	-	-	*	-	-	-	3	*	*	3	-	*
	37%	46%	-%	-%	94%	-%	-%	-%	39%	21%	22%	48%	-%	12%
75-100%	*	-	*	*	-	-	-	-	*	*	-	-	-	*
	1%	-%	5%	46%	-%	-%	-%	-%	1%	3%	-%	-%	-%	4%
Don't know	*	-	-	*	-	-	-	-	-	*	-	-	-	*
	*%	-%	-%	40%	-%	-%	-%	-%	-%	3%	-%	-%	-%	2%
Answered	8	6	1	*	*	1	*	*	7	1	1	6	*	2
Mean score	33.9	34.4	25.4	65.8	65.9	37.9	10.0	11.5	33.1	38.2	36.9	35.5	10.0	32.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	27	24	26	27	19	21	18	2	4	7	5	2	2	5
Effective base	4	3	4	4	3	4	2	2	2	3	3	1	2	3
Weighted Base	8	5	8	8	8	8	5	6	*	1	1	*	*	1
0-24%	4	4	4	4	4	4	4	3	*	*	*	*	*	*
	53%	83%	54%	53%	56%	51%	81%	52%	92%	47%	44%	100%	100%	58%
25-49%	1	*	1	1	*	1	1	-	-	*	*	-	-	*
	9%	9%	7%	9%	4%	9%	11%	-%	-%	40%	29%	-%	-%	37%
50-74%	3	*	3	3	3	3	*	3	-	-	*	-	-	-
	37%	5%	38%	37%	39%	38%	6%	48%	-%	-%	27%	-%	-%	-%
75-100%	*	*	*	*	*	*	*	-	*	*	-	-	-	*
	1%	2%	1%	1%	1%	1%	1%	-%	8%	7%	-%	-%	-%	5%
Don't know	*	*	*	*	*	*	*	-	-	*	-	-	-	-
	*%	1%	*%	*%	*%	*%	1%	-%	-%	6%	-%	-%	-%	-%
Answered	8	5	8	8	8	8	5	6	*	1	1	*	*	1
Mean score	33.9	18.1	33.7	33.9	33.3	34.3	18.9	35.5	16.8	27.7	39.3	3.1	7.1	26.3

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Number of packets and parcels sent							Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	27	7	2	4	2	1	3	4	4	2	9	5	7
Effective base	4	2	1	1	1	1	2	2	2	1	4	4	4
Weighted Base	8	6	*	1	*	*	*	*	6	*	1	*	1
0-24%	4	3	*	*	*	*	*	*	3	*	1	*	*
	53%	56%	6%	85%	3%	100%	100%	100%	50%	92%	73%	66%	37%
25-49%	1	-	-	-	*	-	-	-	*	-	*	-	*
	9%	-%	-%	-%	97%	-%	-%	-%	4%	-%	24%	-%	33%
50-74%	3	3	*	-	-	-	-	-	3	-	-	-	*
	37%	44%	94%	-%	-%	-%	-%	-%	46%	-%	-%	-%	29%
75-100%	*	-	-	*	-	-	-	-	*	*	-	*	-
	1%	-%	-%	8%	-%	-%	-%	-%	*%	8%	-%	34%	-%
Don't know	*	-	-	*	-	-	-	-	-	-	*	-	-
	*%	-%	-%	7%	-%	-%	-%	-%	-%	-%	4%	-%	-%
Answered	8	6	*	*	*	*	*	*	6	*	1	*	1
Mean score	33.9	33.4	65.9	25.3	38.9	10.0	11.9	11.8	36.0	16.8	21.4	32.7	38.1

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	27	4	1	4	5	5	17	1	1	23	4	23	4
Effective base	4	2	1	2	2	3	3	1	1	4	2	3	1
Weighted Base	8	6	*	1	*	1	8	*	*	8	*	5	4
0-24%	4	3	*	1	*	*	4	*	*	4	*	1	3
	53%	54%	100%	94%	16%	56%	55%	100%	100%	54%	19%	28%	85%
25-49%	1	-	-	-	*	-	*	-	-	1	-	*	1
	9%	-%	-%	-%	74%	-%	4%	-%	-%	10%	-%	5%	15%
50-74%	3	3	-	-	-	*	3	-	-	3	*	3	-
	37%	46%	-%	-%	-%	44%	40%	-%	-%	35%	70%	64%	-%
75-100%	*	-	-	-	*	-	*	-	-	*	*	*	-
	1%	-%	-%	-%	11%	-%	1%	-%	-%	1%	11%	2%	-%
Don't know	*	-	-	*	-	-	*	-	-	*	-	*	-
	*%	-%	-%	6%	-%	-%	*%	-%	-%	*%	-%	1%	-%
Answered	8	6	*	1	*	1	8	*	*	8	*	5	4
Mean score	33.9	34.4	15.0	15.9	40.1	37.1	33.6	5.0	15.0	32.5	62.2	48.7	14.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	27	10	6	13	7	13	6	20	19	13	23	19	12
Effective base	4	3	2	3	4	3	2	2	2	5	4	3	2
Weighted Base	8	7	1	7	1	7	*	5	5	1	8	7	4
0-24%	4	4	1	4	*	4	*	4	4	1	4	4	1
	53%	52%	93%	56%	28%	57%	30%	88%	92%	94%	54%	58%	28%
25-49%	1	*	-	*	1	*	-	*	*	-	1	*	-
	9%	4%	-%	*%	72%	4%	-%	5%	5%	-%	7%	3%	-%
50-74%	3	3	-	3	-	3	*	*	-	-	3	3	3
	37%	44%	-%	43%	-%	38%	61%	6%	-%	-%	39%	37%	70%
75-100%	*	-	*	*	-	-	*	*	*	*	*	*	*
	1%	-%	7%	1%	-%	-%	10%	1%	2%	3%	1%	1%	1%
Don't know	*	-	-	-	-	*	-	*	*	*	*	*	*
	*%	-%	-%	-%	-%	1%	-%	1%	1%	3%	*%	*%	1%
Answered	8	7	1	7	1	7	*	5	5	1	8	7	4
Mean score	33.9	34.8	23.4	34.3	32.8	32.1	54.1	16.5	14.1	16.6	33.8	32.5	49.6

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base	27	18	11	10	23	26	16	24	22	27
Effective base	4	3	3	4	3	4	3	4	4	4
Weighted Base	8	8	7	1	5	8	8	8	8	8
0-24%	4	4	4	1	4	4	4	4	4	4
	53%	55%	59%	93%	83%	54%	56%	55%	53%	53%
25-49%	1	*	-	-	*	1	*	1	1	1
	9%	4%	-%	-%	9%	7%	4%	10%	9%	9%
50-74%	3	3	3	-	*	3	3	3	3	3
	37%	40%	40%	-%	5%	38%	40%	35%	37%	37%
75-100%	*	*	-	*	*	*	-	*	-	*
	1%	1%	-%	4%	2%	1%	-%	1%	-%	1%
Don't know	*	*	*	*	*	*	*	*	*	*
	*%	*%	1%	3%	1%	*%	*%	*%	*%	*%
Answered	8	8	7	1	5	8	8	8	8	8
Mean score	33.9	33.8	32.0	17.1	18.1	33.7	33.3	32.3	33.2	33.9

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted Base	27	12	11	14	5	3	18	18	9	1	1	1
Effective base	4	3	3	3	2	1	3	3	4	1	1	1
Weighted Base	8	7	7	7	1	1	7	7	1	*	*	*
0-24%	4	4	4	4	1	1	4	4	1	*	*	-
	53%	60%	60%	55%	100%	100%	58%	58%	52%	100%	100%	-%
25-49%	1	-	-	*	-	-	*	*	1	-	-	-
	9%	-%	-%	4%	-%	-%	3%	3%	48%	-%	-%	-%
50-74%	3	3	3	3	-	-	3	3	-	-	-	*
	37%	40%	40%	41%	-%	-%	38%	38%	-%	-%	-%	100%
75-100%	*	-	-	-	-	-	*	*	-	-	-	-
	1%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%
Don't know	*	*	*	*	-	-	-	*	-	-	-	-
	*%	1%	1%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Answered	8	7	7	7	1	1	7	7	1	*	*	*
Mean score	33.9	31.8	31.8	33.8	15.9	18.9	32.3	31.8	28.3	5.0	10.0	70.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c		*a	*b	*a	*b
Unweighted Base	27	27	23	27	20	18	21	21	10	27	10	17	17	1
Effective base	4	4	4	4	4	4	3	3	4	4	4	3	3	1
Weighted Base	8	8	8	8	8	8	8	8	1	8	1	7	8	*
0-24%	4	4	4	4	4	4	4	4	1	4	1	3	4	*
	53%	53%	56%	53%	54%	50%	55%	56%	94%	53%	75%	49%	55%	100%
25-49%	1	1	*	1	1	1	1	*	-	1	*	*	*	-
	9%	9%	3%	9%	7%	10%	7%	3%	-%	9%	25%	7%	4%	-%
50-74%	3	3	3	3	3	3	3	3	-	3	-	3	3	-
	37%	37%	39%	37%	38%	39%	37%	39%	-%	37%	-%	43%	40%	-%
75-100%	*	*	*	*	*	*	*	*	*	*	-	*	*	-
	1%	1%	1%	1%	*%	1%	1%	1%	6%	1%	-%	1%	1%	-%
Don't know	*	*	*	*	*	*	-	-	-	*	-	*	-	-
	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	1%	-%	-%
Answered	8	8	8	8	8	8	8	8	1	8	1	7	8	*
Mean score	33.9	33.9	33.6	33.9	33.5	35.2	32.8	33.6	14.3	33.9	21.5	35.9	34.2	10.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base	27	7	13	9	11	7	6	7	13	14	13
Effective base	4	3	3	2	4	4	1	3	2	2	2
Weighted Base	8	1	7	6	1	1	4	1	4	4	4
0-24%	4	1	3	3	1	*	4	*	1	1	3
	53%	95%	48%	48%	72%	62%	100%	7%	18%	24%	80%
25-49%	1	-	1	*	*	*	-	1	*	*	1
	9%	-%	8%	4%	28%	30%	-%	83%	6%	6%	13%
50-74%	3	-	3	3	-	-	-	-	3	3	*
	37%	-%	44%	47%	-%	-%	-%	-%	74%	68%	6%
75-100%	*	*	*	*	-	*	-	*	*	*	*
	1%	5%	*%	1%	-%	4%	-%	10%	1%	1%	1%
Don't know	*	-	-	-	-	*	-	-	*	*	-
	*%	-%	-%	-%	-%	5%	-%	-%	1%	1%	-%
Answered	8	1	7	6	1	1	4	1	4	4	4
Mean score	33.9	19.1	36.0	37.3	21.5	22.6	11.3	42.2	52.5	50.2	18.4

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 59 (continuation)

QV6D1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: Bulk Mail

Base: All who use RM to send letters or large letters (QV6a2=1-2) using Bulk Mail (QV6d= 10)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	27	4	8	6	9	12	15
Effective base	4	3	1	1	3	2	2
Weighted Base	8	1	3	3	1	4	4
0-24%	4	1	3	*	1	4	1
	53%	65%	90%	4%	93%	85%	20%
25-49%	1	*	-	*	*	*	*
	9%	35%	-%	14%	2%	7%	12%
50-74%	3	-	*	3	-	*	3
	37%	-%	8%	81%	-%	6%	67%
75-100%	*	-	*	*	-	*	*
	1%	-%	2%	1%	-%	2%	*%
Don't know	*	-	-	-	*	-	*
	*%	-%	-%	-%	5%	-%	1%
Answered	8	1	3	3	1	4	4
Mean score	33.9	20.4	16.4	57.5	18.2	17.2	51.0

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 61

QV6d1. Approximately what percentage of your monthly postal spend is allocated to each of the following types for letters and large letters: SUMMARY TABLE

Base: All who use RM to send letters or large letters (QV6a2=1-2) using each service

	Services								
	Standard Stamped Mail 1st Class	Standard Stamped Mail 2nd Class	1st Class large letter stamps	2nd Class large letter stamps	Franked/metered mail 1st Class	Franked/metered mail 2nd Class	PPI - PPI 1st Class	PPI - PPI 2nd Class	Bulk Mail
Significance Level: 95%	a	b	c	d	e	f	g	h	*i
Unweighted Base	915	700	457	330	237	194	36	38	27
Effective base	368	290	185	142	57	45	11	12	4
Weighted Base	868	667	450	338	85	60	34	30	8
0-24%	154	114	176	165	13	11	20	7	4
	18%	17%	39%	49%	15%	18%	57%	25%	53%
			abef	abef			abef		
25-49%	139	126	113	88	11	10	1	2	1
	16%	19%	25%	26%	13%	16%	3%	8%	9%
			a	ae					
50-74%	153	125	63	28	13	15	1	*	3
	18%	19%	14%	8%	15%	25%	4%	*%	37%
	d	d				d			
75-100%	400	277	96	54	47	18	12	19	*
	46%	42%	21%	16%	55%	30%	35%	66%	1%
	cdf	cd			cdf			cdf	
Don't know	23	25	4	4	1	7	*	*	*
	3%	4%	1%	1%	1%	12%	*%	*%	*%
						abcde			
Answered	846	642	447	335	84	53	34	29	8
Mean score	63.1	59.7	39.3	33.1	67.9	53.9	42.0	67.0	33.9
	cdfg	cdfg	d		bcdfg	cd		cdfg	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1573	727	846	1051	279	68	175	522
Effective base		592	260	339	538	169	29	103	223
Weighted Base		1379	523	857	1310	57	8	4	69
Not at all important	(-2)	6	4	1	4	1	*	-	1
		*%	1%	*%	*%	2%	2%	-%	2%
						a			a
Not very important	(-1)	65	49	16	60	4	1	*	5
		5%	9%	2%	5%	7%	6%	11%	7%
			b					a	
Neither important nor unimportant	(0)	158	42	115	151	5	1	*	6
		11%	8%	13%	12%	9%	12%	8%	9%
				a					
Important	(1)	651	287	364	614	31	4	2	37
		47%	55%	42%	47%	54%	56%	42%	53%
			b						
Very important	(2)	492	138	354	473	16	2	2	19
		36%	26%	41%	36%	27%	24%	38%	28%
				a	be				
Don't know		7	1	6	7	*	-	*	*
		1%	*%	1%	1%	1%	-%	*%	*%
NET Important		1143	425	718	1087	46	6	3	56
		83%	81%	84%	83%	81%	80%	80%	81%
NET Not Important		71	54	17	64	5	1	*	6
		5%	10%	2%	5%	9%	8%	11%	9%
			b			a		a	a
Answered		1372	521	850	1303	57	8	4	69
Mean score		1.1	1.0	1.2	1.1	1.0	.9	1.1	1.0
				a	be				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1573	575	310	166	164	183	175	1051	279	243
Effective base		592	304	160	102	102	95	103	538	169	64
Weighted Base		1379	826	352	132	34	30	4	1310	57	12
Not at all important	(-2)	6	3	-	2	*	1	-	4	1	*
		*%	*%	-%	1%	1%	3% abg	-%	*%	2% g	1%
Not very important	(-1)	65	26	25	9	3	1	*	60	4	1
		5%	3%	7%	7%	10% ag	4%	11% aeg	5%	7% a	8%
Neither important nor unimportant	(0)	158	89	49	13	2	4	*	151	5	1
		11%	11%	14%	10%	6%	13%	8%	12%	9%	10%
Important	(1)	651	362	182	71	19	16	2	614	31	6
		47%	44%	52%	54%	56% a	52%	42%	47%	54% a	51%
Very important	(2)	492	343	95	35	9	8	2	473	16	4
		36%	41% bcdeh	27%	27%	27%	27%	38%	36% bh	27%	29%
Don't know		7	4	1	2	-	*	*	7	*	*
		1%	*%	*%	2%	-%	1%	*%	1%	1%	*%
NET Important		1143	704	277	106	29	24	3	1087	46	10
		83%	85%	79%	80%	83%	79%	80%	83%	81%	80%
NET Not Important		71	29	25	11	4	2	*	64	5	1
		5%	3%	7%	8% a	11% ag	7%	11% ag	5%	9% ag	9%
Answered		1372	822	351	130	34	30	4	1303	57	12
Mean score		1.1	1.2 bcdehi	1.0	1.0	1.0	1.0	1.1	1.1 bh	1.0	1.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		1573	533	195	70	42	182
Effective base		592	300	82	26	6	35
Weighted Base		1379	819	179	30	17	42
Not at all important	(-2)	6	2	*	*	-	1
		*%	*%	*%	*%	-%	1%
Not very important	(-1)	65	23	17	1	*	5
		5%	3%	10%	4%	2%	12%
				a			a
Neither important nor unimportant	(0)	158	92	27	7	*	6
		11%	11%	15%	23%	3%	14%
Important	(1)	651	341	101	11	14	19
		47%	42%	57%	37%	84%	46%
				a		ac	
Very important	(2)	492	357	33	11	2	9
		36%	44%	18%	36%	10%	20%
			be				
Don't know		7	4	-	*	-	2
		1%	*%	-%	*%	-%	5%
							a
NET Important		1143	698	134	22	16	28
		83%	85%	75%	73%	95%	66%
			be				
NET Not Important		71	26	18	1	*	6
		5%	3%	10%	4%	2%	14%
				a			a
Answered		1372	815	179	30	17	40
Mean score		1.1	1.3	.8	1.1	1.0	.8
			be				

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		1573	90	96	131	63	104	126	86	77	88	861	244	242	226
Effective base		592	55	61	65	36	67	71	56	41	51	475	151	158	69
Weighted Base		1379	105	119	210	63	127	211	184	96	109	1223	76	53	27
Not at all important	(-2)	6	2	-	*	-	1	*	-	-	-	4	1	*	*
		*%	2%	-%	*%	-%	1%	*%	-%	-%	-%	*%	2%	*%	1%
Not very important	(-1)	65	13	3	15	*	3	7	1	7	4	52	6	5	2
		5%	12% degj	3%	7%	*%	2%	3%	*%	7%	3%	4%	8% g	9% gj	8%
Neither important nor unimportant	(0)	158	16	14	21	7	10	31	22	11	11	142	10	5	1
		11%	15% m	12%	10%	11%	8%	15% m	12%	11%	10%	12%	13%	10%	5%
Important	(1)	651	40	59	101	25	71	93	101	38	50	577	37	25	12
		47%	38%	50%	48%	39%	56% a	44%	55%	39%	46%	47%	48%	47%	46%
Very important	(2)	492	35	41	71	30	42	80	58	41	44	441	23	18	10
		36%	33%	35%	34%	48% k	33%	38%	32%	42%	40%	36%	30%	35%	39%
Don't know		7	-	1	2	1	*	-	3	-	-	7	*	-	-
		1%	-%	1%	1%	1%	*%	-%	2%	-%	-%	1%	*%	-%	-%
NET Important		1143	74	100	172	55	113	172	159	79	94	1018	59	43	23
		83%	71%	84%	82%	87%	89% ak	82%	86%	82%	87%	83% a	78%	81%	86% a
NET Not Important		71	15	3	15	*	4	8	1	7	4	56	7	5	3
		5%	14% bdefgj	3%	7%	*%	3%	4%	*%	7%	3%	5%	10% gj	9% gj	10% g
Answered		1372	105	117	208	62	126	211	181	96	109	1215	76	53	27
Mean score		1.1	.9	1.2	1.1	1.4 ak	1.2	1.2	1.2	1.2	1.2	1.2 ak	1.0	1.1	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		1573	62	108	13	205	228	78	128	687	1221	352	1418	155
Effective base		592	22	35	4	71	86	35	53	286	465	135	553	46
Weighted Base		1379	55	86	10	186	278	49	119	506	1136	244	1314	65
Not at all important	(-2)	6	*	*	-	2	*	*	1	3	4	2	5	*
		*%	*%	*%	-%	1%	*%	*%	1%	1%	*%	1%	*%	1%
Not very important	(-1)	65	*	4	*	9	15	1	10	23	57	8	63	2
		5%	*%	4%	2%	5%	5%	3%	9%	5%	5%	3%	5%	3%
Neither important nor unimportant	(0)	158	3	11	4	16	15	5	26	64	135	23	154	3
		11%	6%	13%	43%	9%	6%	11%	22% de	13%	12%	9%	12%	5%
Important	(1)	651	29	38	6	102	134	26	52	231	545	106	612	40
		47%	53%	44%	55%	55%	48%	54%	44%	46%	48%	43%	47%	60%
Very important	(2)	492	23	32	-	57	111	16	30	183	390	102	472	21
		36%	41%	37%	-%	31%	40%	32%	25%	36%	34%	42%	36%	31%
Don't know		7	-	*	-	*	2	-	-	2	5	3	7	-
		1%	-%	*%	-%	*%	1%	-%	-%	*%	*%	1%	1%	-%
NET Important		1143	52	70	6	159	245	42	82	414	935	208	1083	60
		83%	94% g	82%	55%	85% g	88% g	86%	69%	82% g	82%	85%	82%	92%
NET Not Important		71	*	4	*	11	15	1	11	26	61	10	69	2
		5%	*%	5%	2%	6%	5%	3%	9%	5%	5%	4%	5%	3%
Answered		1372	55	86	10	186	276	49	119	504	1131	241	1306	65
Mean score		1.1	1.3 g	1.1	.5	1.1	1.2 g	1.2	.8	1.1 g	1.1	1.2	1.1	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		1573	1546	27	977	307	286
Effective base		592	578	13	376	99	118
Weighted Base		1379	1348	31	896	208	274
Not at all important	(-2)	6	6	-	5	1	*
		*%	*%	-%	1%	*%	*%
Not very important	(-1)	65	65	*	50	3	11
		5%	5%	*%	6%	2%	4%
Neither important nor unimportant	(0)	158	157	*	119	27	11
		11%	12%	1%	13%	13%	4%
					c	c	
Important	(1)	651	626	25	420	100	132
		47%	46%	82%	47%	48%	48%
Very important	(2)	492	487	5	295	77	120
		36%	36%	16%	33%	37%	44%
							a
Don't know		7	7	-	7	*	*
		1%	1%	-%	1%	*%	*%
NET Important		1143	1113	30	715	177	251
		83%	83%	98%	80%	85%	92%
							a
NET Not Important		71	71	*	55	4	11
		5%	5%	*%	6%	2%	4%
Answered		1372	1341	31	889	208	273
Mean score		1.1	1.1	1.1	1.1	1.2	1.3
							a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		1573	1201	263	62	11	17	8	6	5	1464	109	47	593	608	372
Effective base		592	509	71	9	1	5	2	2	2	580	13	4	268	245	83
Weighted Base		1379	1183	157	24	7	6	*	*	*	1340	39	15	672	511	196
Not at all important	(-2)	6	5	1	-	-	-	-	-	-	6	-	-	4	*	1
		*%	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	*%	1%
Not very important	(-1)	65	60	4	1	-	1	-	-	-	64	2	1	38	22	5
		5%	5%	2%	3%	-%	12%	-%	-%	-%	5%	4%	5%	6%	4%	3%
Neither important nor unimportant	(0)	158	149	5	*	-	3	*	*	-	154	3	3	92	57	9
		11%	13% b	3%	1%	-%	46%	1%	63%	-%	12% b	9%	22%	14% c	11%	4%
Important	(1)	651	550	77	14	7	3	*	*	*	627	24	10	298	252	101
		47%	47%	49%	55%	96%	40%	74%	35%	74%	47%	60%	69%	44%	49%	52%
Very important	(2)	492	412	69	10	*	*	*	*	*	482	11	1	235	177	80
		36%	35%	44%	41%	4%	1%	26%	1%	26%	36%	27%	4%	35%	35%	41%
Don't know		7	7	*	-	-	-	-	-	-	7	-	-	4	3	*
		1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	1%	*%
NET Important		1143	962	147	24	7	3	*	*	*	1109	34	11	533	429	181
		83%	81%	93% ai	96%	100%	41%	99%	37%	100%	83%	87%	73%	79%	84%	92% a
NET Not Important		71	65	5	1	-	1	-	-	-	69	2	1	42	22	6
		5%	5%	3%	3%	-%	12%	-%	-%	-%	5%	4%	5%	6%	4%	3%
Answered		1372	1176	157	24	7	6	*	*	*	1332	39	15	667	508	196
Mean score		1.1	1.1	1.3 ai	1.3	1.0	.3	1.2	.4	1.3	1.1	1.1	.7	1.1	1.1	1.3 a

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		1573	1400	817	1573	611	293	412	1245	121	80	56	24	25	22
Effective base		592	513	305	592	235	90	145	522	33	18	8	6	2	5
Weighted Base		1379	1144	697	1379	548	173	335	1209	82	45	22	7	7	6
Not at all important	(-2)	6	5	1	6	*	-	*	5	*	*	1	-	-	-
		*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	3%	-%	-%	-%
Not very important	(-1)	65	51	36	65	15	6	18	63	*	1	1	*	*	*
		5%	4%	5%	5%	3%	4%	5%	5%	1%	2%	3%	2%	*%	*%
Neither important nor unimportant	(0)	158	144	80	158	52	15	28	140	11	3	2	-	*	2
		11%	13%	11%	11%	9%	9%	8%	12%	13%	7%	8%	-%	*%	36%
Important	(1)	651	555	293	651	228	104	176	571	41	17	13	2	6	3
		47%	49%	42%	47%	42%	60%	53%	47%	49%	37%	58%	23%	78%	56%
							abcd	bd							
Very important	(2)	492	381	284	492	249	48	111	427	30	22	6	5	2	*
		36%	33%	41%	36%	45%	28%	33%	35%	36%	48%	28%	75%	22%	7%
				ae		acef									
Don't know		7	7	3	7	3	-	2	5	*	3	-	-	-	-
		1%	1%	*%	1%	1%	-%	1%	*%	*%	6%	-%	-%	-%	-%
											a				
NET Important		1143	936	577	1143	477	152	287	998	70	38	19	7	7	4
		83%	82%	83%	83%	87%	88%	86%	82%	86%	85%	85%	98%	99%	63%
NET Not Important		71	56	38	71	16	6	18	67	1	1	1	*	*	*
		5%	5%	5%	5%	3%	4%	5%	6%	1%	2%	6%	2%	*%	*%
Answered		1372	1136	694	1372	545	173	333	1205	82	42	22	7	7	6
Mean score		1.1	1.1	1.2	1.1	1.3	1.1	1.1	1.1	1.2	1.4	1.0	1.7	1.2	.7
						acef									

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		1573	485	31	29	26	9	16	15	40	568	317	400	248	40
Effective base		592	208	9	6	6	4	2	4	10	257	121	148	61	8
Weighted Base		1379	484	27	16	9	4	3	4	11	627	275	337	121	18
Not at all important	(-2)	6	*	*	-	-	-	-	-	-	4	*	*	1	-
		*%	*%	*%	-%	-%	-%	-%	-%	-%	1%	*%	*%	1%	-%
Not very important	(-1)	65	15	-	*	*	*	-	-	*	35	16	12	2	1
		5%	3%	-%	1%	3%	5%	-%	-%	2%	6%	6%	3%	2%	4%
Neither important nor unimportant	(0)	158	43	-	8	*	*	*	1	1	77	42	27	10	1
		11%	9%	-%	47%	1%	2%	6%	27%	13%	12%	15%	8%	8%	7%
Important	(1)	651	200	12	6	2	3	1	3	7	279	123	181	61	7
		47%	41%	44%	38%	25%	93%	28%	65%	65%	44%	45%	54%	51%	40%
Very important	(2)	492	223	15	2	7	-	2	*	2	228	91	117	47	9
		36%	46%	56%	14%	71%	-%	66%	9%	21%	36%	33%	35%	39%	49%
Don't know		7	3	-	-	-	-	-	-	-	4	3	-	*	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	*%	-%
NET Important		1143	423	27	9	9	3	3	3	9	507	214	298	108	16
		83%	87%	100%	52%	96%	93%	94%	73%	86%	81%	78%	88%	89%	89%
													ab	b	
NET Not Important		71	15	*	*	*	*	-	-	*	39	16	12	3	1
		5%	3%	*%	1%	3%	5%	-%	-%	2%	6%	6%	4%	2%	4%
Answered		1372	481	27	16	9	4	3	4	11	623	272	337	121	18
Mean score		1.1	1.3	1.6	.7	1.6	.9	1.6	.8	1.0	1.1	1.1	1.2	1.3	1.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base		1573	216	120	168	87	20	336	52	218	1489	84	1528	45
Effective base		592	109	48	55	19	4	138	18	80	565	28	578	15
Weighted Base		1379	258	100	139	40	11	343	42	162	1302	77	1335	44
Not at all important	(-2)	6	*	*	-	-	-	*	-	*	6	*	6	*
		*%	*%	*%	-%	-%	-%	*%	-%	*%	*%	*%	*%	*%
Not very important	(-1)	65	9	3	1	2	*	5	*	11	63	2	65	*
		5%	4%	3%	*%	5%	1%	1%	*%	7% a	5%	2%	5%	1%
Neither important nor unimportant	(0)	158	32	9	7	4	*	24	6	21	145	12	149	9
		11%	12%	10%	5%	9%	*%	7%	15%	13%	11%	16%	11%	20%
Important	(1)	651	103	44	64	15	2	144	16	68	624	27	636	15
		47%	40%	44%	46%	39%	14%	42%	38%	42%	48%	34%	48%	35%
Very important	(2)	492	111	43	68	19	9	169	19	61	456	36	473	20
		36%	43%	43%	49%	47%	84%	49%	47%	37%	35%	47%	35%	45%
Don't know		7	3	*	-	-	-	2	-	1	7	*	7	-
		1%	1%	*%	-%	-%	-%	1%	-%	1%	1%	*%	1%	-%
NET Important		1143	213	86	132	34	11	313	35	129	1080	63	1108	35
		83%	83%	87%	95% a	86%	98%	91% c	85%	79%	83%	81%	83%	79%
NET Not Important		71	10	3	1	2	*	5	*	11	69	2	70	*
		5%	4%	3%	*%	5%	1%	1%	*%	7% a	5%	2%	5%	1%
Answered		1372	255	99	139	40	11	341	42	161	1294	77	1328	44
Mean score		1.1	1.2	1.3	1.4	1.3	1.8	1.4 c	1.3	1.1	1.1	1.3	1.1	1.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		1573	139	138	279	65	476	135	525	1260	165	425	689	135	2
Effective base		592	58	45	110	15	192	43	177	465	43	157	260	47	2
Weighted Base		1379	144	94	254	47	453	96	434	1034	113	374	593	133	1
Not at all important	(-2)	6	-	*	*	*	*	-	1	5	*	1	1	-	-
		*%	-%	*%	*%	*%	*%	-%	*%	1%	*%	*%	*%	-%	-%
Not very important	(-1)	65	8	1	13	2	15	1	24	46	3	23	28	5	-
		5%	6%	1%	5%	4%	3%	1%	6%	4%	2%	6%	5%	4%	-%
Neither important nor unimportant	(0)	158	9	16	28	11	38	14	62	121	12	48	56	12	-
		11%	6%	17%	11%	24%	8%	14%	14%	12%	11%	13%	9%	9%	-%
Important	(1)	651	54	27	87	19	190	38	200	510	67	144	259	57	-
		47%	38%	28%	34%	41%	42%	39%	46%	49%	59%	39%	44%	43%	-%
Very important	(2)	492	73	50	126	15	206	43	142	350	31	156	249	59	1
		36%	51%	53%	49%	31%	46%	45%	33%	34%	28%	42%	42%	44%	100%
Don't know		7	-	*	*	-	3	*	6	2	-	2	*	-	-
		1%	-%	*%	*%	-%	1%	*%	1%	*%	-%	1%	*%	-%	-%
NET Important		1143	127	76	213	34	396	81	341	860	98	300	508	116	1
		83%	88%	81%	84%	72%	88%	84%	79%	83%	87%	80%	86%	87%	100%
NET Not Important		71	8	2	13	2	15	1	25	52	3	24	29	5	-
		5%	6%	2%	5%	4%	3%	1%	6%	5%	2%	6%	5%	4%	-%
Answered		1372	144	94	254	47	449	95	428	1033	113	371	593	133	1
Mean score		1.1	1.3	1.3	1.3	1.0	1.3	1.3	1.1	1.1	1.1	1.2	1.2	1.3	2.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		1573	430	398	122	2	1390	805	509	1223	937	27
Effective base		592	159	156	41	2	512	301	199	456	350	4
Weighted Base		1379	384	364	95	1	1143	690	466	1054	795	8
Not at all important	(-2)	6	*	-	-	-	5	1	*	4	3	-
		*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	-%
Not very important	(-1)	65	11	10	2	-	51	36	15	58	26	1
		5%	3%	3%	2%	-%	4%	5%	3%	6%	3%	6%
Neither important nor unimportant	(0)	158	35	25	8	1	143	80	36	130	74	-
		11%	9%	7%	8%	68%	13%	12%	8%	12%	9%	-%
Important	(1)	651	160	154	43	-	555	289	204	506	347	4
		47%	42%	42%	46%	-%	49%	42%	44%	48%	44%	49%
Very important	(2)	492	174	175	42	*	381	281	207	349	343	4
		36%	45%	48%	44%	32%	33%	41%	45%	33%	43%	44%
								a	a		a	
Don't know		7	3	*	-	-	7	3	3	7	2	-
		1%	1%	*%	-%	-%	1%	*%	1%	1%	*%	-%
NET Important		1143	334	329	85	*	936	570	412	855	690	8
		83%	87%	90%	89%	32%	82%	83%	88%	81%	87%	94%
									a		a	
NET Not Important		71	11	10	2	-	56	38	15	62	29	1
		5%	3%	3%	2%	-%	5%	5%	3%	6%	4%	6%
Answered		1372	381	364	95	1	1135	688	462	1047	793	8
Mean score		1.1	1.3	1.4	1.3	.6	1.1	1.2	1.3	1.1	1.3	1.3
									a		a	

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		1573	296	266	256	49	35	1040	865	100	43	41	14
Effective base		592	107	109	94	23	16	380	324	35	12	17	3
Weighted Base		1379	252	257	226	60	44	879	736	79	26	32	6
Not at all important	(-2)	6	-	-	-	-	-	3	3	*	*	-	-
		*%	-%	-%	-%	-%	-%	*%	*%	*%	1%	-%	-%
Not very important	(-1)	65	14	5	7	*	1	49	21	1	3	1	*
		5%	5%	2%	3%	1%	3%	6%	3%	1%	11%	5%	*%
Neither important nor unimportant	(0)	158	21	15	24	3	2	94	67	4	6	2	-
		11%	9%	6%	10%	6%	4%	11%	9%	4%	22%	8%	-%
Important	(1)	651	111	104	100	28	22	439	328	18	14	13	5
		47%	44%	40%	44%	46%	50%	50%	45%	23%	54% a	40%	94%
Very important	(2)	492	105	134	94	29	19	292	318	53	3	15	*
		36%	42%	52%	41%	48%	43%	33%	43% a	67% b	12%	47% b	6%
Don't know		7	-	-	2	-	-	2	*	3	-	-	-
		1%	-%	-%	1%	-%	-%	*%	*%	4%	-%	-%	-%
NET Important		1143	217	238	194	56	40	731	645	71	17	28	6
		83%	86%	92%	86%	94%	92%	83%	88%	90%	66%	88%	100%
NET Not Important		71	14	5	7	*	1	53	24	2	3	1	*
		5%	5%	2%	3%	1%	3%	6%	3%	2%	13%	5%	*%
Answered		1372	252	257	224	60	44	878	736	76	26	32	6
Mean score		1.1	1.2	1.4	1.3	1.4	1.3	1.1	1.3 a	1.6 b	.6	1.3 b	1.1

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		1573	1468	971	1510	955	944	775	1428	174	4	1344	72	392	1181
Effective base		592	553	350	572	346	336	273	548	58	3	489	32	157	434
Weighted Base		1379	1273	767	1317	766	737	557	1263	145	4	1139	69	371	1008
Not at all important	(-2)	6	6	1	6	1	1	2	5	-	-	4	*	*	5
		*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	1%
Not very important	(-1)	65	62	43	64	37	46	35	61	8	-	58	5	13	52
		5%	5%	6%	5%	5%	6%	6%	5%	6%	-%	5%	7%	3%	5%
Neither important nor unimportant	(0)	158	142	93	151	91	71	67	139	8	-	120	10	39	118
		11%	11%	12%	11%	12%	10%	12%	11%	5%	-%	11%	14%	11%	12%
Important	(1)	651	608	340	621	335	369	265	599	66	2	551	22	138	513
		47%	48%	44%	47%	44%	50%	47%	47%	46%	47%	48%	32%	37%	51% a
Very important	(2)	492	448	286	468	299	246	183	455	63	2	399	32	177	316
		36%	35%	37%	36%	39%	33%	33%	36%	43%	53%	35%	46%	48% b	31%
Don't know		7	7	3	7	3	4	5	5	-	-	7	-	4	3
		1%	1%	*%	1%	*%	1%	1%	*%	-%	-%	1%	-%	1%	*%
NET Important		1143	1056	626	1089	633	615	448	1054	129	4	950	54	315	828
		83%	83%	82%	83%	83%	83%	80%	83%	89%	100%	83%	79%	85%	82%
NET Not Important		71	68	44	70	38	47	37	66	8	-	61	5	13	58
		5%	5%	6%	5%	5%	6%	7%	5%	6%	-%	5%	7%	4%	6%
Answered		1372	1265	764	1310	763	733	552	1259	145	4	1132	69	367	1004
Mean score		1.1	1.1	1.1	1.1	1.2	1.1	1.1	1.1	1.3	1.5	1.1	1.2	1.3 b	1.1

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		1573	293	14	112	233	173	903	486	139	151	1211	784	789
Effective base		592	104	6	34	89	59	367	162	58	47	468	252	341
Weighted Base		1379	255	10	88	214	136	848	385	124	140	1075	553	826
Not at all important	(-2)	6	*	*	*	*	1	4	1	*	-	5	4	2
		*%	*%	1%	*%	*%	1%	*%	*%	*%	-%	*%	1%	*%
Not very important	(-1)	65	14	1	3	11	3	46	17	6	4	50	26	39
		5%	6%	6%	4%	5%	2%	5%	4%	5%	3%	5%	5%	5%
Neither important nor unimportant	(0)	158	32	2	15	24	7	102	43	16	14	124	70	88
		11%	12%	17%	17%	11%	5%	12%	11%	13%	10%	12%	13%	11%
Important	(1)	651	94	3	25	81	65	413	169	49	57	532	260	391
		47%	37%	25%	28%	38%	48%	49%	44%	39%	41%	49%	47%	47%
Very important	(2)	492	115	5	44	96	60	278	153	50	65	359	190	302
		36%	45%	51%	50%	45%	44%	33%	40%	40%	46%	33%	34%	37%
Don't know		7	*	-	-	*	-	5	3	3	*	5	3	4
		1%	*%	-%	-%	*%	-%	1%	1%	2%	*%	*%	1%	1%
NET Important		1143	208	8	69	178	125	691	322	99	122	891	450	693
		83%	82%	76%	79%	83%	92% b	82%	84%	80%	87%	83%	81%	84%
NET Not Important		71	15	1	4	12	4	50	17	6	4	55	29	41
		5%	6%	7%	4%	5%	3%	6%	4%	5%	3%	5%	5%	5%
Answered		1372	255	10	88	213	136	843	383	121	140	1070	550	822
Mean score		1.1	1.2	1.2	1.2	1.2	1.3 b	1.1	1.2	1.2	1.3	1.1	1.1	1.2

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 62 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1573	386	474	428	285	860	713
Effective base		592	137	173	159	133	305	290
Weighted Base		1379	382	375	363	260	756	623
Not at all important	(-2)	6	1	4	1	*	5	1
		*%	*%	1%	*%	*%	1%	*%
Not very important	(-1)	65	19	15	18	13	34	32
		5%	5%	4%	5%	5%	4%	5%
Neither important nor unimportant	(0)	158	44	53	38	22	97	61
		11%	12%	14%	11%	9%	13%	10%
Important	(1)	651	185	177	174	115	362	289
		47%	48%	47%	48%	44%	48%	46%
Very important	(2)	492	130	126	129	107	256	236
		36%	34%	34%	35%	41%	34%	38%
Don't know		7	3	*	3	1	3	4
		1%	1%	*%	1%	*%	*%	1%
NET Important		1143	315	303	303	222	618	525
		83%	82%	81%	83%	86%	82%	84%
NET Not Important		71	19	19	19	14	38	33
		5%	5%	5%	5%	5%	5%	5%
Answered		1372	378	375	360	258	753	619
Mean score		1.1	1.1	1.1	1.1	1.2	1.1	1.2

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1573	727	846	1051	279	68	175	522
Effective base		592	260	339	538	169	29	103	223
Weighted Base		1379	523	857	1310	57	8	4	69
Not at all important	(-2)	40	6	35	39	1	*	-	1
		3%	1%	4%	3%	2%	2%	-%	2%
				a					
Not very important	(-1)	160	121	39	148	11	1	*	12
		12%	23%	5%	11%	18%	13%	3%	17%
			b		d	ad	d		ad
Neither important nor unimportant	(0)	155	39	116	148	6	1	*	7
		11%	8%	14%	11%	10%	8%	5%	10%
				a					
Important	(1)	652	248	404	622	25	3	2	30
		47%	47%	47%	47%	43%	34%	54%	43%
Very important	(2)	370	109	261	350	15	3	2	20
		27%	21%	30%	27%	26%	42%	38%	29%
				a				ab	
Don't know		2	-	2	2	-	*	-	*
		*%	-%	*%	*%	-%	*%	-%	*%
NET Important		1022	357	665	972	40	6	4	50
		74%	68%	78%	74%	70%	77%	92%	72%
				a				abce	
NET Not Important		200	127	74	187	12	1	*	13
		15%	24%	9%	14%	20%	15%	3%	19%
			b		d	d	d		d
Answered		1377	523	854	1308	57	8	4	69
Mean score		.8	.6	1.0	.8	.7	1.0	1.3	.8
				a				abe	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1573	575	310	166	164	183	175	1051	279	243
Effective base		592	304	160	102	102	95	103	538	169	64
Weighted Base		1379	826	352	132	34	30	4	1310	57	12
Not at all important	(-2)	40	28	9	2	1	1	-	39	1	*
		3%	3%	3%	2%	2%	2%	-%	3%	2%	1%
Not very important	(-1)	160	100	35	12	8	4	*	148	11	1
		12%	12%	10%	9%	23%	12%	3%	11%	18%	10%
			f	f	f	abcefgi	f		f	bcfg	
Neither important nor unimportant	(0)	155	102	34	13	4	3	*	148	6	1
		11%	12%	10%	10%	10%	9%	5%	11%	10%	7%
			f								
Important	(1)	652	374	182	66	14	13	2	622	25	5
		47%	45%	52%	50%	41%	44%	54%	47%	43%	41%
Very important	(2)	370	222	89	39	8	10	2	350	15	5
		27%	27%	25%	29%	24%	33%	38%	27%	26%	41%
								abdgh			abdgh
Don't know		2	-	2	-	-	*	-	2	-	*
		*%	-%	1%	-%	-%	*%	-%	*%	-%	*%
NET Important		1022	596	272	104	22	23	4	972	40	10
		74%	72%	77%	79%	65%	77%	92%	74%	70%	82%
				d	d			abcdegh			dh
NET Not Important		200	128	45	14	8	4	*	187	12	1
		15%	16%	13%	11%	25%	14%	3%	14%	20%	11%
			f	f	f	abcfgi	f		f	cf	
Answered		1377	826	350	132	34	30	4	1308	57	12
Mean score		.8	.8	.9	1.0	.6	.9	1.3	.8	.7	1.1
					d			abcdegh			adgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		1573	533	195	70	42	182
Effective base		592	300	82	26	6	35
Weighted Base		1379	819	179	30	17	42
Not at all important	(-2)	40	32	5	*	-	-
		3%	4%	3%	*%	-%	-%
Not very important	(-1)	160	73	26	4	*	8
		12%	9%	15%	14%	2%	20%
Neither important nor unimportant	(0)	155	106	18	*	*	8
		11%	13%	10%	1%	2%	19%
							c
Important	(1)	652	372	84	12	13	14
		47%	45%	47%	42%	77%	33%
						e	
Very important	(2)	370	237	44	13	3	12
		27%	29%	25%	43%	20%	28%
Don't know		2	-	2	*	-	-
		*%	-%	1%	*%	-%	-%
NET Important		1022	608	127	25	16	26
		74%	74%	71%	85%	96%	61%
					e		
NET Not Important		200	106	31	4	*	8
		15%	13%	17%	14%	2%	20%
Answered		1377	819	176	30	17	42
Mean score		.8	.9	.8	1.1	1.1	.7

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		1573	90	96	131	63	104	126	86	77	88	861	244	242	226
Effective base		592	55	61	65	36	67	71	56	41	51	475	151	158	69
Weighted Base		1379	105	119	210	63	127	211	184	96	109	1223	76	53	27
Not at all important	(-2)	40	*	3	9	-	3	8	8	-	9	40	*	*	*
		3%	*%	2%	4% kl	-%	2%	4% kl	5% kl	-%	8% aklm	3% kl	*%	*%	*%
Not very important	(-1)	160	15	15	26	7	11	12	22	11	17	136	10	9	5
		12%	14%	13%	13%	11%	8%	6%	12%	12%	16%	11%	13%	17% fj	18% f
Neither important nor unimportant	(0)	155	11	11	25	7	20	19	16	18	12	141	7	5	2
		11%	10%	9%	12%	12%	16%	9%	9%	19%	11%	12%	10%	9%	8%
Important	(1)	652	64	58	96	21	55	109	95	35	40	573	39	28	12
		47%	61% dhij	49%	45%	33%	44%	52%	52%	36%	37%	47%	52% d	52% d	44%
Very important	(2)	370	15	31	54	28	36	63	42	32	30	331	19	12	8
		27%	14%	26%	26%	45% agjkl	28%	30% a	23%	33% a	28%	27% a	25%	22%	30% a
Don't know		2	-	-	-	-	2	-	-	-	-	2	-	-	*
		*%	-%	-%	-%	-%	2% j	-%	-%	-%	-%	*%	-%	-%	*%
NET Important		1022	78	89	150	49	91	171	138	67	70	904	59	39	20
		74%	75%	75%	71%	78%	72%	81% i	75%	69%	65%	74%	77%	74%	74%
NET Not Important		200	15	18	35	7	13	20	30	11	26	176	10	9	5
		15%	15%	15%	17%	11%	11%	10%	16%	12%	24% f	14%	13%	17%	18%
Answered		1377	105	119	210	63	124	211	184	96	109	1221	76	53	27
Mean score		.8	.7	.8	.8	1.1 i	.9	1.0	.8	.9	.6	.8	.9	.8	.9

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		1573	62	108	13	205	228	78	128	687	1221	352	1418	155
Effective base		592	22	35	4	71	86	35	53	286	465	135	553	46
Weighted Base		1379	55	86	10	186	278	49	119	506	1136	244	1314	65
Not at all important	(-2)	40	*	4	-	2	11	1	7	15	35	6	40	*
		3%	*%	5%	-%	1%	4%	1%	6%	3%	3%	2%	3%	*%
Not very important	(-1)	160	2	14	*	30	34	3	10	62	131	29	154	6
		12%	3%	16%	1%	16%	12%	7%	9%	12%	11%	12%	12%	9%
Neither important nor unimportant	(0)	155	5	12	4	16	24	3	15	67	133	22	151	4
		11%	10%	14%	41%	9%	9%	7%	12%	13%	12%	9%	12%	6%
Important	(1)	652	33	31	6	93	135	19	61	229	542	110	624	28
		47%	60%	36%	55%	50%	48%	38%	52%	45%	48%	45%	47%	43%
Very important	(2)	370	15	25	*	43	75	22	25	133	293	77	342	28
		27%	27%	29%	3%	23%	27%	46%	21%	26%	26%	32%	26%	42%
								degh						a
Don't know		2	-	-	-	2	*	-	-	-	2	-	2	-
		*%	-%	-%	-%	1%	*%	-%	-%	-%	*%	-%	*%	-%
NET Important		1022	48	56	6	136	209	41	86	362	835	187	966	56
		74%	87%	65%	58%	73%	75%	84%	73%	72%	74%	77%	74%	85%
NET Not Important		200	2	18	*	32	45	4	18	77	165	35	194	6
		15%	3%	21%	1%	17%	16%	9%	15%	15%	15%	14%	15%	9%
Answered		1377	55	86	10	184	278	49	119	506	1133	244	1311	65
Mean score		.8	1.1	.7	.6	.8	.8	1.2	.7	.8	.8	.9	.8	1.2
								bdgh						a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		1573	1546	27	977	307	286
Effective base		592	578	13	376	99	118
Weighted Base		1379	1348	31	896	208	274
Not at all important	(-2)	40	40	-	36	4	-
		3%	3%	-%	4% c	2%	-%
Not very important	(-1)	160	152	7	109	22	29
		12%	11%	24%	12%	10%	11%
Neither important nor unimportant	(0)	155	151	4	116	12	27
		11%	11%	12%	13% b	6%	10%
Important	(1)	652	636	15	439	85	127
		47%	47%	50%	49%	41%	46%
Very important	(2)	370	366	4	196	85	89
		27%	27%	14%	22%	41% a	32% a
Don't know		2	2	-	*	-	2
		*%	*%	-%	*%	-%	1%
NET Important		1022	1002	20	635	170	216
		74%	74%	64%	71%	82% a	79%
NET Not Important		200	193	7	145	26	29
		15%	14%	24%	16%	12%	11%
Answered		1377	1346	31	896	208	272
Mean score		.8	.8	.5	.7	1.1 a	1.0 a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		1573	1201	263	62	11	17	8	6	5	1464	109	47	593	608	372
Effective base		592	509	71	9	1	5	2	2	2	580	13	4	268	245	83
Weighted Base		1379	1183	157	24	7	6	*	*	*	1340	39	15	672	511	196
Not at all important	(-2)	40	40	-	-	-	-	-	-	-	40	-	-	30	10	-
		3%	3%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	4% c	2%	-%
Not very important	(-1)	160	141	16	2	-	1	-	-	-	157	3	1	93	48	19
		12%	12%	10%	9%	-%	12%	-%	-%	-%	12%	8%	5%	14%	9%	9%
Neither important nor unimportant	(0)	155	145	9	1	-	*	*	*	*	154	1	1	91	54	10
		11%	12%	6%	3%	-%	4%	1%	1%	67%	11%	3%	4%	14% c	10%	5%
Important	(1)	652	559	71	10	7	5	*	*	*	630	22	12	315	243	93
		47%	47%	45%	39%	96%	74%	74%	10%	3%	47%	55%	81%	47%	48%	47%
Very important	(2)	370	295	61	12	*	1	*	*	*	357	13	1	142	154	75
		27%	25%	39% ai	48%	4%	9%	25%	89%	29%	27%	34%	10%	21%	30% a	38% a
Don't know		2	2	-	*	-	-	-	-	-	2	*	-	-	2	*
		*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%
NET Important		1022	854	133	21	7	5	*	*	*	987	35	13	457	397	168
		74%	72%	84% ai	88%	100%	84%	99%	99%	33%	74%	89%	91%	68%	78% a	85% a
NET Not Important		200	182	16	2	-	1	-	-	-	197	3	1	123	58	19
		15%	15%	10%	9%	-%	12%	-%	-%	-%	15%	8%	5%	18% bc	11%	9%
Answered		1377	1181	157	24	7	6	*	*	*	1338	39	15	672	509	196
Mean score		.8	.8	1.1 ai	1.3	1.0	.8	1.2	1.9	.6	.8	1.2	1.0	.7	.9 a	1.1 a

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		1573	1400	817	1573	611	293	412	1245	121	80	56	24	25	22
Effective base		592	513	305	592	235	90	145	522	33	18	8	6	2	5
Weighted Base		1379	1144	697	1379	548	173	335	1209	82	45	22	7	7	6
Not at all important	(-2)	40	34	13	40	7	4	7	36	4	*	-	-	-	-
		3%	3%	2%	3%	1%	2%	2%	3%	5%	*%	-%	-%	-%	-%
Not very important	(-1)	160	132	60	160	41	12	27	145	10	4	1	*	*	*
		12%	12%	9%	12%	7%	7%	8%	12%	12%	9%	4%	2%	*%	*%
Neither important nor unimportant	(0)	155	136	71	155	51	13	39	143	5	2	3	*	1	*
		11%	12%	10%	11%	9%	8%	12%	12%	7%	4%	15%	3%	8%	8%
Important	(1)	652	541	315	652	258	74	174	577	36	17	10	2	5	5
		47%	47%	45%	47%	47%	43%	52%	48%	44%	37%	46%	32%	69%	81%
Very important	(2)	370	299	238	370	191	70	86	306	27	22	8	5	2	1
		27%	26%	34%	27%	35%	40%	26%	25%	33%	49%	35%	62%	22%	11%
				ac		ac	acf				a				
Don't know		2	2	*	2	*	-	2	2	-	*	-	-	-	-
		*%	*%	*%	*%	*%	-%	1%	*%	-%	*%	-%	-%	-%	-%
NET Important		1022	840	552	1022	449	144	259	883	63	39	18	7	7	5
		74%	73%	79%	74%	82%	83%	77%	73%	76%	87%	81%	94%	92%	92%
						ac									
NET Not Important		200	166	73	200	48	16	34	181	14	4	1	*	*	*
		15%	15%	11%	15%	9%	9%	10%	15%	17%	9%	4%	2%	*%	*%
			d		d										
Answered		1377	1142	697	1377	548	173	333	1207	82	45	22	7	7	6
Mean score		.8	.8	1.0	.8	1.1	1.1	.9	.8	.9	1.3	1.1	1.5	1.1	1.0
				ac		ac	ac								

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		1573	485	31	29	26	9	16	15	40	568	317	400	248	40
Effective base		592	208	9	6	6	4	2	4	10	257	121	148	61	8
Weighted Base		1379	484	27	16	9	4	3	4	11	627	275	337	121	18
Not at all important	(-2)	40	7	*	-	-	-	-	-	-	21	10	9	-	-
		3%	1%	*%	-%	-%	-%	-%	-%	-%	3%	4%	3%	-%	-%
Not very important	(-1)	160	34	5	1	1	*	*	-	*	75	29	33	20	3
		12%	7%	20%	4%	12%	5%	*%	-%	2%	12%	11%	10%	17%	15%
Neither important nor unimportant	(0)	155	49	-	-	*	1	1	*	2	82	34	29	9	*
		11%	10%	-%	-%	1%	23%	28%	6%	17%	13%	12%	9%	8%	2%
Important	(1)	652	228	10	11	2	2	2	4	7	295	139	162	48	8
		47%	47%	37%	64%	25%	42%	69%	85%	66%	47%	51%	48%	39%	43%
Very important	(2)	370	167	12	5	6	1	*	*	2	154	63	101	44	7
		27%	34%	43%	33%	63%	31%	3%	9%	15%	25%	23%	30%	37%	41%
Don't know		2	-	-	*	-	-	-	-	-	-	-	2	-	*
		*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	*%
NET Important		1022	394	22	16	8	3	2	4	9	449	202	263	92	15
		74%	81%	80%	96%	87%	72%	72%	94%	81%	72%	74%	78%	76%	84%
NET Not Important		200	41	5	1	1	*	*	-	*	96	39	42	20	3
		15%	8%	20%	4%	12%	5%	*%	-%	2%	15%	14%	13%	17%	15%
Answered		1377	484	27	16	9	4	3	4	11	627	275	335	121	18
Mean score		.8	1.1	1.0	1.3	1.4	1.0	.7	1.0	.9	.8	.8	.9	1.0	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base		1573	216	120	168	87	20	336	52	218	1489	84	1528	45
Effective base		592	109	48	55	19	4	138	18	80	565	28	578	15
Weighted Base		1379	258	100	139	40	11	343	42	162	1302	77	1335	44
Not at all important	(-2)	40	3	*	4	-	-	4	3	*	40	*	40	*
		3%	1%	*%	3%	-%	-%	1%	7% c	*%	3%	*%	3%	*%
Not very important	(-1)	160	16	6	14	5	*	21	3	16	154	6	157	2
		12%	6%	6%	10%	12%	1%	6%	8%	10%	12%	7%	12%	5%
Neither important nor unimportant	(0)	155	36	2	7	5	*	27	*	23	141	14	143	12
		11%	14% b	2%	5%	13%	2%	8%	*%	14%	11%	18%	11%	28% a
Important	(1)	652	124	57	60	16	2	144	28	85	619	33	637	15
		47%	48%	57%	43%	39%	18%	42%	67% a	53%	48%	43%	48%	33%
Very important	(2)	370	79	35	54	14	9	146	7	37	345	25	355	15
		27%	31%	35%	39%	36%	78%	43% bc	18%	23%	27%	32%	27%	33%
Don't know		2	-	-	-	-	*	*	-	-	2	*	2	-
		*%	-%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%	-%
NET Important		1022	203	91	114	30	11	290	35	122	964	57	992	29
		74%	78%	92% a	82%	76%	96%	85%	85%	75%	74%	74%	74%	67%
NET Not Important		200	20	6	18	5	*	26	6	17	195	6	198	2
		15%	8%	6%	13%	12%	1%	7%	15%	10%	15%	7%	15%	6%
Answered		1377	258	100	139	40	11	343	42	162	1299	77	1333	44
Mean score		.8	1.0	1.2	1.0	1.0	1.7	1.2 c	.8	.9	.8	1.0	.8	.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		1573	139	138	279	65	476	135	525	1260	165	425	689	135	2
Effective base		592	58	45	110	15	192	43	177	465	43	157	260	47	2
Weighted Base		1379	144	94	254	47	453	96	434	1034	113	374	593	133	1
Not at all important	(-2)	40	-	*	*	*	7	-	9	27	4	7	13	4	-
		3%	-%	*%	*%	*%	2%	-%	2%	3%	4%	2%	2%	3%	-%
Not very important	(-1)	160	4	12	20	*	31	9	20	128	7	16	59	*	*
		12%	3%	13%	8%	*%	7%	10%	5%	12% a	6%	4%	10% ac	*%	46%
Neither important nor unimportant	(0)	155	9	9	21	8	41	10	42	127	10	28	62	20	-
		11%	6%	10%	8%	16%	9%	10%	10%	12%	8%	7%	10%	15%	-%
Important	(1)	652	68	41	119	23	211	47	195	490	54	161	274	65	-
		47%	48%	44%	47%	50%	47%	49%	45%	47%	48%	43%	46%	49%	-%
Very important	(2)	370	62	31	93	16	162	29	169	260	38	161	185	43	*
		27%	43%	33%	37%	34%	36%	30%	39% b	25%	33%	43% b	31%	32%	54%
Don't know		2	*	-	*	-	*	-	*	2	-	*	*	-	-
		*%	*%	-%	*%	-%	*%	-%	*%	*%	-%	*%	*%	-%	-%
NET Important		1022	131	72	212	39	373	76	363	749	92	322	459	108	*
		74%	91%	77%	84%	83%	82%	80%	84% b	72%	81%	86% b	77%	81%	54%
NET Not Important		200	4	13	21	*	39	9	29	155	12	24	72	5	*
		15%	3%	13%	8%	*%	9%	10%	7%	15% a	10%	6%	12%	3%	46%
Answered		1377	144	94	254	47	453	96	434	1032	113	374	593	133	1
Mean score		.8	1.3 b	1.0	1.1	1.2	1.1	1.0	1.1 b	.8	1.0	1.2 b	.9	1.1	.6

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		1573	430	398	122	2	1390	805	509	1223	937	27
Effective base		592	159	156	41	2	512	301	199	456	350	4
Weighted Base		1379	384	364	95	1	1143	690	466	1054	795	8
Not at all important	(-2)	40	7	3	-	-	34	13	7	13	33	-
		3%	2%	1%	-%	-%	3%	2%	1%	1%	4% a	-%
Not very important	(-1)	160	25	31	4	-	132	60	34	91	109	-
		12%	7%	9%	4%	-%	12%	9%	7%	9%	14% a	-%
Neither important nor unimportant	(0)	155	34	34	10	-	135	69	43	102	107	*
		11%	9%	9%	11%	-%	12%	10%	9%	10%	13%	3%
Important	(1)	652	171	178	52	-	540	313	218	529	330	1
		47%	44%	49%	55%	-%	47%	45%	47%	50% b	42%	8%
Very important	(2)	370	147	118	29	1	299	235	163	318	212	7
		27%	38%	33%	31%	100%	26%	34% a	35% a	30%	27%	89%
Don't know		2	*	-	-	-	2	*	*	*	2	-
		*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	-%
NET Important		1022	318	297	81	1	840	548	381	847	543	8
		74%	83%	81%	85%	100%	73%	79%	82% a	80% b	68%	97%
NET Not Important		200	33	34	4	-	166	73	41	105	143	-
		15%	9%	9%	4%	-%	15% c	11%	9%	10%	18% a	-%
Answered		1377	384	364	95	1	1141	690	466	1054	793	8
Mean score		.8	1.1	1.0	1.1	2.0	.8	1.0 a	1.1 a	1.0 b	.7	1.9

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		1573	296	266	256	49	35	1040	865	100	43	41	14
Effective base		592	107	109	94	23	16	380	324	35	12	17	3
Weighted Base		1379	252	257	226	60	44	879	736	79	26	32	6
Not at all important	(-2)	40	-	3	7	-	-	13	27	2	-	-	-
		3%	-%	1%	3%	-%	-%	2%	4%	3%	-%	-%	-%
Not very important	(-1)	160	16	22	10	2	2	73	109	2	1	-	*
		12%	6%	9%	4%	4%	3%	8%	15% a	3%	3%	-%	1%
Neither important nor unimportant	(0)	155	26	26	15	2	7	90	96	8	5	6	-
		11%	10%	10%	7%	4%	15%	10%	13%	10%	19%	18%	-%
Important	(1)	652	120	122	100	37	22	449	321	31	15	11	4
		47%	48%	47%	44%	61%	51%	51% b	44%	40%	59%	35%	65%
Very important	(2)	370	90	84	94	19	13	254	180	36	5	15	2
		27%	36%	33%	42%	31%	30%	29%	25%	45%	19%	46%	34%
Don't know		2	*	-	-	-	-	*	2	*	-	-	-
		*%	*%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%
NET Important		1022	210	206	194	55	35	704	501	67	20	26	6
		74%	83%	80%	86%	92%	81%	80% b	68%	85%	78%	82%	99%
NET Not Important		200	16	25	17	2	2	86	137	4	1	-	*
		15%	6%	10%	7%	4%	3%	10%	19% a	5%	3%	-%	1%
Answered		1377	252	257	226	60	44	879	733	79	26	32	6
Mean score		.8	1.1	1.0	1.2	1.2	1.1	1.0 b	.7	1.2	.9	1.3	1.3

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		1573	1468	971	1510	955	944	775	1428	174	4	1344	72	392	1181
Effective base		592	553	350	572	346	336	273	548	58	3	489	32	157	434
Weighted Base		1379	1273	767	1317	766	737	557	1263	145	4	1139	69	371	1008
Not at all important	(-2)	40	40	12	40	14	13	12	40	-	-	29	5	11	29
		3%	3%	2%	3%	2%	2%	2%	3%	-%	-%	3%	7%	3%	3%
Not very important	(-1)	160	153	72	155	60	92	39	155	8	2	130	8	29	131
		12%	12% d	9%	12%	8%	12%	7%	12% a	5%	52%	11%	11%	8%	13%
Neither important nor unimportant	(0)	155	148	85	149	74	63	46	144	13	-	118	6	39	116
		11%	12%	11%	11%	10%	8%	8%	11%	9%	-%	10%	8%	10%	12%
Important	(1)	652	600	366	625	365	367	258	589	88	*	548	30	163	488
		47%	47%	48%	47%	48%	50%	46%	47%	61% ab	1%	48%	43%	44%	48%
Very important	(2)	370	329	230	345	250	201	200	333	37	2	313	19	127	243
		27%	26%	30%	26%	33% ac	27%	36% b	26%	25%	47%	27%	27%	34% b	24%
Don't know		2	2	2	2	2	2	2	2	-	-	*	2	2	-
		*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	3% a	1%	-%
NET Important		1022	929	596	970	616	568	458	921	125	2	861	48	290	731
		74%	73%	78%	74%	80% ac	77%	82% b	73%	86% b	48%	76%	70%	78%	73%
NET Not Important		200	194	84	195	74	104	51	196	8	2	160	13	40	160
		15%	15% d	11%	15% d	10%	14%	9%	15% ac	5%	52%	14%	18%	11%	16%
Answered		1377	1271	765	1315	764	735	555	1261	145	4	1139	67	369	1008
Mean score		.8	.8	1.0 a	.8	1.0 ac	.9	1.1 b	.8	1.1	.4	.9	.7	1.0 b	.8

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		1573	293	14	112	233	173	903	486	139	151	1211	784	789
Effective base		592	104	6	34	89	59	367	162	58	47	468	252	341
Weighted Base		1379	255	10	88	214	136	848	385	124	140	1075	553	826
Not at all important	(-2)	40	*	*	*	*	1	33	7	*	7	33	20	21
		3%	*%	1%	*%	*%	*%	4%	2%	*%	5%	3%	4%	2%
Not very important	(-1)	160	20	*	9	11	13	101	45	8	7	145	75	85
		12%	8%	1%	10%	5%	10%	12%	12%	7%	5%	13%	14%	10%
Neither important nor unimportant	(0)	155	23	-	6	23	7	95	48	5	16	133	62	93
		11%	9%	-%	7%	11%	5%	11%	13%	4%	12%	12%	11%	11%
Important	(1)	652	121	7	46	97	46	418	182	57	64	512	249	403
		47%	47%	68%	52%	45%	34%	49%	47%	46%	46%	48%	45%	49%
								a						
Very important	(2)	370	91	3	27	82	69	198	103	53	43	252	144	226
		27%	36%	30%	31%	38%	51%	23%	27%	43%	31%	23%	26%	27%
							bc			c				
Don't know		2	*	-	*	-	*	2	-	*	2	-	2	-
		*%	*%	-%	*%	-%	*%	*%	-%	*%	2%	-%	*%	-%
											c			
NET Important		1022	211	10	73	179	115	616	285	111	108	764	393	628
		74%	83%	98%	83%	84%	85%	73%	74%	89%	77%	71%	71%	76%
							b			c				
NET Not Important		200	20	*	9	12	14	134	52	8	14	178	95	105
		15%	8%	2%	11%	5%	10%	16%	14%	7%	10%	17%	17%	13%
Answered		1377	255	10	88	214	136	845	385	124	138	1075	551	826
Mean score		.8	1.1	1.3	1.0	1.2	1.3	.8	.9	1.3	.9	.7	.8	.9
							bc			c				

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 63 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1573	386	474	428	285	860	713
Effective base		592	137	173	159	133	305	290
Weighted Base		1379	382	375	363	260	756	623
Not at all important	(-2)	40	5	21	13	1	26	15
		3%	1%	6%	4%	1%	3%	2%
				ad				
Not very important	(-1)	160	63	36	26	35	98	61
		12%	16%	10%	7%	14%	13%	10%
			c					
Neither important nor unimportant	(0)	155	30	53	46	26	83	72
		11%	8%	14%	13%	10%	11%	12%
Important	(1)	652	161	188	191	112	349	303
		47%	42%	50%	53%	43%	46%	49%
Very important	(2)	370	123	78	84	85	201	169
		27%	32%	21%	23%	33%	27%	27%
			b			b		
Don't know		2	-	*	2	-	*	2
		*%	-%	*%	1%	-%	*%	*%
NET Important		1022	284	266	275	197	550	472
		74%	74%	71%	76%	76%	73%	76%
NET Not Important		200	67	57	40	37	124	76
		15%	18%	15%	11%	14%	16%	12%
Answered		1377	382	375	361	260	756	620
Mean score		.8	.9	.7	.8	.9	.8	.9

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1573	727	846	1051	279	68	175	522
Effective base		592	260	339	538	169	29	103	223
Weighted Base		1379	523	857	1310	57	8	4	69
Not at all important	(-2)	82	21	61	80	2	*	*	2
		6%	4%	7%	6% d	4%	2%	*%	3%
Not very important	(-1)	259	144	115	246	12	1	*	13
		19%	28% b	13%	19%	20% d	12%	11%	19%
Neither important nor unimportant	(0)	241	29	211	232	8	1	*	9
		17%	6%	25% a	18% d	13%	11%	7%	13%
Important	(1)	493	223	270	464	24	3	2	29
		36%	43% b	31%	35%	42%	38%	48% a	42%
Very important	(2)	297	99	198	281	12	3	1	16
		22%	19%	23%	21%	21%	38% ab	34% ab	24%
Don't know		7	5	2	7	-	-	-	-
		1%	1%	*%	1%	-%	-%	-%	-%
NET Important		791	323	468	745	36	6	4	45
		57%	62%	55%	57%	63%	76% a	81% abe	65% a
NET Not Important		341	166	175	326	14	1	*	15
		25%	32% b	20%	25% d	24% d	14%	11%	22% d
Answered		1372	518	854	1303	57	8	4	69
Mean score		.5	.5	.5	.5	.6	1.0 a	1.0 abe	.6

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1573	575	310	166	164	183	175	1051	279	243
Effective base		592	304	160	102	102	95	103	538	169	64
Weighted Base		1379	826	352	132	34	30	4	1310	57	12
Not at all important	(-2)	82	61	16	3	1	1	*	80	2	*
		6%	7% f	5%	2%	2%	4%	*%	6% f	4%	1%
Not very important	(-1)	259	177	44	25	8	5	*	246	12	1
		19%	21% bf	12%	19%	23% bf	15%	11%	19%	20% f	12%
Neither important nor unimportant	(0)	241	164	47	21	5	3	*	232	8	1
		17%	20% fi	13%	16%	15%	11%	7%	18% f	13%	9%
Important	(1)	493	252	164	48	13	13	2	464	24	5
		36%	31%	47% ag	36%	38%	45% a	48% ag	35%	42% a	41%
Very important	(2)	297	168	81	33	7	7	1	281	12	4
		22%	20%	23%	25%	22%	25%	34% abdgh	21%	21%	37% abdgh
Don't know		7	5	*	2	-	-	-	7	-	-
		1%	1%	*%	2%	-%	-%	-%	1%	-%	-%
NET Important		791	420	245	81	21	21	4	745	36	9
		57%	51%	70% ag	61%	60%	69% ag	81% abcdegh	57%	63% a	78% acdgh
NET Not Important		341	238	60	28	9	6	*	326	14	2
		25%	29% bfi	17%	21%	25% fi	20%	11%	25% bfi	24% f	13%
Answered		1372	821	352	130	34	30	4	1303	57	12
Mean score		.5	.4	.7 ag	.6 a	.5	.7 a	1.0 abcdegh	.5	.6	1.0 acdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		1573	533	195	70	42	182
Effective base		592	300	82	26	6	35
Weighted Base		1379	819	179	30	17	42
Not at all important	(-2)	82	59	8	*	1	5
		6%	7%	4%	*%	8%	12%
Not very important	(-1)	259	150	29	4	2	10
		19%	18%	16%	12%	12%	23%
Neither important nor unimportant	(0)	241	168	33	4	1	6
		17%	21%	19%	13%	3%	14%
Important	(1)	493	263	70	8	3	11
		36%	32%	39%	29%	15%	26%
Very important	(2)	297	173	38	14	10	8
		22%	21%	21%	47%	61%	20%
					abe	abe	
Don't know		7	5	-	-	-	2
		1%	1%	-%	-%	-%	5%
							a
NET Important		791	437	108	22	13	19
		57%	53%	60%	75%	77%	46%
					ae		
NET Not Important		341	210	37	4	3	15
		25%	26%	21%	12%	20%	35%
Answered		1372	815	179	30	17	40
Mean score		.5	.4	.6	1.1	1.1	.2
					abe		

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		1573	90	96	131	63	104	126	86	77	88	861	244	242	226
Effective base		592	55	61	65	36	67	71	56	41	51	475	151	158	69
Weighted Base		1379	105	119	210	63	127	211	184	96	109	1223	76	53	27
Not at all important	(-2)	82	5	4	15	2	11	9	10	3	15	73	4	3	1
		6%	5%	3%	7%	3%	9%	4%	5%	3%	14% bjklm	6%	5%	6%	4%
Not very important	(-1)	259	22	14	38	7	23	44	37	25	17	227	13	13	7
		19%	21%	11%	18%	11%	18%	21%	20%	26%	15%	19%	17%	24% b	25%
Neither important nor unimportant	(0)	241	16	24	39	8	24	50	20	16	21	217	14	7	2
		17%	15%	20%	19%	13%	19%	23% m	11%	17%	19%	18%	18%	14%	9%
Important	(1)	493	44	50	74	25	40	58	73	29	39	432	32	19	10
		36%	42%	42%	35%	39%	32%	27%	40%	31%	36%	35%	42% f	36%	37%
Very important	(2)	297	18	27	43	21	29	50	40	23	17	267	13	11	6
		22%	17%	23%	20%	33% ik	23%	24%	22%	24%	15%	22%	18%	20%	24%
Don't know		7	-	-	2	-	-	-	4	-	-	7	-	*	*
		1%	-%	-%	1%	-%	-%	-%	2%	-%	-%	1%	-%	*%	*%
NET Important		791	62	77	117	46	69	108	113	52	56	699	46	30	16
		57%	59%	65%	55%	73% fi	54%	51%	61%	54%	51%	57%	60%	56%	61%
NET Not Important		341	27	18	53	9	34	53	47	28	32	300	17	16	8
		25%	26%	15%	25%	14%	27%	25%	25%	29%	30%	25%	22%	29% b	30%
Answered		1372	105	119	208	63	127	211	180	96	109	1216	76	53	26
Mean score		.5	.5	.7 i	.4	.9 ijl	.4	.5	.5	.5	.2	.5	.5	.4	.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		1573	62	108	13	205	228	78	128	687	1221	352	1418	155
Effective base		592	22	35	4	71	86	35	53	286	465	135	553	46
Weighted Base		1379	55	86	10	186	278	49	119	506	1136	244	1314	65
Not at all important	(-2)	82	*	5	-	6	23	2	8	35	71	11	81	*
		6%	*%	5%	-%	3%	8%	4%	7%	7%	6%	4%	6%	1%
Not very important	(-1)	259	5	21	*	42	57	12	19	98	219	40	251	8
		19%	9%	24%	1%	22%	20%	24%	16%	19%	19%	16%	19%	12%
Neither important nor unimportant	(0)	241	9	15	6	22	47	12	21	95	198	43	236	5
		17%	17%	17%	63%	12%	17%	24%	18%	19%	17%	18%	18%	7%
Important	(1)	493	23	26	3	73	83	12	51	174	400	94	463	31
		36%	41%	31%	31%	39%	30%	25%	43%	34%	35%	38%	35%	47%
Very important	(2)	297	18	20	1	43	66	11	19	103	241	56	276	21
		22%	32%	23%	5%	23%	24%	23%	16%	20%	21%	23%	21%	33%
Don't know		7	-	-	-	-	2	-	*	*	7	*	7	-
		1%	-%	-%	-%	-%	1%	-%	*%	*%	1%	*%	1%	-%
NET Important		791	40	46	4	116	149	23	70	277	641	150	739	52
		57%	73%	53%	36%	62%	53%	48%	59%	55%	56%	61%	56%	79%
														a
NET Not Important		341	5	25	*	48	80	13	27	134	290	50	332	9
		25%	10%	29%	1%	26%	29%	27%	23%	26%	26%	21%	25%	13%
Answered		1372	55	86	10	186	276	49	119	506	1129	243	1307	65
Mean score		.5	1.0	.4	.4	.6	.4	.4	.5	.4	.5	.6	.5	1.0
			h											a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		1573	1546	27	977	307	286
Effective base		592	578	13	376	99	118
Weighted Base		1379	1348	31	896	208	274
Not at all important	(-2)	82	82	-	59	8	14
		6%	6%	-%	7%	4%	5%
Not very important	(-1)	259	251	8	179	27	52
		19%	19%	25%	20%	13%	19%
Neither important nor unimportant	(0)	241	237	4	164	29	48
		17%	18%	14%	18%	14%	18%
Important	(1)	493	479	14	327	81	86
		36%	36%	46%	36%	39%	31%
Very important	(2)	297	293	5	161	63	73
		22%	22%	15%	18%	30%	27%
						a	a
Don't know		7	7	-	7	-	-
		1%	1%	-%	1%	-%	-%
NET Important		791	772	19	488	144	159
		57%	57%	61%	54%	69%	58%
						a	
NET Not Important		341	333	8	238	35	67
		25%	25%	25%	27%	17%	24%
Answered		1372	1341	31	889	208	274
Mean score		.5	.5	.5	.4	.8	.6
						a	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		1573	1201	263	62	11	17	8	6	5	1464	109	47	593	608	372
Effective base		592	509	71	9	1	5	2	2	2	580	13	4	268	245	83
Weighted Base		1379	1183	157	24	7	6	*	*	*	1340	39	15	672	511	196
Not at all important	(-2)	82	77	5	-	-	-	*	-	-	82	*	*	59	18	5
		6%	7%	3%	-%	-%	-%	60%	-%	-%	6%	*%	1%	9% bc	4%	2%
Not very important	(-1)	259	232	24	2	*	1	-	-	-	256	3	1	146	86	27
		19%	20%	15%	9%	1%	9%	-%	-%	-%	19%	8%	4%	22%	17%	14%
Neither important nor unimportant	(0)	241	207	29	1	-	3	*	*	*	236	5	4	131	75	34
		17%	17%	19%	5%	-%	53%	1%	4%	67%	18%	13%	25%	20%	15%	17%
Important	(1)	493	420	57	14	*	2	*	*	*	477	17	3	233	187	73
		36%	36%	36%	58%	1%	37%	38%	1%	9%	36%	43%	17%	35%	37%	37%
Very important	(2)	297	240	43	7	7	*	*	*	*	283	14	8	100	140	57
		22%	20%	27%	27%	98%	1%	1%	95%	23%	21%	37%	52%	15%	27% a	29% a
Don't know		7	7	-	-	-	-	-	-	-	7	-	-	2	5	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%	1%	-%
NET Important		791	660	99	21	7	2	*	*	*	760	31	10	333	327	130
		57%	56%	63%	85%	99%	38%	39%	96%	33%	57%	79%	70%	50%	64% a	66% a
NET Not Important		341	309	29	2	*	1	*	-	-	338	3	1	205	104	32
		25%	26%	18%	9%	1%	9%	60%	-%	-%	25%	8%	5%	31% bc	20%	16%
Answered		1372	1176	157	24	7	6	*	*	*	1333	39	15	669	506	196
Mean score		.5	.4	.7	1.0	2.0	.3	-.8	1.9	.6	.5	1.1	1.2	.3	.7 a	.8 a

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		1573	1400	817	1573	611	293	412	1245	121	80	56	24	25	22
Effective base		592	513	305	592	235	90	145	522	33	18	8	6	2	5
Weighted Base		1379	1144	697	1379	548	173	335	1209	82	45	22	7	7	6
Not at all important	(-2)	82	71	29	82	22	8	15	74	5	*	3	-	*	*
		6%	6%	4%	6%	4%	5%	5%	6%	6%	*%	12%	-%	*%	2%
Not very important	(-1)	259	213	96	259	81	20	58	241	8	3	1	*	5	*
		19%	19%	14%	19%	15%	11%	17%	20%	10%	7%	5%	3%	66%	6%
Neither important nor unimportant	(0)	241	198	119	241	101	23	58	221	13	1	2	*	1	2
		17%	17%	17%	17%	18%	13%	17%	18%	16%	3%	11%	4%	8%	39%
Important	(1)	493	407	257	493	174	67	105	441	33	12	4	*	2	1
		36%	36%	37%	36%	32%	38%	31%	36%	40%	28%	19%	5%	22%	22%
Very important	(2)	297	247	189	297	164	52	91	226	24	28	12	6	*	2
		22%	22%	27%	22%	30%	30%	27%	19%	29%	62%	53%	88%	3%	31%
						ac					ab	a			
Don't know		7	7	7	7	7	4	7	7	-	-	-	-	-	-
		1%	1%	1%	1%	1%	3%	2%	1%	-%	-%	-%	-%	-%	-%
							c								
NET Important		791	654	447	791	338	119	197	666	56	40	16	7	2	3
		57%	57%	64%	57%	62%	68%	59%	55%	69%	90%	72%	93%	26%	52%
							ac				a				
NET Not Important		341	284	125	341	102	28	73	315	13	3	4	*	5	*
		25%	25%	18%	25%	19%	16%	22%	26%	16%	8%	17%	3%	66%	8%
			b		b										
Answered		1372	1137	690	1372	541	169	328	1202	82	45	22	7	7	6
Mean score		.5	.5	.7	.5	.7	.8	.6	.4	.8	1.4	1.0	1.8	-.4	.7
				ac		ac	ac				ab				

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		1573	485	31	29	26	9	16	15	40	568	317	400	248	40
Effective base		592	208	9	6	6	4	2	4	10	257	121	148	61	8
Weighted Base		1379	484	27	16	9	4	3	4	11	627	275	337	121	18
Not at all important	(-2)	82	22	*	*	-	-	-	-	-	38	20	21	2	*
		6%	4%	*%	*%	-%	-%	-%	-%	-%	6%	7%	6%	1%	*%
Not very important	(-1)	259	71	4	5	1	*	*	-	*	146	28	59	21	5
		19%	15%	13%	29%	12%	2%	3%	-%	1%	23% b	10%	18%	17%	26%
Neither important nor unimportant	(0)	241	96	2	*	*	1	1	1	3	113	52	60	13	3
		17%	20%	7%	2%	*%	28%	27%	33%	30%	18%	19%	18%	11%	15%
Important	(1)	493	147	11	11	3	1	*	1	3	222	101	117	46	7
		36%	30%	39%	64%	36%	40%	3%	27%	25%	35%	37%	35%	38%	40%
Very important	(2)	297	143	11	1	5	1	2	2	5	106	68	80	40	4
		22%	29%	41%	6%	52%	30%	67%	41%	44%	17%	25%	24%	33% a	19%
Don't know		7	7	-	-	-	-	-	-	-	2	5	*	-	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	*%	2%	*%	-%	-%
NET Important		791	289	22	11	8	3	2	3	7	328	169	197	86	11
		57%	60%	80%	70%	88%	70%	70%	67%	69%	52%	62%	58%	71% a	59%
NET Not Important		341	93	4	5	1	*	*	-	*	184	49	81	22	5
		25%	19%	13%	29%	12%	2%	3%	-%	1%	29% b	18%	24%	19%	27%
Answered		1372	477	27	16	9	4	3	4	11	625	270	337	121	18
Mean score		.5	.7	1.1	.5	1.3	1.0	1.3	1.1	1.1	.3	.6 a	.5	.8 a	.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base		1573	216	120	168	87	20	336	52	218	1489	84	1528	45
Effective base		592	109	48	55	19	4	138	18	80	565	28	578	15
Weighted Base		1379	258	100	139	40	11	343	42	162	1302	77	1335	44
Not at all important	(-2)	82	12	2	7	*	-	13	3	6	81	*	82	*
		6%	5%	2%	5%	1%	-%	4%	6%	4%	6%	1%	6%	*%
Not very important	(-1)	259	36	4	36	5	-	56	3	22	252	7	258	1
		19%	14%	4%	26% b	13%	-%	16%	8%	13%	19%	9%	19%	2%
Neither important nor unimportant	(0)	241	52	11	30	7	*	64	5	32	224	17	225	16
		17%	20%	11%	21%	17%	4%	19%	12%	20%	17%	22%	17%	36%
Important	(1)	493	74	42	44	12	2	95	14	65	469	25	478	15
		36%	29%	42%	32%	31%	16%	28%	33%	40%	36%	32%	36%	35%
Very important	(2)	297	77	41	22	15	9	110	17	38	268	29	285	12
		22%	30% c	41% c	16%	38% c	80%	32%	40%	23%	21%	37% a	21%	27%
Don't know		7	7	-	-	-	-	7	-	*	7	-	7	-
		1%	3%	-%	-%	-%	-%	2%	-%	*%	1%	-%	1%	-%
NET Important		791	151	82	66	27	11	205	30	102	737	54	763	27
		57%	59%	83% ac	48%	69%	96%	60%	73%	63%	57%	69%	57%	62%
NET Not Important		341	48	6	43	5	-	68	6	28	334	7	340	1
		25%	19% b	6%	31% b	13%	-%	20%	15%	17%	26%	9%	25% b	2%
Answered		1372	252	100	139	40	11	336	42	162	1295	77	1328	44
Mean score		.5	.7 c	1.1 ac	.3	.9 c	1.8	.7	.9	.7	.5	1.0 a	.5	.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		1573	139	138	279	65	476	135	525	1260	165	425	689	135	2
Effective base		592	58	45	110	15	192	43	177	465	43	157	260	47	2
Weighted Base		1379	144	94	254	47	453	96	434	1034	113	374	593	133	1
Not at all important	(-2)	82	5	3	8	*	14	7	11	68	11	9	28	14	-
		6%	3%	4%	3%	*%	3%	8%	3%	7% a	9% a	2%	5%	10% a	-%
Not very important	(-1)	259	18	14	33	1	69	12	41	203	15	25	95	8	-
		19%	13%	15%	13%	2%	15%	13%	9%	20% a	13%	7%	16% a	6%	-%
Neither important nor unimportant	(0)	241	21	15	43	10	86	15	66	181	17	56	100	20	-
		17%	14%	16%	17%	22%	19%	15%	15%	17%	15%	15%	17%	15%	-%
Important	(1)	493	52	28	88	16	149	25	150	377	30	142	215	47	*
		36%	36%	30%	35%	35%	33%	26%	34%	36%	26%	38%	36%	36%	46%
Very important	(2)	297	48	29	78	19	132	32	161	205	40	135	155	44	*
		22%	34%	31%	30%	41%	29%	34%	37% b	20%	36% b	36% b	26%	33%	54%
Don't know		7	-	4	4	-	2	4	7	*	-	7	-	-	-
		1%	-%	5%	2%	-%	1%	5% a	2% b	*%	-%	2% b	-%	-%	-%
NET Important		791	100	57	165	36	281	57	310	582	70	278	370	91	1
		57%	70%	61%	65%	76%	62%	60%	71% b	56%	62%	74% b	62%	68%	100%
NET Not Important		341	23	17	41	1	83	19	52	271	26	34	123	22	-
		25%	16%	18%	16%	2%	18%	20%	12%	26% a	23%	9%	21% a	16%	-%
Answered		1372	144	89	250	47	450	91	428	1034	113	367	593	133	1
Mean score		.5	.8	.7	.8	1.2	.7	.7	1.0 b	.4	.7	1.0 b	.6	.7	1.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		1573	430	398	122	2	1390	805	509	1223	937	27
Effective base		592	159	156	41	2	512	301	199	456	350	4
Weighted Base		1379	384	364	95	1	1143	690	466	1054	795	8
Not at all important	(-2)	82	9	16	8	-	71	29	19	38	55	-
		6%	2%	5%	8%	-%	6%	4%	4%	4%	7% a	-%
Not very important	(-1)	259	60	54	14	-	213	96	74	162	174	*
		19%	16%	15%	15%	-%	19%	14%	16%	15%	22% a	3%
Neither important nor unimportant	(0)	241	47	80	5	-	198	119	87	161	174	*
		17%	12%	22% ac	5%	-%	17%	17%	19%	15%	22% a	3%
Important	(1)	493	130	111	39	1	406	253	149	426	241	3
		36%	34%	31%	41%	68%	36%	37%	32%	40% b	30%	41%
Very important	(2)	297	131	103	29	*	247	187	134	260	149	4
		22%	34%	28%	30%	32%	22%	27%	29% a	25% b	19%	52%
Don't know		7	7	*	-	-	7	7	2	7	2	-
		1%	2%	*%	-%	-%	1%	1%	1%	1%	*%	-%
NET Important		791	262	214	68	1	654	440	283	686	390	8
		57%	68%	59%	72%	100%	57%	64%	61%	65% b	49%	94%
NET Not Important		341	69	71	22	-	284	125	94	200	229	*
		25%	18%	19%	23%	-%	25% b	18%	20%	19%	29% a	3%
Answered		1372	378	364	95	1	1136	684	463	1047	792	8
Mean score		.5	.8	.6	.7	1.3	.5	.7 a	.7	.7 b	.3	1.4

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		1573	296	266	256	49	35	1040	865	100	43	41	14
Effective base		592	107	109	94	23	16	380	324	35	12	17	3
Weighted Base		1379	252	257	226	60	44	879	736	79	26	32	6
Not at all important	(-2)	82	8	13	5	4	7	35	49	5	-	-	*
		6%	3%	5%	2%	7%	17% ac	4%	7%	6%	-%	-%	3%
Not very important	(-1)	259	28	54	28	9	13	151	162	7	1	3	3
		19%	11%	21%	13%	15%	30% a	17%	22%	9%	5%	11%	53%
Neither important nor unimportant	(0)	241	46	53	29	5	1	133	159	14	5	6	*
		17%	18%	21%	13%	8%	3%	15%	22% a	18%	21%	20%	*%
Important	(1)	493	92	72	77	22	10	351	238	17	15	11	2
		36%	37%	28%	34%	37%	24%	40% b	32%	22%	58% a	36%	30%
Very important	(2)	297	77	65	85	19	11	209	128	35	4	11	1
		22%	31%	25%	38%	32%	26%	24% b	17%	45%	16%	34%	14%
Don't know		7	-	-	2	-	-	*	*	-	-	-	-
		1%	-%	-%	1%	-%	-%	*%	*%	-%	-%	-%	-%
NET Important		791	169	137	162	42	22	560	366	53	19	22	2
		57%	67% b	53%	72% b	70%	50%	64% b	50%	67%	74%	70%	44%
NET Not Important		341	37	67	33	13	21	186	211	12	1	3	3
		25%	15%	26% ac	15%	22%	47% ac	21%	29% a	15%	5%	11%	56%
Answered		1372	252	257	224	60	44	879	735	79	26	32	6
Mean score		.5	.8 be	.5	.9 be	.7	.1	.6 b	.3	.9	.9	.9	*

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		1573	1468	971	1510	955	944	775	1428	174	4	1344	72	392	1181
Effective base		592	553	350	572	346	336	273	548	58	3	489	32	157	434
Weighted Base		1379	1273	767	1317	766	737	557	1263	145	4	1139	69	371	1008
Not at all important	(-2)	82	78	32	81	29	28	14	81	5	-	63	7	11	71
		6%	6%	4%	6%	4%	4%	2%	6% a	3%	-%	6%	10%	3%	7%
Not very important	(-1)	259	246	123	248	130	153	90	246	17	-	227	8	50	209
		19%	19%	16%	19%	17%	21%	16%	19%	12%	-%	20%	11%	14%	21% a
Neither important nor unimportant	(0)	241	222	127	230	121	89	63	228	25	-	185	14	78	163
		17%	17% e	17%	17% e	16%	12%	11%	18% a	17%	-%	16%	20%	21%	16%
Important	(1)	493	453	279	473	276	272	202	446	49	2	406	27	125	369
		36%	36%	36%	36%	36%	37%	36%	35%	34%	52%	36%	38%	34%	37%
Very important	(2)	297	266	200	278	204	191	186	260	49	2	255	14	103	194
		22%	21%	26%	21%	27% a	26%	33% b	21%	34% b	48%	22%	21%	28% b	19%
Don't know		7	7	7	7	7	5	2	3	-	-	3	-	4	3
		1%	1%	1%	1%	1%	1%	*%	*%	-%	-%	*%	-%	1%	*%
NET Important		791	719	479	751	480	463	388	706	98	4	661	41	228	563
		57%	57%	62%	57%	63%	63%	70% b	56%	68%	100%	58%	59%	61%	56%
NET Not Important		341	325	155	329	159	181	104	327	22	-	290	15	61	280
		25%	26%	20%	25%	21%	25%	19%	26% a	15%	-%	25%	21%	16%	28% a
Answered		1372	1266	760	1310	760	732	555	1261	145	4	1137	69	367	1005
Mean score		.5	.5	.6 ac	.5	.7 ac	.6	.8 b	.4	.8 b	1.5	.5	.5	.7 b	.4

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		1573	293	14	112	233	173	903	486	139	151	1211	784	789
Effective base		592	104	6	34	89	59	367	162	58	47	468	252	341
Weighted Base		1379	255	10	88	214	136	848	385	124	140	1075	553	826
Not at all important	(-2)	82	8	*	*	8	6	54	20	4	5	73	34	48
		6%	3%	1%	1%	4%	4%	6%	5%	3%	3%	7%	6%	6%
Not very important	(-1)	259	30	*	15	19	22	150	87	15	10	229	98	161
		19%	12%	*%	17%	9%	16%	18%	22%	12%	7%	21% b	18%	19%
Neither important nor unimportant	(0)	241	38	6	16	38	12	177	47	16	45	173	63	177
		17%	15%	57%	18%	18%	9%	21% ac	12%	13%	32% ac	16%	11%	21% a
Important	(1)	493	89	3	21	83	49	297	146	52	44	384	225	268
		36%	35%	31%	24%	39%	36%	35%	38%	42%	31%	36%	41% b	32%
Very important	(2)	297	87	1	32	65	48	165	83	33	36	212	132	165
		22%	34%	10%	36%	31%	35% bc	19%	22%	26%	26%	20%	24%	20%
Don't know		7	4	-	4	-	-	4	2	4	-	2	*	7
		1%	2%	-%	5% b	-%	-%	1%	1%	4% c	-%	*%	*%	1%
NET Important		791	176	4	52	149	97	462	229	85	80	596	357	433
		57%	69%	41%	59%	70%	71% b	54%	60%	68%	57%	56%	65% b	52%
NET Not Important		341	37	*	15	27	27	205	106	18	15	303	132	209
		25%	15%	2%	17%	13%	20%	24%	28%	15%	11%	28% ab	24%	25%
Answered		1372	251	10	83	214	136	843	383	119	140	1072	552	820
Mean score		.5	.9	.5	.8	.8	.8 b	.4	.5	.8 c	.7	.4	.6	.4

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 64 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1573	386	474	428	285	860	713
Effective base		592	137	173	159	133	305	290
Weighted Base		1379	382	375	363	260	756	623
Not at all important	(-2)	82	22	33	20	7	55	27
		6%	6%	9%	6%	3%	7%	4%
				d				
Not very important	(-1)	259	73	59	69	58	132	127
		19%	19%	16%	19%	22%	17%	20%
Neither important nor unimportant	(0)	241	33	86	85	36	119	121
		17%	9%	23%	23%	14%	16%	19%
				ad	ad			
Important	(1)	493	172	123	98	100	295	198
		36%	45%	33%	27%	39%	39%	32%
			bc			c		
Very important	(2)	297	75	74	91	58	148	149
		22%	20%	20%	25%	22%	20%	24%
Don't know		7	7	*	*	-	7	*
		1%	2%	*%	*%	-%	1%	*%
NET Important		791	247	197	189	159	444	347
		57%	65%	53%	52%	61%	59%	56%
			bc					
NET Not Important		341	95	91	89	65	187	154
		25%	25%	24%	25%	25%	25%	25%
Answered		1372	375	375	363	260	750	622
Mean score		.5	.5	.4	.5	.6	.5	.5

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1573	727	846	1051	279	68	175	522
Effective base		592	260	339	538	169	29	103	223
Weighted Base		1379	523	857	1310	57	8	4	69
Not at all important	(-2)	24	9	15	23	1	*	*	1
		2%	2%	2%	2%	2%	2%	1%	2%
Not very important	(-1)	110	80	31	105	4	1	*	5
		8%	15%	4%	8%	6%	17%	10%	8%
			b						
Neither important nor unimportant	(0)	116	21	95	113	3	*	*	3
		8%	4%	11%	9%	5%	4%	3%	5%
				a	de				
Important	(1)	682	302	380	642	35	3	2	40
		49%	58%	44%	49%	62%	34%	57%	58%
			b			ac		c	ac
Very important	(2)	441	107	334	422	15	3	1	19
		32%	21%	39%	32%	26%	43%	29%	28%
				a					
Don't know		5	3	2	5	-	-	-	-
		*%	1%	*%	*%	-%	-%	-%	-%
NET Important		1123	410	714	1064	50	6	4	59
		81%	78%	83%	81%	87%	77%	86%	86%
NET Not Important		134	89	46	128	5	1	*	7
		10%	17%	5%	10%	8%	19%	11%	9%
			b						
Answered		1374	519	854	1305	57	8	4	69
Mean score		1.0	.8	1.2	1.0	1.0	1.0	1.0	1.0
				a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1573	575	310	166	164	183	175	1051	279	243
Effective base		592	304	160	102	102	95	103	538	169	64
Weighted Base		1379	826	352	132	34	30	4	1310	57	12
Not at all important	(-2)	24	13	7	3	1	*	*	23	1	*
		2%	2%	2%	2%	2%	2%	1%	2%	2%	2%
Not very important	(-1)	110	61	34	11	3	2	*	105	4	2
		8%	7%	10%	8%	7%	8%	10%	8%	6%	14%
Neither important nor unimportant	(0)	116	83	20	10	1	2	*	113	3	*
		8%	10%	6%	8%	4%	6%	3%	9%	5%	3%
			dfh						f		
Important	(1)	682	395	194	53	20	18	2	642	35	5
		49%	48%	55%	40%	58%	58%	57%	49%	62%	42%
				c		ci	ci	c		acgi	
Very important	(2)	441	273	96	53	10	8	1	422	15	5
		32%	33%	27%	40%	28%	27%	29%	32%	26%	38%
					beh						
Don't know		5	2	1	2	-	-	-	5	-	-
		*%	*%	*%	2%	-%	-%	-%	*%	-%	-%
NET Important		1123	668	290	106	30	26	4	1064	50	10
		81%	81%	82%	80%	87%	85%	86%	81%	87%	81%
NET Not Important		134	73	41	14	3	3	*	128	5	2
		10%	9%	12%	10%	10%	9%	11%	10%	8%	16%
Answered		1374	824	351	130	34	30	4	1305	57	12
Mean score		1.0	1.0	1.0	1.1	1.0	1.0	1.0	1.0	1.0	1.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		1573	533	195	70	42	182
Effective base		592	300	82	26	6	35
Weighted Base		1379	819	179	30	17	42
Not at all important	(-2)	24	15	2	*	1	*
		2%	2%	1%	*%	5%	1%
Not very important	(-1)	110	48	24	*	8	1
		8%	6%	13%	1%	49%	3%
				a		abce	
Neither important nor unimportant	(0)	116	85	11	1	1	2
		8%	10%	6%	2%	4%	6%
Important	(1)	682	379	96	15	3	22
		49%	46%	54%	49%	19%	52%
Very important	(2)	441	292	45	14	4	14
		32%	36%	25%	48%	23%	33%
					b		
Don't know		5	1	-	-	-	2
		*%	*%	-%	-%	-%	5%
							a
NET Important		1123	671	141	29	7	36
		81%	82%	79%	97%	42%	85%
			d		abd		d
NET Not Important		134	62	26	*	9	2
		10%	8%	15%	1%	54%	4%
						abce	
Answered		1374	819	179	30	17	40
Mean score		1.0	1.1	.9	1.4	.1	1.2
			d		abd		d

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		1573	90	96	131	63	104	126	86	77	88	861	244	242	226
Effective base		592	55	61	65	36	67	71	56	41	51	475	151	158	69
Weighted Base		1379	105	119	210	63	127	211	184	96	109	1223	76	53	27
Not at all important	(-2)	24	1	1	9	-	3	*	4	-	3	21	2	*	1
		2%	1%	1%	4%	-%	2%	*%	2%	-%	3%	2%	3%	1%	2%
Not very important	(-1)	110	4	10	24	4	6	13	18	5	11	97	7	3	3
		8%	4%	8%	12%	7%	5%	6%	10%	5%	10%	8%	10%	6%	11%
Neither important nor unimportant	(0)	116	7	15	18	3	11	20	12	11	8	106	5	4	1
		8%	7%	12%	8%	5%	9%	9%	7%	11%	8%	9%	6%	8%	5%
Important	(1)	682	54	56	82	30	54	93	101	59	66	596	40	32	14
		49%	52%	48%	39%	47%	43%	44%	55%	61%	61%	49%	53%	60%	53%
										c	c			cefj	
Very important	(2)	441	39	37	75	23	52	85	47	22	19	399	22	14	8
		32%	37%	31%	36%	37%	41%	40%	25%	22%	18%	33%	28%	25%	28%
			i		i	i	hil	il				i			
Don't know		5	-	-	2	2	-	-	1	-	-	5	-	-	-
		*%	-%	-%	1%	4%	-%	-%	1%	-%	-%	*%	-%	-%	-%
						jkl									
NET Important		1123	92	93	158	53	107	178	148	80	86	994	62	46	22
		81%	88%	79%	75%	84%	84%	84%	80%	83%	79%	81%	81%	86%	81%
NET Not Important		134	5	11	33	4	9	13	23	5	14	117	10	4	4
		10%	5%	9%	16%	7%	7%	6%	12%	5%	13%	10%	13%	7%	14%
					l										
Answered		1374	105	119	208	60	127	211	183	96	109	1218	76	53	27
Mean score		1.0	1.2	1.0	.9	1.2	1.2	1.2	.9	1.0	.8	1.0	.9	1.0	.9
			i				i	i							

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		1573	62	108	13	205	228	78	128	687	1221	352	1418	155
Effective base		592	22	35	4	71	86	35	53	286	465	135	553	46
Weighted Base		1379	55	86	10	186	278	49	119	506	1136	244	1314	65
Not at all important	(-2)	24	*	*	-	3	10	*	2	8	21	3	24	*
		2%	*%	*%	-%	1%	3%	*%	2%	2%	2%	1%	2%	*%
Not very important	(-1)	110	1	10	-	24	42	4	9	18	98	12	107	3
		8%	2%	12%	-%	13%	15%	8%	8%	4%	9%	5%	8%	4%
				h		h	h							
Neither important nor unimportant	(0)	116	1	6	1	14	19	3	13	53	98	18	111	5
		8%	1%	7%	6%	7%	7%	6%	11%	10%	9%	7%	8%	8%
Important	(1)	682	18	40	9	90	135	26	74	242	556	126	649	33
		49%	33%	46%	90%	48%	48%	54%	62%	48%	49%	52%	49%	51%
									a					
Very important	(2)	441	33	30	*	56	70	15	21	183	360	81	417	24
		32%	60%	35%	3%	30%	25%	32%	17%	36%	32%	33%	32%	36%
			defgh							g				
Don't know		5	2	-	-	-	2	-	-	1	2	3	5	-
		*%	4%	-%	-%	-%	1%	-%	-%	*%	*%	1%	*%	-%
			h											
NET Important		1123	51	70	9	147	205	42	95	425	917	207	1066	57
		81%	93%	81%	94%	79%	74%	86%	80%	84%	81%	85%	81%	87%
			e							e				
NET Not Important		134	1	11	-	26	52	4	12	27	119	16	131	3
		10%	2%	12%	-%	14%	19%	8%	10%	5%	10%	6%	10%	5%
						h	ah							
Answered		1374	53	86	10	186	276	49	119	505	1133	240	1308	65
Mean score		1.0	1.6	1.0	1.0	.9	.8	1.1	.9	1.1	1.0	1.1	1.0	1.2
			bdefgh							eg				

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		1573	1546	27	977	307	286
Effective base		592	578	13	376	99	118
Weighted Base		1379	1348	31	896	208	274
Not at all important	(-2)	24	24	-	18	1	5
		2%	2%	-%	2%	1%	2%
Not very important	(-1)	110	104	7	87	8	16
		8%	8%	22%	10%	4%	6%
Neither important nor unimportant	(0)	116	113	3	94	15	7
		8%	8%	9%	10%	7%	3%
					c		
Important	(1)	682	668	14	436	98	147
		49%	50%	46%	49%	47%	54%
Very important	(2)	441	434	7	256	86	99
		32%	32%	24%	29%	41%	36%
						a	
Don't know		5	5	-	5	-	-
		*%	*%	-%	1%	-%	-%
NET Important		1123	1102	21	692	183	246
		81%	82%	70%	77%	88%	90%
						a	a
NET Not Important		134	128	7	105	9	21
		10%	9%	22%	12%	4%	8%
					b		
Answered		1374	1343	31	891	208	274
Mean score		1.0	1.0	.7	.9	1.2	1.2
						a	a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		1573	1201	263	62	11	17	8	6	5	1464	109	47	593	608	372
Effective base		592	509	71	9	1	5	2	2	2	580	13	4	268	245	83
Weighted Base		1379	1183	157	24	7	6	*	*	*	1340	39	15	672	511	196
Not at all important	(-2)	24	14	7	-	-	2	-	-	-	22	2	2	12	3	10
		2%	1%	5% a	-%	-%	34%	-%	-%	-%	2%	6%	15% ai	2%	1%	5% b
Not very important	(-1)	110	97	6	*	6	*	*	*	-	103	7	7	72	25	13
		8%	8%	4%	*%	89%	*%	60%	30%	-%	8%	17%	46% abi	11% b	5%	7%
Neither important nor unimportant	(0)	116	107	7	*	-	2	*	-	*	114	2	2	78	29	10
		8%	9%	5%	*%	-%	28%	1%	-%	67%	9%	5%	14%	12% b	6%	5%
Important	(1)	682	604	70	5	*	2	*	*	*	674	8	3	335	269	78
		49%	51% j	45%	21%	6%	33%	37%	11%	6%	50% j	20%	19%	50%	53% c	40%
Very important	(2)	441	355	66	19	*	*	*	*	*	421	20	1	170	186	86
		32%	30%	42% a	78% abik	5%	4%	2%	59%	26%	31%	51%	6%	25%	36% a	44% a
Don't know		5	5	-	-	-	-	-	-	-	5	-	-	5	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%	-%
NET Important		1123	960	136	24	1	2	*	*	*	1095	28	4	505	455	164
		81%	81% k	86% k	100% k	11%	37%	39%	70%	33%	82% k	72%	25%	75%	89% a	83%
NET Not Important		134	111	14	*	6	2	*	*	-	125	9	9	84	28	23
		10%	9%	9%	*%	89%	35%	60%	30%	-%	9%	23%	61% abci	12% b	5%	12%
Answered		1374	1177	157	24	7	6	*	*	*	1334	39	15	666	511	196
Mean score		1.0	1.0 k	1.1 k	1.8 aik	-.7	-.3	-.2	1.0	.6	1.0 k	.9	-.4	.9	1.2 a	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		1573	1400	817	1573	611	293	412	1245	121	80	56	24	25	22
Effective base		592	513	305	592	235	90	145	522	33	18	8	6	2	5
Weighted Base		1379	1144	697	1379	548	173	335	1209	82	45	22	7	7	6
Not at all important	(-2)	24	23	11	24	5	3	4	21	1	2	-	-	-	-
		2%	2%	2%	2%	1%	2%	1%	2%	1%	4%	-%	-%	-%	-%
Not very important	(-1)	110	90	39	110	16	15	21	97	5	*	8	*	*	*
		8%	8%	6%	8%	3%	9%	6%	8%	6%	1%	35%	4%	*%	3%
			d		d		d					abc			
Neither important nor unimportant	(0)	116	103	50	116	30	4	21	110	1	2	*	-	*	3
		8%	9%	7%	8%	6%	2%	6%	9%	1%	4%	2%	-%	*%	57%
			e		e										
Important	(1)	682	557	339	682	256	81	157	596	49	27	7	2	1	1
		49%	49%	49%	49%	47%	47%	47%	49%	59%	60%	33%	21%	15%	10%
Very important	(2)	441	365	256	441	238	70	129	381	26	14	7	5	6	2
		32%	32%	37%	32%	43%	40%	39%	31%	32%	31%	30%	75%	84%	31%
						ac									
Don't know		5	5	2	5	2	-	2	5	-	-	-	-	-	-
		*%	*%	*%	*%	*%	-%	1%	*%	-%	-%	-%	-%	-%	-%
NET Important		1123	922	595	1123	494	151	286	977	75	41	14	7	7	2
		81%	81%	85%	81%	90%	87%	85%	81%	92%	91%	63%	96%	100%	40%
						ac									
NET Not Important		134	113	50	134	22	18	25	118	6	2	8	*	*	*
		10%	10%	7%	10%	4%	10%	8%	10%	7%	5%	35%	4%	*%	3%
			d		d		d					a			
Answered		1374	1138	694	1374	546	173	333	1204	82	45	22	7	7	6
Mean score		1.0	1.0	1.1	1.0	1.3	1.2	1.2	1.0	1.2	1.1	.6	1.7	1.8	.7
						abc									

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		1573	485	31	29	26	9	16	15	40	568	317	400	248	40
Effective base		592	208	9	6	6	4	2	4	10	257	121	148	61	8
Weighted Base		1379	484	27	16	9	4	3	4	11	627	275	337	121	18
Not at all important	(-2)	24	5	*	-	-	-	-	-	-	16	3	4	*	-
		2%	1%	*%	-%	-%	-%	-%	-%	-%	3%	1%	1%	*%	-%
Not very important	(-1)	110	15	*	*	*	*	-	-	*	62	16	22	10	*
		8%	3%	1%	2%	*%	8%	-%	-%	3%	10%	6%	6%	9%	1%
Neither important nor unimportant	(0)	116	27	2	-	*	-	*	1	1	75	21	15	3	2
		8%	6%	7%	-%	*%	-%	1%	33%	13%	12%	8%	4%	3%	12%
											cd				
Important	(1)	682	227	15	5	4	3	1	1	5	302	142	173	58	8
		49%	47%	56%	28%	45%	87%	30%	28%	48%	48%	52%	51%	48%	45%
Very important	(2)	441	208	10	12	5	*	2	2	4	167	93	124	50	8
		32%	43%	36%	70%	54%	5%	69%	40%	36%	27%	34%	37%	41%	43%
													a	a	
Don't know		5	2	-	-	-	-	-	-	-	5	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
NET Important		1123	435	25	16	9	3	3	3	9	469	235	297	107	16
		81%	90%	91%	98%	100%	92%	99%	67%	84%	75%	85%	88%	88%	87%
												a	a	a	
NET Not Important		134	21	*	*	*	*	-	-	*	78	19	26	10	*
		10%	4%	1%	2%	*%	8%	-%	-%	3%	13%	7%	8%	9%	1%
Answered		1374	482	27	16	9	4	3	4	11	622	275	337	121	18
Mean score		1.0	1.3	1.3	1.7	1.5	.9	1.7	1.1	1.2	.9	1.1	1.2	1.2	1.3
												a	a	a	

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base		1573	216	120	168	87	20	336	52	218	1489	84	1528	45
Effective base		592	109	48	55	19	4	138	18	80	565	28	578	15
Weighted Base		1379	258	100	139	40	11	343	42	162	1302	77	1335	44
Not at all important	(-2)	24	1	1	4	-	-	4	*	1	24	*	24	*
		2%	*%	1%	3%	-%	-%	1%	*%	1%	2%	*%	2%	*%
Not very important	(-1)	110	4	3	3	7	*	12	-	4	100	10	110	-
		8%	2%	3%	2%	16% ac	2%	3%	-%	3%	8%	13%	8%	-%
Neither important nor unimportant	(0)	116	17	6	5	*	2	15	6	9	103	13	102	14
		8%	6%	6%	4%	*%	18%	4%	15%	5%	8%	17%	8%	33% a
Important	(1)	682	129	43	69	14	1	151	13	91	658	24	667	15
		49%	50%	43%	49%	36%	12%	44%	32%	56%	51% b	31%	50%	34%
Very important	(2)	441	106	47	58	19	8	158	22	58	411	30	427	14
		32%	41%	47%	42%	48%	68%	46%	52%	35%	32%	39%	32%	33%
Don't know		5	2	-	-	-	-	2	-	-	5	-	5	-
		*%	1%	-%	-%	-%	-%	1%	-%	-%	*%	-%	*%	-%
NET Important		1123	235	90	127	33	9	309	35	148	1069	54	1094	29
		81%	91%	90%	91%	83%	79%	90%	85%	91%	82%	70%	82%	67%
NET Not Important		134	5	4	7	7	*	16	*	5	124	10	134	*
		10%	2%	4%	5%	16% a	2%	5%	*%	3%	10%	13%	10%	*%
Answered		1374	256	100	139	40	11	341	42	162	1296	77	1330	44
Mean score		1.0	1.3	1.3	1.3	1.1	1.4	1.3	1.4	1.2	1.0	1.0	1.0	1.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		1573	139	138	279	65	476	135	525	1260	165	425	689	135	2
Effective base		592	58	45	110	15	192	43	177	465	43	157	260	47	2
Weighted Base		1379	144	94	254	47	453	96	434	1034	113	374	593	133	1
Not at all important	(-2)	24	4	*	6	*	1	4	10	21	4	3	11	4	-
		2%	3%	*%	2%	*%	*%	4% a	2%	2%	4%	1%	2%	3%	-%
Not very important	(-1)	110	1	6	4	9	10	6	24	73	11	22	36	*	-
		8%	*%	7%	2%	19% a	2%	7%	5%	7%	10%	6%	6%	*%	-%
Neither important nor unimportant	(0)	116	10	8	27	9	24	6	36	95	10	28	39	12	*
		8%	7%	8%	11%	20%	5%	6%	8%	9%	9%	8%	6%	9%	46%
Important	(1)	682	60	44	109	15	211	45	172	515	39	160	291	58	-
		49%	42%	46%	43%	31%	47%	47%	40%	50% ac	34%	43%	49%	44%	-%
Very important	(2)	441	69	36	108	14	205	34	190	328	50	159	217	58	*
		32%	48%	38%	42%	29%	45%	35%	44% b	32%	44%	42%	37%	44%	54%
Don't know		5	-	-	-	-	2	-	2	3	-	2	-	-	-
		*%	-%	-%	-%	-%	*%	-%	1%	*%	-%	1%	-%	-%	-%
NET Important		1123	129	79	216	28	415	79	363	843	88	318	508	117	*
		81%	90%	84%	85% b	60%	92%	82%	84%	81%	78%	85%	86%	88%	54%
NET Not Important		134	5	7	11	9	11	11	33	93	15	25	47	5	-
		10%	3%	7%	4%	20% a	2%	11% a	8%	9%	13%	7%	8%	4%	-%
Answered		1374	144	94	254	47	450	96	432	1031	113	371	593	133	1
Mean score		1.0	1.3	1.1	1.2 b	.7	1.3 b	1.0	1.2	1.0	1.0	1.2	1.1	1.2	1.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		1573	430	398	122	2	1390	805	509	1223	937	27
Effective base		592	159	156	41	2	512	301	199	456	350	4
Weighted Base		1379	384	364	95	1	1143	690	466	1054	795	8
Not at all important	(-2)	24	5	4	4	-	23	11	5	15	14	-
		2%	1%	1%	5%	-%	2%	2%	1%	1%	2%	-%
Not very important	(-1)	110	11	9	*	-	89	39	10	64	53	-
		8%	3%	2%	*%	-%	8% c	6%	2%	6%	7%	-%
Neither important nor unimportant	(0)	116	18	23	8	-	103	48	23	73	71	*
		8%	5%	6%	8%	-%	9%	7%	5%	7%	9%	3%
Important	(1)	682	177	170	39	-	557	337	221	530	384	4
		49%	46%	47%	41%	-%	49%	49%	47%	50%	48%	51%
Very important	(2)	441	171	158	43	1	365	254	205	367	269	4
		32%	44%	44%	45%	100%	32%	37%	44% a	35%	34%	46%
Don't know		5	2	-	-	-	5	2	2	4	3	-
		*%	1%	-%	-%	-%	*%	*%	*%	*%	*%	-%
NET Important		1123	348	328	82	1	922	591	426	897	653	8
		81%	90%	90%	87%	100%	81%	86%	91% ab	85%	82%	97%
NET Not Important		134	16	13	5	-	112	50	15	79	68	-
		10%	4%	4%	5%	-%	10% c	7%	3%	8%	8%	-%
Answered		1374	382	364	95	1	1137	688	463	1050	792	8
Mean score		1.0	1.3	1.3	1.2	2.0	1.0	1.1	1.3 ab	1.1	1.1	1.4

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		1573	296	266	256	49	35	1040	865	100	43	41	14
Effective base		592	107	109	94	23	16	380	324	35	12	17	3
Weighted Base		1379	252	257	226	60	44	879	736	79	26	32	6
Not at all important	(-2)	24	4	*	5	4	4	13	14	1	-	2	-
		2%	2%	*%	2%	7%	10%	2%	2%	1%	-%	6%	-%
						b	b						
Not very important	(-1)	110	2	5	5	-	-	51	53	*	*	1	*
		8%	1%	2%	2%	-%	-%	6%	7%	1%	1%	2%	2%
Neither important nor unimportant	(0)	116	14	11	5	6	2	55	63	8	6	4	-
		8%	5%	4%	2%	9%	4%	6%	9%	10%	23%	14%	-%
Important	(1)	682	111	133	104	24	14	459	357	26	13	7	3
		49%	44%	52%	46%	39%	32%	52%	48%	33%	50%	23%	60%
Very important	(2)	441	121	108	105	27	24	300	248	43	7	18	2
		32%	48%	42%	46%	45%	54%	34%	34%	55%	27%	56%	38%
Don't know		5	-	-	2	-	-	2	1	-	-	-	-
		*%	-%	-%	1%	-%	-%	*%	*%	-%	-%	-%	-%
NET Important		1123	232	241	209	50	38	758	605	70	20	25	5
		81%	92%	94%	92%	84%	86%	86%	82%	88%	76%	78%	98%
NET Not Important		134	6	5	10	4	4	64	66	1	*	2	*
		10%	2%	2%	4%	7%	10%	7%	9%	2%	1%	8%	2%
Answered		1374	252	257	224	60	44	877	735	79	26	32	6
Mean score		1.0	1.4	1.3	1.3	1.1	1.2	1.1	1.1	1.4	1.0	1.2	1.3

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		1573	1468	971	1510	955	944	775	1428	174	4	1344	72	392	1181
Effective base		592	553	350	572	346	336	273	548	58	3	489	32	157	434
Weighted Base		1379	1273	767	1317	766	737	557	1263	145	4	1139	69	371	1008
Not at all important	(-2)	24	24	12	24	8	9	8	22	*	-	17	4	4	20
		2%	2%	2%	2%	1%	1%	2%	2%	*%	-%	1%	6%	1%	2%
Not very important	(-1)	110	100	38	100	37	57	31	100	*	-	99	*	4	107
		8%	8%	5%	8%	5%	8%	6%	8%	*%	-%	9%	*%	1%	11%
									c						a
Neither important nor unimportant	(0)	116	108	59	112	58	44	42	109	12	*	85	8	30	86
		8%	8%	8%	9%	8%	6%	8%	9%	8%	1%	7%	12%	8%	9%
Important	(1)	682	638	373	658	355	361	248	625	64	4	584	20	145	537
		49%	50%	49%	50%	46%	49%	44%	50%	44%	83%	51%	29%	39%	53%
												b			a
Very important	(2)	441	398	283	417	305	266	226	402	69	1	350	37	189	252
		32%	31%	37%	32%	40%	36%	41%	32%	47%	16%	31%	53%	51%	25%
						ac		b		b			a	b	
Don't know		5	5	2	5	3	-	2	5	-	-	5	-	-	5
		*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%	-%	1%
NET Important		1123	1036	656	1075	660	626	474	1027	132	4	933	57	334	789
		81%	81%	86%	82%	86%	85%	85%	81%	91%	99%	82%	83%	90%	78%
														b	
NET Not Important		134	124	50	124	45	67	39	122	1	-	116	4	7	127
		10%	10%	6%	9%	6%	9%	7%	10%	*%	-%	10%	6%	2%	13%
			d						c						a
Answered		1374	1268	765	1312	763	737	555	1258	145	4	1134	69	371	1002
Mean score		1.0	1.0	1.1	1.0	1.2	1.1	1.2	1.0	1.4	1.1	1.0	1.2	1.4	.9
				ac		ac		b		b				b	

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		1573	293	14	112	233	173	903	486	139	151	1211	784	789
Effective base		592	104	6	34	89	59	367	162	58	47	468	252	341
Weighted Base		1379	255	10	88	214	136	848	385	124	140	1075	553	826
Not at all important	(-2)	24	5	2	2	5	5	12	7	*	2	21	11	13
		2%	2%	18%	2%	2%	3%	1%	2%	*%	2%	2%	2%	2%
Not very important	(-1)	110	11	*	6	7	9	67	35	6	8	94	52	58
		8%	4%	*%	7%	3%	6%	8%	9%	4%	6%	9%	9%	7%
Neither important nor unimportant	(0)	116	30	2	12	25	7	81	28	9	5	99	41	75
		8%	12%	22%	13%	12%	5%	10%	7%	7%	4%	9%	7%	9%
Important	(1)	682	110	6	39	84	58	416	198	65	53	547	271	412
		49%	43%	58%	45%	39%	43%	49%	51%	52%	38%	51%	49%	50%
Very important	(2)	441	99	*	29	93	58	268	115	44	71	307	178	263
		32%	39%	1%	33%	43%	43%	32%	30%	36%	51% c	29%	32%	32%
Don't know		5	-	-	-	-	-	3	2	-	-	5	-	5
		*%	-%	-%	-%	-%	-%	*%	1%	-%	-%	1%	-%	1%
NET Important		1123	210	6	68	177	116	684	313	109	124	854	448	675
		81%	82%	59%	77%	83%	85%	81%	81%	88%	89%	79%	81%	82%
NET Not Important		134	15	2	8	12	13	79	42	6	10	116	63	71
		10%	6%	18%	10%	5%	10%	9%	11%	5%	7%	11%	11%	9%
Answered		1374	255	10	88	214	136	844	383	124	140	1069	553	821
Mean score		1.0	1.1	.2	1.0	1.2	1.1	1.0	1.0	1.2	1.3 c	1.0	1.0	1.0

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 65 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1573	386	474	428	285	860	713
Effective base		592	137	173	159	133	305	290
Weighted Base		1379	382	375	363	260	756	623
Not at all important	(-2)	24	1	18	1	4	19	5
		2%	*%	5%	*%	1%	3%	1%
				ac				
Not very important	(-1)	110	40	29	31	11	69	41
		8%	11%	8%	8%	4%	9%	7%
Neither important nor unimportant	(0)	116	16	43	35	21	59	57
		8%	4%	11%	10%	8%	8%	9%
				a				
Important	(1)	682	204	189	160	129	393	289
		49%	53%	50%	44%	50%	52%	46%
Very important	(2)	441	117	97	132	95	214	227
		32%	31%	26%	36%	37%	28%	36%
					b	b		a
Don't know		5	2	-	3	-	2	3
		*%	1%	-%	1%	-%	*%	1%
NET Important		1123	321	286	292	224	607	516
		81%	84%	76%	81%	86%	80%	83%
						b		
NET Not Important		134	42	46	32	14	88	46
		10%	11%	12%	9%	6%	12%	7%
				d				
Answered		1374	379	375	360	260	754	619
Mean score		1.0	1.0	.9	1.1	1.2	.9	1.1
					b	b		a

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1573	727	846	1051	279	68	175	522
Effective base		592	260	339	538	169	29	103	223
Weighted Base		1379	523	857	1310	57	8	4	69
Not at all important	(-2)	19	6	13	17	1	1	*	2
		1%	1%	2%	1%	2%	10%	9%	3%
							ab	abe	
Not very important	(-1)	102	49	52	97	4	1	1	5
		7%	9%	6%	7%	6%	8%	19%	7%
								abe	
Neither important nor unimportant	(0)	108	27	80	101	6	1	*	7
		8%	5%	9%	8%	10%	13%	9%	10%
Important	(1)	655	285	370	624	26	3	1	31
		47%	55%	43%	48%	46%	44%	32%	45%
			b		d	d			d
Very important	(2)	487	147	340	465	19	2	1	22
		35%	28%	40%	36%	34%	22%	29%	32%
				a					
Don't know		8	8	1	6	2	*	*	2
		1%	1%	*%	*%	3%	3%	3%	3%
			b			a		a	a
NET Important		1142	432	710	1089	45	5	3	53
		83%	83%	83%	83%	80%	66%	61%	77%
					cde	d			d
NET Not Important		121	56	66	114	4	1	1	7
		9%	11%	8%	9%	8%	18%	27%	10%
								abe	
Answered		1371	515	856	1304	55	8	4	67
Mean score		1.1	1.0	1.1	1.1	1.1	.6	.6	1.0
					cd	cd			d

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1573	575	310	166	164	183	175	1051	279	243
Effective base		592	304	160	102	102	95	103	538	169	64
Weighted Base		1379	826	352	132	34	30	4	1310	57	12
Not at all important	(-2)	19	12	3	2	1	1	*	17	1	1
		1%	1%	1%	1%	2%	4%	9%	1%	2%	9%
								abcdgh			abcdgh
Not very important	(-1)	102	60	25	11	2	2	1	97	4	1
		7%	7%	7%	9%	5%	8%	19%	7%	6%	12%
								abcdegh			
Neither important nor unimportant	(0)	108	63	27	10	3	3	*	101	6	1
		8%	8%	8%	8%	10%	11%	9%	8%	10%	12%
Important	(1)	655	388	187	49	16	14	1	624	26	5
		47%	47%	53%	37%	46%	46%	32%	48%	46%	40%
			f	cf		f	f		f	f	
Very important	(2)	487	302	109	54	12	8	1	465	19	3
		35%	37%	31%	41%	36%	28%	29%	36%	34%	24%
					ei						
Don't know		8	1	*	5	*	1	*	6	2	*
		1%	*%	*%	4%	1%	5%	3%	*%	3%	3%
					abg		abg	abg		abg	a
NET Important		1142	690	296	104	28	22	3	1089	45	8
		83%	84%	84%	78%	82%	73%	61%	83%	80%	64%
			efi	efi	fi	fi			efi	fi	
NET Not Important		121	72	29	13	2	3	1	114	4	3
		9%	9%	8%	10%	7%	11%	27%	9%	8%	22%
								abcdegh			abdgh
Answered		1371	825	352	127	34	29	4	1304	55	12
Mean score		1.1	1.1	1.1	1.1	1.1	.9	.6	1.1	1.1	.6
			fi	fi	fi	fi			fi	fi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		1573	533	195	70	42	182
Effective base		592	300	82	26	6	35
Weighted Base		1379	819	179	30	17	42
Not at all important	(-2)	19	13	1	*	*	1
		1%	2%	*%	*%	2%	2%
Not very important	(-1)	102	50	14	4	7	1
		7%	6%	8%	13%	41%	2%
					e	abe	
Neither important nor unimportant	(0)	108	66	16	2	1	7
		8%	8%	9%	6%	3%	18%
Important	(1)	655	386	94	9	4	13
		47%	47%	53%	29%	23%	31%
				ce			
Very important	(2)	487	303	55	15	5	19
		35%	37%	31%	52%	31%	44%
					b		
Don't know		8	1	-	-	-	1
		1%	*%	-%	-%	-%	3%
NET Important		1142	689	148	24	9	32
		83%	84%	83%	81%	54%	75%
NET Not Important		121	64	14	4	7	2
		9%	8%	8%	13%	43%	4%
						abe	
Answered		1371	819	179	30	17	41
Mean score		1.1	1.1	1.1	1.2	.4	1.2

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		1573	90	96	131	63	104	126	86	77	88	861	244	242	226
Effective base		592	55	61	65	36	67	71	56	41	51	475	151	158	69
Weighted Base		1379	105	119	210	63	127	211	184	96	109	1223	76	53	27
Not at all important	(-2)	19	2	*	4	*	4	3	-	*	3	17	1	*	1
		1%	2%	*%	2%	*%	3%	1%	-%	*%	3%	1%	2%	1%	2%
Not very important	(-1)	102	6	12	4	5	12	13	18	9	8	86	6	5	4
		7%	5%	10%	2%	8%	10%	6%	10%	10%	7%	7%	8%	10%	14%
				c			c		c					c	c
Neither important nor unimportant	(0)	108	16	9	13	5	15	13	2	16	5	94	4	6	3
		8%	16%	7%	6%	8%	12%	6%	1%	16%	5%	8%	6%	12%	12%
			gjk				g			gk				g	g
Important	(1)	655	46	35	122	22	55	114	116	29	46	585	35	22	13
		47%	44%	29%	58%	35%	43%	54%	63%	30%	42%	48%	46%	41%	48%
					bdhl			bh	bdehijkl			bh	b		b
Very important	(2)	487	33	61	67	30	40	68	48	42	45	434	29	19	6
		35%	31%	51%	32%	49%	32%	32%	26%	43%	42%	35%	38%	35%	22%
				acefgjlm		gm				m	m	m	m	m	
Don't know		8	1	2	-	*	*	*	1	1	1	7	*	*	1
		1%	1%	2%	-%	*%	*%	*%	1%	1%	1%	1%	1%	1%	2%
NET Important		1142	79	96	190	52	95	182	164	71	91	1019	64	41	19
		83%	76%	81%	90%	84%	75%	86%	89%	73%	84%	83%	84%	76%	70%
					aehlm			m	lm			lm	m		
NET Not Important		121	8	12	8	5	16	16	18	9	11	103	8	6	4
		9%	8%	10%	4%	8%	13%	8%	10%	10%	10%	8%	10%	11%	16%
															c
Answered		1371	103	116	210	63	127	211	183	96	108	1216	76	53	26
Mean score		1.1	1.0	1.2	1.2	1.2	.9	1.1	1.1	1.1	1.1	1.1	1.1	1.0	.8
				m	m	m		m				m	m		

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		1573	62	108	13	205	228	78	128	687	1221	352	1418	155
Effective base		592	22	35	4	71	86	35	53	286	465	135	553	46
Weighted Base		1379	55	86	10	186	278	49	119	506	1136	244	1314	65
Not at all important	(-2)	19	*	*	-	2	7	*	-	10	16	4	18	1
		1%	*%	*%	-%	1%	2%	*%	-%	2%	1%	1%	1%	2%
Not very important	(-1)	102	3	10	1	21	21	7	6	24	90	12	97	5
		7%	6%	11%	8%	11% h	8%	14% h	5%	5%	8%	5%	7%	8%
Neither important nor unimportant	(0)	108	6	10	2	10	13	6	12	41	89	19	105	2
		8%	11%	12%	18%	5%	5%	12%	10%	8%	8%	8%	8%	3%
Important	(1)	655	25	46	7	89	143	19	69	219	554	101	624	31
		47%	46%	53%	74%	48%	51%	39%	58% h	43%	49%	41%	48%	47%
Very important	(2)	487	20	20	-	63	92	17	31	208	382	105	461	26
		35%	37%	23%	-%	34%	33%	35%	26%	41% bg	34%	43% a	35%	40%
Don't know		8	-	*	-	1	2	-	-	4	5	3	8	*
		1%	-%	1%	-%	1%	1%	-%	-%	1%	*%	1%	1%	*%
NET Important		1142	46	65	7	152	235	36	100	427	936	206	1085	57
		83%	83%	76%	74%	82%	84%	74%	84%	84%	82%	85%	83%	87%
NET Not Important		121	3	10	1	23	28	7	6	33	105	16	115	6
		9%	6%	12%	8%	13%	10%	14%	5%	7%	9%	6%	9%	10%
Answered		1371	55	86	10	185	276	49	119	502	1131	240	1306	65
Mean score		1.1	1.1	.9	.7	1.0	1.1	1.0	1.1	1.2	1.1	1.2	1.1	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		1573	1546	27	977	307	286
Effective base		592	578	13	376	99	118
Weighted Base		1379	1348	31	896	208	274
Not at all important	(-2)	19	19	-	11	2	6
		1%	1%	-%	1%	1%	2%
Not very important	(-1)	102	101	*	74	19	9
		7%	8%	1%	8%	9%	3%
Neither important nor unimportant	(0)	108	102	6	79	11	18
		8%	8%	19%	9%	5%	6%
Important	(1)	655	639	16	450	70	135
		47%	47%	51%	50%	33%	49%
					b		b
Very important	(2)	487	478	9	280	103	103
		35%	35%	29%	31%	50%	38%
						a	
Don't know		8	8	-	3	2	3
		1%	1%	-%	*%	1%	1%
NET Important		1142	1117	25	730	173	238
		83%	83%	80%	81%	83%	87%
NET Not Important		121	121	*	85	22	15
		9%	9%	1%	9%	10%	5%
Answered		1371	1340	31	893	206	271
Mean score		1.1	1.1	1.1	1.0	1.2	1.2

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		1573	1201	263	62	11	17	8	6	5	1464	109	47	593	608	372
Effective base		592	509	71	9	1	5	2	2	2	580	13	4	268	245	83
Weighted Base		1379	1183	157	24	7	6	*	*	*	1340	39	15	672	511	196
Not at all important	(-2)	19	13	6	*	*	*	-	-	-	19	*	*	9	4	6
		1%	1%	4%	*%	1%	*%	-%	-%	-%	1%	*%	1%	1%	1%	3%
Not very important	(-1)	102	88	6	1	6	*	*	-	*	94	8	7	59	29	14
		7%	7%	4%	3%	89%	7%	60%	-%	3%	7%	20%	48% abi	9%	6%	7%
Neither important nor unimportant	(0)	108	92	13	2	-	*	-	*	-	106	2	1	49	43	16
		8%	8%	9%	6%	-%	5%	-%	59%	-%	8%	5%	4%	7%	8%	8%
Important	(1)	655	571	67	11	*	5	*	*	*	638	17	6	328	243	84
		47%	48%	43%	45%	*%	83%	16%	36%	79%	48%	43%	40%	49%	48%	43%
Very important	(2)	487	415	62	9	1	*	*	*	*	477	10	1	228	188	72
		35%	35%	39%	36%	10%	4%	24%	5%	18%	36%	25%	7%	34%	37%	37%
Don't know		8	4	2	2	-	-	-	-	-	6	2	-	-	4	4
		1%	*%	1%	9% ai	-%	-%	-%	-%	-%	*%	6% ai	-%	-%	1%	2%
NET Important		1142	986	129	20	1	6	*	*	*	1115	27	7	555	431	156
		83%	83%	82%	81%	10%	87%	40%	41%	97%	83%	68%	47%	83%	84%	79%
NET Not Important		121	100	13	1	7	1	*	-	*	113	8	7	68	33	21
		9%	8%	8%	3%	90%	8%	60%	-%	3%	8%	21%	49% abi	10%	6%	11%
Answered		1371	1179	155	22	7	6	*	*	*	1334	37	15	672	507	192
Mean score		1.1	1.1 k	1.1 k	1.3 k	-.7	.8	*	.5	1.1	1.1 k	.8	.1	1.1	1.1	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		1573	1400	817	1573	611	293	412	1245	121	80	56	24	25	22
Effective base		592	513	305	592	235	90	145	522	33	18	8	6	2	5
Weighted Base		1379	1144	697	1379	548	173	335	1209	82	45	22	7	7	6
Not at all important	(-2)	19	19	8	19	9	2	7	16	1	1	*	*	-	*
		1%	2%	1%	1%	2%	1%	2%	1%	2%	3%	*%	*%	-%	1%
Not very important	(-1)	102	76	45	102	20	14	19	83	8	4	7	*	*	*
		7%	7%	6%	7%	4%	8%	6%	7%	10%	8%	31%	1%	2%	3%
					d							a			
Neither important nor unimportant	(0)	108	92	56	108	39	12	20	90	10	*	5	*	1	*
		8%	8%	8%	8%	7%	7%	6%	7%	13%	1%	20%	6%	19%	3%
Important	(1)	655	552	301	655	238	71	151	576	43	20	4	2	5	4
		47%	48%	43%	47%	43%	41%	45%	48%	53%	45%	17%	30%	72%	63%
Very important	(2)	487	397	280	487	241	73	137	438	18	20	5	4	1	2
		35%	35%	40%	35%	44%	42%	41%	36%	22%	43%	21%	62%	7%	31%
						ac									
Don't know		8	8	7	8	2	1	1	5	1	-	2	-	-	-
		1%	1%	1%	1%	*%	1%	*%	*%	1%	-%	10%	-%	-%	-%
												a			
NET Important		1142	949	581	1142	479	144	288	1015	61	40	9	7	6	5
		83%	83%	83%	83%	87%	83%	86%	84%	75%	88%	38%	92%	79%	94%
									d		d				
NET Not Important		121	95	52	121	28	16	26	99	10	5	7	*	*	*
		9%	8%	7%	9%	5%	9%	8%	8%	12%	11%	31%	1%	2%	3%
												a			
Answered		1371	1136	690	1371	546	172	334	1204	81	45	20	7	7	6
Mean score		1.1	1.1	1.2	1.1	1.2	1.2	1.2	1.1	.8	1.2	.3	1.5	.8	1.2
						ac			d						

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		1573	485	31	29	26	9	16	15	40	568	317	400	248	40
Effective base		592	208	9	6	6	4	2	4	10	257	121	148	61	8
Weighted Base		1379	484	27	16	9	4	3	4	11	627	275	337	121	18
Not at all important	(-2)	19	9	*	-	-	-	*	-	*	9	1	7	1	-
		1%	2%	*%	-%	-%	-%	3%	-%	1%	1%	1%	2%	1%	-%
Not very important	(-1)	102	17	*	-	2	*	*	-	*	46	21	23	12	*
		7%	4%	1%	-%	20%	4%	*%	-%	1%	7%	8%	7%	10%	*%
Neither important nor unimportant	(0)	108	30	8	*	1	*	*	-	*	47	22	31	6	2
		8%	6%	28% a	1%	7%	5%	7%	-%	4%	7%	8%	9%	5%	14%
Important	(1)	655	205	14	13	1	*	2	3	5	307	136	155	48	9
		47%	42%	52%	77%	16%	5%	88%	60%	49%	49%	50%	46%	39%	49%
Very important	(2)	487	222	5	4	5	3	*	2	5	219	94	118	50	7
		35%	46%	20%	22%	56%	86%	2%	40%	45%	35%	34%	35%	41%	38%
Don't know		8	2	-	-	-	-	-	-	-	*	*	2	5	-
		1%	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	1%	4% a	-%
NET Important		1142	426	20	16	7	3	3	4	10	526	230	274	97	16
		83%	88%	71%	99%	72%	91%	90%	100%	94%	84%	84%	81%	80%	86%
NET Not Important		121	26	*	-	2	*	*	-	*	55	23	30	13	*
		9%	5%	1%	-%	20%	4%	3%	-%	2%	9%	8%	9%	11%	*%
Answered		1371	482	27	16	9	4	3	4	11	627	275	335	116	18
Mean score		1.1	1.3	.9	1.2	1.1	1.7	.9	1.4	1.4	1.1	1.1	1.1	1.1	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base		1573	216	120	168	87	20	336	52	218	1489	84	1528	45
Effective base		592	109	48	55	19	4	138	18	80	565	28	578	15
Weighted Base		1379	258	100	139	40	11	343	42	162	1302	77	1335	44
Not at all important	(-2)	19	2	1	5	*	-	5	*	3	19	*	19	*
		1%	1%	1%	4%	*%	-%	2%	*%	2%	1%	*%	1%	*%
Not very important	(-1)	102	8	4	4	3	-	12	*	7	91	11	95	7
		7%	3%	4%	3%	8%	-%	3%	1%	5%	7%	14%	7%	16%
Neither important nor unimportant	(0)	108	14	10	8	7	*	30	2	7	99	9	103	5
		8%	5%	10%	6%	17%	1%	9%	4%	5%	8%	12%	8%	11%
Important	(1)	655	111	46	64	10	8	138	23	78	626	29	635	20
		47%	43%	46%	46%	24%	68%	40%	54%	48%	48%	37%	48%	45%
Very important	(2)	487	123	38	57	20	3	157	17	65	459	28	475	12
		35%	48%	38%	41%	49%	31%	46%	41%	40%	35%	37%	36%	28%
Don't know		8	-	1	1	1	-	1	-	1	8	-	8	-
		1%	-%	1%	*%	2%	-%	*%	-%	1%	1%	-%	1%	-%
NET Important		1142	234	84	121	29	11	295	40	143	1085	57	1110	32
		83%	90%	84%	87%	74%	99%	86%	96%	88%	83%	74%	83%	73%
NET Not Important		121	10	5	9	3	-	17	*	11	110	11	114	7
		9%	4%	5%	7%	8%	-%	5%	1%	7%	8%	14%	9%	16%
Answered		1371	258	99	139	39	11	342	42	161	1293	77	1327	44
Mean score		1.1	1.3	1.2	1.2	1.2	1.3	1.3	1.4	1.2	1.1	1.0	1.1	.8

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		1573	139	138	279	65	476	135	525	1260	165	425	689	135	2
Effective base		592	58	45	110	15	192	43	177	465	43	157	260	47	2
Weighted Base		1379	144	94	254	47	453	96	434	1034	113	374	593	133	1
Not at all important	(-2)	19	6	1	6	*	4	4	9	18	6	2	7	5	-
		1%	4%	1%	3%	*%	1%	5%	2%	2%	5%	1%	1%	3%	-%
Not very important	(-1)	102	5	2	13	9	19	1	27	66	8	22	29	12	-
		7%	3%	2%	5%	20%	4%	1%	6%	6%	7%	6%	5%	9%	-%
Neither important nor unimportant	(0)	108	9	15	22	4	24	15	45	82	9	31	44	9	*
		8%	6%	16%	9%	8%	5%	16% a	10%	8%	8%	8%	7%	7%	46%
Important	(1)	655	61	34	104	19	205	34	174	506	44	143	274	50	-
		47%	43%	36%	41%	41%	45%	35%	40%	49% a	39%	38%	46%	38%	-%
Very important	(2)	487	63	42	109	15	200	41	179	354	46	173	233	56	*
		35%	44%	45%	43%	32%	44%	43%	41%	34%	40%	46%	39%	42%	54%
Don't know		8	-	1	1	-	1	1	2	8	1	2	7	*	-
		1%	-%	1%	*%	-%	*%	1%	*%	1%	1%	1%	1%	*%	-%
NET Important		1142	124	75	213	34	405	74	352	860	90	316	507	107	*
		83%	86%	80%	84%	72%	89% b	78%	81%	83%	80%	85%	85%	80%	54%
NET Not Important		121	11	3	19	9	23	5	35	84	14	24	36	17	-
		9%	7%	3%	8%	20%	5%	6%	8%	8%	12%	7%	6%	12%	-%
Answered		1371	144	93	254	47	451	95	432	1026	112	372	586	133	1
Mean score		1.1	1.2	1.2	1.2	.8	1.3	1.1	1.1	1.1	1.0	1.2	1.2	1.1	1.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

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Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		1573	430	398	122	2	1390	805	509	1223	937	27
Effective base		592	159	156	41	2	512	301	199	456	350	4
Weighted Base		1379	384	364	95	1	1143	690	466	1054	795	8
Not at all important	(-2)	19	6	7	6	-	19	8	8	14	10	*
		1%	1%	2%	6%	-%	2%	1%	2%	1%	1%	*%
Not very important	(-1)	102	12	11	5	-	76	45	19	73	43	-
		7%	3%	3%	5%	-%	7%	6%	4%	7%	5%	-%
Neither important nor unimportant	(0)	108	34	20	7	-	92	54	30	83	67	*
		8%	9%	6%	7%	-%	8%	8%	6%	8%	8%	6%
Important	(1)	655	153	170	37	-	551	301	200	494	372	1
		47%	40%	47%	38%	-%	48%	44%	43%	47%	47%	15%
Very important	(2)	487	178	154	40	1	397	278	207	383	299	7
		35%	46%	42%	43%	100%	35%	40%	44% a	36%	38%	79%
Don't know		8	1	1	-	-	8	5	1	7	4	-
		1%	*%	*%	-%	-%	1%	1%	*%	1%	*%	-%
NET Important		1142	332	324	77	1	948	580	407	877	671	8
		83%	86%	89%	81%	100%	83%	84%	87%	83%	84%	94%
NET Not Important		121	18	18	11	-	95	52	27	87	53	*
		9%	5%	5%	12%	-%	8%	8%	6%	8%	7%	*%
Answered		1371	383	363	95	1	1135	686	464	1047	791	8
Mean score		1.1	1.3	1.2	1.1	2.0	1.1	1.2	1.2 a	1.1	1.1	1.7

Columns Tested:: a,b,c,d - a,b,c - a,b,c

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Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		1573	296	266	256	49	35	1040	865	100	43	41	14
Effective base		592	107	109	94	23	16	380	324	35	12	17	3
Weighted Base		1379	252	257	226	60	44	879	736	79	26	32	6
Not at all important	(-2)	19	8	3	4	4	6	12	7	*	-	-	*
		1%	3%	1%	2%	7%	13% bc	1%	1%	*%	-%	-%	*%
Not very important	(-1)	102	9	5	10	3	2	58	43	3	6	-	*
		7%	4%	2%	4%	5%	4%	7%	6%	4%	23% a	-%	3%
Neither important nor unimportant	(0)	108	18	19	18	5	*	67	67	3	*	4	-
		8%	7%	8%	8%	9%	*%	8%	9%	3%	1%	14%	-%
Important	(1)	655	99	127	82	16	12	433	345	34	12	11	3
		47%	39%	49%	36%	27%	28%	49%	47%	43%	46%	36%	58%
Very important	(2)	487	116	102	112	31	24	303	270	39	8	16	2
		35%	46%	40%	50%	52%	55%	34%	37%	50%	30%	49%	39%
Don't know		8	1	-	*	-	-	7	4	-	-	-	-
		1%	*%	-%	*%	-%	-%	1%	1%	-%	-%	-%	-%
NET Important		1142	216	229	194	47	36	736	615	73	20	27	5
		83%	86%	89%	86%	79%	83%	84%	84%	93%	76%	86%	97%
NET Not Important		121	17	9	14	7	8	70	50	3	6	-	*
		9%	7%	3%	6%	12%	17% b	8%	7%	4%	23%	-%	3%
Answered		1371	251	257	226	60	44	873	732	79	26	32	6
Mean score		1.1	1.2	1.2	1.3	1.1	1.1	1.1	1.1	1.4	.8	1.4	1.3

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		1573	1468	971	1510	955	944	775	1428	174	4	1344	72	392	1181
Effective base		592	553	350	572	346	336	273	548	58	3	489	32	157	434
Weighted Base		1379	1273	767	1317	766	737	557	1263	145	4	1139	69	371	1008
Not at all important	(-2)	19	19	8	19	9	9	5	18	2	-	13	1	1	18
		1%	2%	1%	1%	1%	1%	1%	1%	1%	-%	1%	2%	*%	2%
Not very important	(-1)	102	89	39	90	47	35	37	87	7	-	81	2	29	73
		7%	7%	5%	7%	6%	5%	7%	7%	5%	-%	7%	4%	8%	7%
Neither important nor unimportant	(0)	108	96	65	103	55	54	41	102	15	*	85	8	31	77
		8%	8%	8%	8%	7%	7%	7%	8%	11%	1%	7%	11%	8%	8%
Important	(1)	655	617	356	634	344	343	222	601	58	-	549	28	152	502
		47%	48%	46%	48%	45%	47%	40%	48% a	40%	-%	48%	41%	41%	50%
Very important	(2)	487	444	291	464	309	291	251	447	63	4	406	29	157	330
		35%	35%	38%	35%	40%	40%	45% b	35%	43%	99%	36%	42%	42% b	33%
Don't know		8	8	7	8	3	4	2	8	1	-	4	*	*	8
		1%	1%	1%	1%	*%	1%	*%	1%	*%	-%	*%	1%	*%	1%
NET Important		1142	1060	647	1097	653	634	472	1048	120	4	955	57	309	833
		83%	83%	84%	83%	85%	86%	85%	83%	83%	99%	84%	83%	83%	83%
NET Not Important		121	108	47	109	56	44	42	105	9	-	95	4	30	91
		9%	8%	6%	8%	7%	6%	8%	8%	6%	-%	8%	5%	8%	9%
Answered		1371	1265	760	1309	763	733	555	1255	144	4	1135	68	371	1000
Mean score		1.1	1.1	1.2	1.1	1.2	1.2	1.2	1.1	1.2	2.0	1.1	1.2	1.2	1.1

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		1573	293	14	112	233	173	903	486	139	151	1211	784	789
Effective base		592	104	6	34	89	59	367	162	58	47	468	252	341
Weighted Base		1379	255	10	88	214	136	848	385	124	140	1075	553	826
Not at all important	(-2)	19	6	*	*	6	*	15	4	*	*	19	8	12
		1%	3%	1%	*%	3%	*%	2%	1%	*%	*%	2%	1%	1%
Not very important	(-1)	102	17	*	15	7	10	64	28	7	13	82	49	53
		7%	7%	*%	18%	3%	7%	8%	7%	5%	9%	8%	9%	6%
					b									
Neither important nor unimportant	(0)	108	23	-	1	25	5	74	30	6	11	89	39	69
		8%	9%	-%	1%	12%	3%	9%	8%	5%	8%	8%	7%	8%
Important	(1)	655	102	8	39	84	53	411	182	48	63	533	273	382
		47%	40%	76%	44%	39%	39%	48%	47%	39%	45%	50%	49%	46%
Very important	(2)	487	107	2	32	91	65	281	140	62	53	346	181	307
		35%	42%	22%	37%	43%	48%	33%	36%	50%	38%	32%	33%	37%
							b			c				
Don't know		8	1	-	-	1	2	3	2	-	-	5	4	4
		1%	*%	-%	-%	*%	2%	*%	1%	-%	-%	*%	1%	1%
NET Important		1142	208	10	71	175	119	691	322	110	116	879	454	688
		83%	82%	98%	81%	82%	87%	82%	84%	89%	83%	82%	82%	83%
NET Not Important		121	24	*	16	13	10	79	31	7	13	101	56	65
		9%	9%	2%	18%	6%	8%	9%	8%	6%	9%	9%	10%	8%
Answered		1371	254	10	88	213	134	844	383	124	140	1069	549	822
Mean score		1.1	1.1	1.2	1.0	1.2	1.3	1.0	1.1	1.3	1.1	1.0	1.0	1.1
							b			c				

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 66 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile)

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1573	386	474	428	285	860	713
Effective base		592	137	173	159	133	305	290
Weighted Base		1379	382	375	363	260	756	623
Not at all important	(-2)	19	6	10	2	2	15	4
		1%	1%	3%	1%	1%	2%	1%
Not very important	(-1)	102	31	29	31	11	59	43
		7%	8%	8%	9%	4%	8%	7%
Neither important nor unimportant	(0)	108	14	33	29	32	47	61
		8%	4%	9%	8%	12%	6%	10%
						a		
Important	(1)	655	187	180	167	120	367	288
		47%	49%	48%	46%	46%	49%	46%
Very important	(2)	487	141	122	133	91	263	224
		35%	37%	32%	37%	35%	35%	36%
Don't know		8	3	2	*	3	5	3
		1%	1%	1%	*%	1%	1%	1%
NET Important		1142	328	302	300	212	630	512
		83%	86%	81%	83%	81%	83%	82%
NET Not Important		121	36	38	33	13	74	47
		9%	9%	10%	9%	5%	10%	7%
Answered		1371	379	373	363	257	752	619
Mean score		1.1	1.1	1.0	1.1	1.1	1.1	1.1

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1573	727	846	1051	279	68	175	522
Effective base		592	260	339	538	169	29	103	223
Weighted Base		1379	523	857	1310	57	8	4	69
Not at all important	(-2)	13	5	8	12	1	*	*	1
		1%	1%	1%	1%	1%	2%	*%	1%
Not very important	(-1)	97	60	37	89	6	1	*	8
		7%	11%	4%	7%	11%	15%	7%	11%
			b						
Neither important nor unimportant	(0)	131	48	83	122	7	1	*	8
		9%	9%	10%	9%	12%	11%	11%	12%
Important	(1)	640	301	339	603	31	4	2	37
		46%	58%	40%	46%	55%	49%	47%	54%
			b			a			
Very important	(2)	495	108	387	479	12	2	1	15
		36%	21%	45%	37%	21%	24%	35%	22%
				a	be			be	
Don't know		4	1	2	4	-	-	-	-
		*%	*%	*%	*%	-%	-%	-%	-%
NET Important		1135	409	726	1082	43	6	4	52
		82%	78%	85%	83%	76%	73%	82%	76%
				a	be				
NET Not Important		110	65	45	101	7	1	*	9
		8%	12%	5%	8%	12%	16%	7%	12%
			b						a
Answered		1375	521	854	1306	57	8	4	69
Mean score		1.1	.9	1.2	1.1	.8	.8	1.1	.8
				a	be			be	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1573	575	310	166	164	183	175	1051	279	243
Effective base		592	304	160	102	102	95	103	538	169	64
Weighted Base		1379	826	352	132	34	30	4	1310	57	12
Not at all important	(-2)	13	7	1	3	1	*	*	12	1	*
		1%	1%	*%	3%	2%	1%	*%	1%	1%	1%
Not very important	(-1)	97	48	32	9	5	2	*	89	6	1
		7%	6%	9%	7%	15% ag	7%	7%	7%	11% a	12%
Neither important nor unimportant	(0)	131	70	41	12	3	5	*	122	7	1
		9%	8%	12%	9%	9%	16% a	11%	9%	12%	11%
Important	(1)	640	361	175	67	17	18	2	603	31	6
		46%	44%	50%	51%	50%	58% ag	47%	46%	55% ag	48%
Very important	(2)	495	340	102	38	8	6	1	479	12	3
		36%	41% bcdehi	29%	29%	24%	18%	35% eh	37% deh	21%	28%
Don't know		4	*	1	2	-	-	-	4	-	-
		*%	*%	*%	2% a	-%	-%	-%	*%	-%	-%
NET Important		1135	700	277	106	26	23	4	1082	43	9
		82%	85% dh	79%	80%	74%	77%	82%	83% dh	76%	76%
NET Not Important		110	56	33	12	6	2	*	101	7	2
		8%	7%	10%	9%	17% aefg	8%	7%	8%	12% a	13%
Answered		1375	826	351	130	34	30	4	1306	57	12
Mean score		1.1	1.2 bdehi	1.0	1.0	.8	.9	1.1 dh	1.1 deh	.8	.9

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		1573	533	195	70	42	182
Effective base		592	300	82	26	6	35
Weighted Base		1379	819	179	30	17	42
Not at all important	(-2)	13	5	1	1	-	1
		1%	1%	1%	4%	-%	2%
Not very important	(-1)	97	42	18	3	-	4
		7%	5%	10%	9%	-%	10%
Neither important nor unimportant	(0)	131	77	23	*	1	8
		9%	9%	13%	*%	4%	18%
							c
Important	(1)	640	336	92	15	13	15
		46%	41%	52%	50%	79%	37%
Very important	(2)	495	359	44	11	3	12
		36%	44%	24%	37%	18%	28%
			b				
Don't know		4	*	-	-	-	2
		*%	*%	-%	-%	-%	5%
							a
NET Important		1135	695	136	26	16	27
		82%	85%	76%	87%	96%	64%
			e				
NET Not Important		110	47	20	4	-	5
		8%	6%	11%	13%	-%	12%
Answered		1375	819	179	30	17	40
Mean score		1.1	1.2	.9	1.1	1.1	.8
			be				

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		1573	90	96	131	63	104	126	86	77	88	861	244	242	226
Effective base		592	55	61	65	36	67	71	56	41	51	475	151	158	69
Weighted Base		1379	105	119	210	63	127	211	184	96	109	1223	76	53	27
Not at all important	(-2)	13	*	1	4	*	2	1	3	-	*	12	1	*	*
		1%	*%	1%	2%	*%	2%	1%	1%	-%	*%	1%	1%	*%	1%
Not very important	(-1)	97	10	7	11	4	7	12	6	15	10	81	8	5	3
		7%	9%	6%	5%	7%	5%	6%	3%	15% gj	9%	7%	10%	9%	10%
Neither important nor unimportant	(0)	131	10	11	22	3	16	19	8	12	16	117	7	5	2
		9%	10%	9%	10%	5%	12%	9%	4%	12%	15%	10%	9%	9%	9%
Important	(1)	640	48	46	95	31	60	87	114	40	47	567	38	24	11
		46%	46%	39%	45%	49%	48%	41%	62% bfhjlm	41%	43%	46%	50%	44%	42%
Very important	(2)	495	36	54	77	24	42	92	53	29	35	442	23	20	10
		36%	35%	46% k	37%	38%	33%	43%	29%	30%	33%	36%	30%	37%	37%
Don't know		4	-	-	2	-	-	-	-	1	-	3	-	-	*
		*%	-%	-%	1%	-%	-%	-%	-%	1%	-%	*%	-%	-%	*%
NET Important		1135	85	100	171	55	102	179	167	68	82	1009	61	43	21
		82%	81%	84%	82%	87%	81%	85%	91% hi	71%	76%	83%	80%	81%	80%
NET Not Important		110	10	7	15	5	9	14	9	15	10	93	9	5	3
		8%	9%	6%	7%	7%	7%	6%	5%	15%	9%	8%	11%	9%	11%
Answered		1375	105	119	208	63	127	211	184	95	109	1219	76	53	26
Mean score		1.1	1.1	1.2	1.1	1.2	1.0	1.2	1.1	.9	1.0	1.1	1.0	1.1	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		1573	62	108	13	205	228	78	128	687	1221	352	1418	155
Effective base		592	22	35	4	71	86	35	53	286	465	135	553	46
Weighted Base		1379	55	86	10	186	278	49	119	506	1136	244	1314	65
Not at all important	(-2)	13	*	-	-	2	4	*	1	5	11	1	13	*
		1%	*%	-%	-%	1%	2%	*%	1%	1%	1%	1%	1%	1%
Not very important	(-1)	97	*	15	1	17	14	4	1	42	85	12	92	5
		7%	1%	18%	6%	9%	5%	8%	1%	8%	7%	5%	7%	8%
				aeg		g				g				
Neither important nor unimportant	(0)	131	7	10	1	13	15	4	21	54	111	20	123	8
		9%	12%	12%	7%	7%	6%	7%	18%	11%	10%	8%	9%	12%
									e					
Important	(1)	640	22	39	9	97	130	26	59	219	538	102	608	32
		46%	40%	45%	88%	52%	47%	54%	50%	43%	47%	42%	46%	49%
Very important	(2)	495	26	22	-	58	110	15	36	187	387	108	475	20
		36%	47%	25%	-%	31%	40%	31%	31%	37%	34%	44%	36%	31%
												a		
Don't know		4	-	-	-	-	3	-	*	-	4	-	4	-
		*%	-%	-%	-%	-%	1%	-%	*%	-%	*%	-%	*%	-%
NET Important		1135	48	61	9	154	241	41	95	406	925	210	1083	52
		82%	87%	71%	88%	83%	86%	84%	80%	80%	81%	86%	82%	79%
							b							
NET Not Important		110	1	15	1	19	19	4	2	46	96	14	105	5
		8%	1%	18%	6%	10%	7%	8%	2%	9%	8%	6%	8%	8%
				g										
Answered		1375	55	86	10	186	275	49	119	506	1132	244	1310	65
Mean score		1.1	1.3	.8	.8	1.0	1.2	1.1	1.1	1.1	1.1	1.2	1.1	1.0
			b				b					a		

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		1573	1546	27	977	307	286
Effective base		592	578	13	376	99	118
Weighted Base		1379	1348	31	896	208	274
Not at all important	(-2)	13	13	-	7	1	4
		1%	1%	-%	1%	1%	2%
Not very important	(-1)	97	91	6	66	9	22
		7%	7%	18%	7%	4%	8%
Neither important nor unimportant	(0)	131	129	2	83	22	26
		9%	10%	6%	9%	10%	10%
Important	(1)	640	622	18	453	73	112
		46%	46%	59%	51%	35%	41%
					b		
Very important	(2)	495	490	5	282	103	110
		36%	36%	16%	31%	49%	40%
						a	
Don't know		4	4	-	4	-	-
		*%	*%	-%	*%	-%	-%
NET Important		1135	1112	23	735	176	222
		82%	82%	75%	82%	85%	81%
NET Not Important		110	104	6	74	10	26
		8%	8%	18%	8%	5%	9%
Answered		1375	1345	31	892	208	274
Mean score		1.1	1.1	.7	1.0	1.3	1.1
						a	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		1573	1201	263	62	11	17	8	6	5	1464	109	47	593	608	372
Effective base		592	509	71	9	1	5	2	2	2	580	13	4	268	245	83
Weighted Base		1379	1183	157	24	7	6	*	*	*	1340	39	15	672	511	196
Not at all important	(-2)	13	8	5	*	-	*	-	-	-	13	*	*	7	1	5
		1%	1%	3%	*%	-%	*%	-%	-%	-%	1%	*%	*%	1%	*%	3%
				a												
Not very important	(-1)	97	82	12	1	-	2	*	*	-	94	3	2	43	39	15
		7%	7%	8%	3%	-%	35%	60%	4%	-%	7%	8%	16%	6%	8%	8%
Neither important nor unimportant	(0)	131	118	12	1	*	-	-	*	-	129	1	*	65	53	13
		9%	10%	7%	4%	1%	-%	-%	59%	-%	10%	3%	2%	10%	10%	6%
Important	(1)	640	545	73	11	7	4	*	*	*	618	22	11	324	220	95
		46%	46%	47%	47%	90%	59%	16%	1%	79%	46%	56%	73%	48%	43%	49%
Very important	(2)	495	426	56	11	1	*	*	*	*	482	13	1	230	197	68
		36%	36%	35%	47%	9%	6%	24%	36%	21%	36%	33%	9%	34%	38%	35%
Don't know		4	4	-	-	-	-	-	-	-	4	-	-	2	1	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
NET Important		1135	971	129	23	7	4	*	*	*	1100	35	12	554	417	163
		82%	82%	82%	94%	99%	65%	40%	37%	100%	82%	89%	82%	83%	82%	83%
NET Not Important		110	90	17	1	-	2	*	*	-	107	3	2	50	40	20
		8%	8%	11%	3%	-%	35%	60%	4%	-%	8%	8%	16%	7%	8%	10%
Answered		1375	1179	157	24	7	6	*	*	*	1336	39	15	669	510	196
Mean score		1.1	1.1	1.0	1.4	1.1	.4	*	.7	1.2	1.1	1.1	.7	1.1	1.1	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		1573	1400	817	1573	611	293	412	1245	121	80	56	24	25	22
Effective base		592	513	305	592	235	90	145	522	33	18	8	6	2	5
Weighted Base		1379	1144	697	1379	548	173	335	1209	82	45	22	7	7	6
Not at all important	(-2)	13	13	5	13	6	1	5	12	*	*	-	-	1	*
		1%	1%	1%	1%	1%	1%	2%	1%	*%	*%	-%	-%	14%	*%
Not very important	(-1)	97	83	42	97	24	12	24	88	2	4	1	-	-	2
		7%	7%	6%	7%	4%	7%	7%	7%	2%	9%	6%	-%	-%	35%
Neither important nor unimportant	(0)	131	98	81	131	47	16	35	124	3	1	*	*	*	2
		9%	9%	12%	9%	9%	9%	11%	10%	4%	2%	2%	6%	*%	27%
Important	(1)	640	543	270	640	216	87	136	561	43	14	15	*	6	2
		46%	48%	39%	46%	39%	50%	41%	46%	52%	30%	68%	3%	81%	29%
			bd		b										
Very important	(2)	495	404	296	495	252	58	131	421	34	26	5	7	*	*
		36%	35%	43%	36%	46%	33%	39%	35%	42%	59%	25%	92%	5%	9%
				a		ace					a				
Don't know		4	4	3	4	2	-	3	4	-	-	-	-	-	-
		*%	*%	*%	*%	*%	-%	1%	*%	-%	-%	-%	-%	-%	-%
NET Important		1135	947	566	1135	468	145	267	982	77	40	21	7	6	2
		82%	83%	81%	82%	85%	84%	80%	81%	94%	89%	92%	94%	86%	38%
NET Not Important		110	96	46	110	30	13	29	100	2	4	1	-	1	2
		8%	8%	7%	8%	5%	7%	9%	8%	2%	9%	6%	-%	14%	35%
Answered		1375	1140	693	1375	546	173	332	1206	82	45	22	7	7	6
Mean score		1.1	1.1	1.2	1.1	1.3	1.1	1.1	1.1	1.3	1.4	1.1	1.9	.6	.1
						ac									

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		1573	485	31	29	26	9	16	15	40	568	317	400	248	40
Effective base		592	208	9	6	6	4	2	4	10	257	121	148	61	8
Weighted Base		1379	484	27	16	9	4	3	4	11	627	275	337	121	18
Not at all important	(-2)	13	6	*	-	-	-	-	-	-	6	2	5	*	*
		1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	1%	1%	*%	*%
Not very important	(-1)	97	24	-	*	*	-	-	-	-	44	26	14	9	3
		7%	5%	-%	2%	1%	-%	-%	-%	-%	7%	10%	4%	7%	18%
Neither important nor unimportant	(0)	131	45	*	-	-	1	*	1	3	61	24	30	16	*
		9%	9%	*%	-%	-%	28%	8%	32%	24%	10%	9%	9%	13%	1%
Important	(1)	640	186	14	10	2	*	1	3	3	293	137	144	54	12
		46%	38%	52%	60%	26%	5%	27%	60%	33%	47%	50%	43%	45%	66%
Very important	(2)	495	222	13	6	7	2	2	*	5	221	86	143	42	3
		36%	46%	48%	38%	73%	67%	65%	8%	43%	35%	31%	43%	35%	15%
Don't know		4	2	-	-	-	-	-	-	-	3	-	*	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	*%	-%	-%
NET Important		1135	407	27	16	9	3	3	3	8	513	223	288	97	15
		82%	84%	100%	98%	99%	72%	92%	68%	76%	82%	81%	85%	80%	81%
NET Not Important		110	30	*	*	*	-	-	-	-	50	29	19	9	3
		8%	6%	*%	2%	1%	-%	-%	-%	-%	8%	10%	6%	7%	18%
Answered		1375	482	27	16	9	4	3	4	11	624	275	337	121	18
Mean score		1.1	1.2	1.5	1.3	1.7	1.4	1.6	.8	1.2	1.1	1.0	1.2	1.1	.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base		1573	216	120	168	87	20	336	52	218	1489	84	1528	45
Effective base		592	109	48	55	19	4	138	18	80	565	28	578	15
Weighted Base		1379	258	100	139	40	11	343	42	162	1302	77	1335	44
Not at all important	(-2)	13	1	*	4	-	-	4	-	2	13	*	13	*
		1%	1%	*%	3%	-%	-%	1%	-%	1%	1%	*%	1%	*%
Not very important	(-1)	97	13	6	3	2	*	9	4	11	96	1	96	1
		7%	5%	6%	2%	5%	*%	2%	10%	7%	7%	2%	7%	2%
Neither important nor unimportant	(0)	131	22	9	6	11	*	30	5	12	123	8	127	4
		9%	9%	9%	4%	27% ac	1%	9%	12%	8%	9%	10%	9%	9%
Important	(1)	640	90	46	61	15	3	130	6	79	613	27	627	13
		46%	35%	46%	44%	38%	27%	38% b	14%	49% b	47%	35%	47%	30%
Very important	(2)	495	129	39	65	12	8	167	27	58	453	42	469	25
		36%	50%	39%	47%	30%	71%	49%	64% c	36%	35%	54% a	35%	58%
Don't know		4	2	-	-	-	-	2	-	*	4	-	4	-
		*%	1%	-%	-%	-%	-%	1%	-%	*%	*%	-%	*%	-%
NET Important		1135	219	85	126	27	11	298	32	137	1066	68	1096	39
		82%	85%	85%	91% d	68%	98%	87%	78%	84%	82%	88%	82%	88%
NET Not Important		110	15	6	7	2	*	13	4	13	109	1	109	1
		8%	6%	6%	5%	5%	*%	4%	10%	8%	8%	2%	8%	2%
Answered		1375	256	100	139	40	11	341	42	162	1298	77	1332	44
Mean score		1.1	1.3	1.2	1.3	.9	1.7	1.3	1.3	1.1	1.1	1.4	1.1	1.4

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		1573	139	138	279	65	476	135	525	1260	165	425	689	135	2
Effective base		592	58	45	110	15	192	43	177	465	43	157	260	47	2
Weighted Base		1379	144	94	254	47	453	96	434	1034	113	374	593	133	1
Not at all important	(-2)	13	4	*	5	*	2	4	7	12	4	-	5	4	-
		1%	3%	*%	2%	*%	*%	4% a	2%	1%	4%	-%	1%	3% a	-%
Not very important	(-1)	97	4	2	7	1	22	2	25	71	7	23	36	4	-
		7%	3%	2%	3%	2%	5%	2%	6%	7%	6%	6%	6%	3%	-%
Neither important nor unimportant	(0)	131	9	12	28	3	35	12	48	90	5	54	65	19	-
		9%	7%	13%	11%	6%	8%	13%	11%	9%	5%	14%	11%	14%	-%
Important	(1)	640	51	35	94	18	182	34	167	492	39	131	228	35	-
		46%	36%	37%	37%	38%	40%	35%	39%	48% a	34%	35%	38%	27%	-%
Very important	(2)	495	75	45	120	26	209	43	185	369	58	163	259	70	1
		36%	52%	48%	47%	54%	46%	46%	43%	36%	51% b	44%	44%	53%	100%
Don't know		4	-	-	-	-	2	-	2	1	-	2	1	-	-
		*%	-%	-%	-%	-%	1%	-%	1%	*%	-%	1%	*%	-%	-%
NET Important		1135	126	80	215	43	391	77	352	860	96	294	487	106	1
		82%	88%	85%	84%	92%	86%	81%	81%	83%	85%	79%	82%	79%	100%
NET Not Important		110	8	2	12	1	24	6	32	82	11	23	40	8	-
		8%	5%	2%	5%	2%	5%	6%	7%	8%	10%	6%	7%	6%	-%
Answered		1375	144	94	254	47	450	96	432	1033	113	371	592	133	1
Mean score		1.1	1.3	1.3	1.3	1.4	1.3	1.2	1.2	1.1	1.2	1.2	1.2	1.2	2.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		1573	430	398	122	2	1390	805	509	1223	937	27
Effective base		592	159	156	41	2	512	301	199	456	350	4
Weighted Base		1379	384	364	95	1	1143	690	466	1054	795	8
Not at all important	(-2)	13	6	5	4	-	13	5	6	8	7	-
		1%	1%	1%	4%	-%	1%	1%	1%	1%	1%	-%
Not very important	(-1)	97	16	13	4	-	82	42	23	80	38	-
		7%	4%	4%	4%	-%	7%	6%	5%	8%	5%	-%
Neither important nor unimportant	(0)	131	35	35	11	-	98	77	39	101	65	*
		9%	9%	9%	11%	-%	9%	11%	8%	10%	8%	3%
Important	(1)	640	152	136	29	1	543	269	192	499	347	1
		46%	40%	37%	30%	68%	48%	39%	41%	47%	44%	15%
							b					
Very important	(2)	495	173	176	48	*	403	294	204	364	335	7
		36%	45%	48%	50%	32%	35%	43%	44%	35%	42%	83%
								a	a		a	
Don't know		4	2	*	-	-	4	3	2	2	3	-
		*%	1%	*%	-%	-%	*%	1%	1%	*%	*%	-%
NET Important		1135	325	312	77	1	947	563	396	863	681	8
		82%	85%	86%	81%	100%	83%	82%	85%	82%	86%	97%
NET Not Important		110	22	18	8	-	95	46	28	88	45	-
		8%	6%	5%	8%	-%	8%	7%	6%	8%	6%	-%
Answered		1375	382	364	95	1	1139	687	463	1052	791	8
Mean score		1.1	1.2	1.3	1.2	1.3	1.1	1.2	1.2	1.1	1.2	1.8
											a	

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		1573	296	266	256	49	35	1040	865	100	43	41	14
Effective base		592	107	109	94	23	16	380	324	35	12	17	3
Weighted Base		1379	252	257	226	60	44	879	736	79	26	32	6
Not at all important	(-2)	13	4	*	4	4	4	7	7	*	*	-	-
		1%	2%	*%	2%	7%	10%	1%	1%	*%	*%	-%	-%
						b	b						
Not very important	(-1)	97	10	8	11	1	1	57	35	1	*	2	*
		7%	4%	3%	5%	1%	3%	6%	5%	1%	*%	8%	2%
Neither important nor unimportant	(0)	131	27	14	19	7	5	94	62	6	7	6	-
		9%	11%	6%	8%	11%	12%	11%	8%	7%	26%	18%	-%
Important	(1)	640	100	110	88	23	12	415	329	21	15	11	5
		46%	40%	43%	39%	38%	27%	47%	45%	27%	56%	34%	87%
Very important	(2)	495	110	125	102	26	21	306	302	51	5	13	1
		36%	44%	49%	45%	43%	49%	35%	41%	65%	17%	41%	11%
										b			
Don't know		4	-	-	2	-	-	*	1	-	-	-	-
		*%	-%	-%	1%	-%	-%	*%	*%	-%	-%	-%	-%
NET Important		1135	210	235	190	49	33	721	630	72	19	23	5
		82%	84%	91%	84%	81%	75%	82%	86%	92%	73%	74%	98%
NET Not Important		110	14	8	15	5	6	64	42	1	*	2	*
		8%	6%	3%	7%	8%	13%	7%	6%	1%	*%	8%	2%
Answered		1375	252	257	224	60	44	879	734	79	26	32	6
Mean score		1.1	1.2	1.4	1.2	1.1	1.0	1.1	1.2	1.6	.9	1.1	1.1
										bc			

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		1573	1468	971	1510	955	944	775	1428	174	4	1344	72	392	1181
Effective base		592	553	350	572	346	336	273	548	58	3	489	32	157	434
Weighted Base		1379	1273	767	1317	766	737	557	1263	145	4	1139	69	371	1008
Not at all important	(-2)	13	12	10	12	5	7	2	12	*	-	12	1	*	13
		1%	1%	1%	1%	1%	1%	*%	1%	*%	-%	1%	1%	*%	1%
Not very important	(-1)	97	87	59	93	50	54	50	88	11	-	80	5	17	80
		7%	7%	8%	7%	7%	7%	9%	7%	8%	-%	7%	7%	4%	8%
Neither important nor unimportant	(0)	131	119	72	127	69	77	59	125	19	-	90	14	38	93
		9%	9%	9%	10%	9%	10%	11%	10%	13%	-%	8%	21% a	10%	9%
Important	(1)	640	595	323	609	336	342	235	581	42	4	539	23	150	490
		46%	47%	42%	46%	44%	46%	42%	46% c	29%	100%	47%	33%	41%	49%
Very important	(2)	495	456	301	472	303	256	209	454	72	-	414	26	166	328
		36%	36%	39%	36%	40%	35%	37%	36%	50% b	-%	36%	38%	45% b	33%
Don't know		4	4	3	4	2	1	2	4	-	-	4	-	-	4
		*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%
NET Important		1135	1051	623	1082	639	598	444	1034	114	4	953	49	317	818
		82%	83%	81%	82%	83%	81%	80%	82%	79%	100%	84%	71%	85%	81%
NET Not Important		110	100	68	105	56	61	52	101	11	-	92	6	17	93
		8%	8%	9%	8%	7%	8%	9%	8%	8%	-%	8%	8%	5%	9%
Answered		1375	1269	764	1314	764	736	555	1260	145	4	1136	69	371	1004
Mean score		1.1	1.1	1.1	1.1	1.2	1.1	1.1	1.1	1.2	1.0	1.1	1.0	1.3 b	1.0

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		1573	293	14	112	233	173	903	486	139	151	1211	784	789
Effective base		592	104	6	34	89	59	367	162	58	47	468	252	341
Weighted Base		1379	255	10	88	214	136	848	385	124	140	1075	553	826
Not at all important	(-2)	13	5	*	*	5	3	8	2	*	*	13	4	9
		1%	2%	1%	*%	2%	2%	1%	1%	*%	*%	1%	1%	1%
Not very important	(-1)	97	6	2	2	6	13	60	23	7	2	85	33	64
		7%	2%	17%	2%	3%	10%	7%	6%	6%	1%	8%	6%	8%
Neither important nor unimportant	(0)	131	25	*	9	21	5	89	37	10	15	105	47	83
		9%	10%	*%	11%	10%	3%	10%	10%	8%	11%	10%	9%	10%
Important	(1)	640	97	7	45	67	58	392	183	52	54	514	265	375
		46%	38%	63%	52% b	31%	42%	46%	47%	42%	39%	48%	48%	45%
Very important	(2)	495	122	2	31	114	58	299	138	54	69	354	203	291
		36%	48%	19%	36%	53%	42%	35%	36%	44%	49% c	33%	37%	35%
Don't know		4	-	-	-	-	-	1	2	-	-	3	-	4
		*%	-%	-%	-%	-%	-%	*%	1%	-%	-%	*%	-%	*%
NET Important		1135	219	9	77	182	115	690	321	107	123	868	468	666
		82%	86%	81%	87%	85%	85%	81%	83%	86%	88%	81%	85%	81%
NET Not Important		110	11	2	2	11	16	68	25	7	2	98	37	73
		8%	4%	18%	2%	5%	12%	8%	6%	6%	1%	9%	7%	9%
Answered		1375	255	10	88	214	136	846	383	124	140	1071	553	823
Mean score		1.1	1.3	.8	1.2	1.3	1.1	1.1	1.1	1.2	1.4 c	1.0	1.1	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 67 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere in the UK

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1573	386	474	428	285	860	713
Effective base		592	137	173	159	133	305	290
Weighted Base		1379	382	375	363	260	756	623
Not at all important	(-2)	13	*	10	1	1	10	2
		1%	*%	3%	*%	*%	1%	*%
Not very important	(-1)	97	22	29	23	23	51	46
		7%	6%	8%	6%	9%	7%	7%
Neither important nor unimportant	(0)	131	40	38	33	20	77	54
		9%	10%	10%	9%	8%	10%	9%
Important	(1)	640	171	179	171	119	350	290
		46%	45%	48%	47%	46%	46%	47%
Very important	(2)	495	146	118	134	96	264	231
		36%	38%	31%	37%	37%	35%	37%
Don't know		4	2	1	-	-	4	-
		*%	1%	*%	-%	-%	*%	-%
NET Important		1135	317	297	305	216	614	521
		82%	83%	79%	84%	83%	81%	84%
NET Not Important		110	23	39	25	24	62	48
		8%	6%	10%	7%	9%	8%	8%
Answered		1375	379	373	363	260	753	623
Mean score		1.1	1.2	1.0	1.1	1.1	1.1	1.1

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1573	727	846	1051	279	68	175	522
Effective base		592	260	339	538	169	29	103	223
Weighted Base		1379	523	857	1310	57	8	4	69
Not at all important	(-2)	35	7	28	33	2	*	*	2
		3%	1%	3%	3%	3%	3%	*%	3%
Not very important	(-1)	119	88	32	114	5	*	*	6
		9%	17%	4%	9%	9%	6%	6%	9%
			b						
Neither important nor unimportant	(0)	136	30	106	132	3	*	*	3
		10%	6%	12%	10%	5%	1%	4%	5%
				a	de				
Important	(1)	563	229	334	533	25	2	2	30
		41%	44%	39%	41%	45%	31%	46%	43%
Very important	(2)	525	167	357	497	21	5	2	28
		38%	32%	42%	38%	38%	60%	44%	41%
				a			ab		
Don't know		1	1	*	1	-	-	*	*
		*%	*%	*%	*%	-%	-%	*%	*%
NET Important		1087	396	691	1029	47	7	4	58
		79%	76%	81%	79%	82%	91%	89%	84%
								a	
NET Not Important		155	95	60	147	7	1	*	8
		11%	18%	7%	11%	12%	8%	7%	12%
			b						
Answered		1378	521	856	1309	57	8	4	69
Mean score		1.0	.9	1.1	1.0	1.0	1.4	1.3	1.1
				a				a	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1573	575	310	166	164	183	175	1051	279	243
Effective base		592	304	160	102	102	95	103	538	169	64
Weighted Base		1379	826	352	132	34	30	4	1310	57	12
Not at all important	(-2)	35	26	4	3	2	*	*	33	2	*
		3%	3%	1%	2%	5% bf	1%	*%	3%	3%	2%
Not very important	(-1)	119	73	23	18	4	2	*	114	5	1
		9%	9%	6%	14% be	12%	5%	6%	9%	9%	6%
Neither important nor unimportant	(0)	136	92	31	10	2	1	*	132	3	*
		10%	11% fhi	9%	8%	5%	5%	4%	10% fi	5%	2%
Important	(1)	563	316	165	52	16	12	2	533	25	4
		41%	38%	47%	39%	46%	39%	46%	41%	45%	36%
Very important	(2)	525	319	130	48	11	15	2	497	21	7
		38%	39%	37%	36%	31%	50% abcdgh	44%	38%	38%	54% abcdgh
Don't know		1	*	-	1	-	-	*	1	-	*
		*%	*%	-%	1%	-%	-%	*%	*%	-%	*%
NET Important		1087	635	295	100	27	27	4	1029	47	11
		79%	77%	84%	76%	78%	90% acdg	89% acdg	79%	82%	90% acdg
NET Not Important		155	99	27	21	6	2	*	147	7	1
		11%	12%	8%	16% bef	17% bef	6%	7%	11%	12%	8%
Answered		1378	826	352	131	34	30	4	1309	57	12
Mean score		1.0	1.0	1.1	.9	.9	1.3 acdgh	1.3 acdg	1.0	1.0	1.3 acdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		1573	533	195	70	42	182
Effective base		592	300	82	26	6	35
Weighted Base		1379	819	179	30	17	42
Not at all important	(-2)	35	27	1	1	1	-
		3%	3%	1%	2%	9%	-%
Not very important	(-1)	119	58	16	5	*	8
		9%	7%	9%	15%	2%	19% a
Neither important nor unimportant	(0)	136	103	14	*	*	4
		10%	13%	8%	1%	1%	10%
Important	(1)	563	295	98	8	12	11
		41%	36%	55% ace	28%	74% ce	27%
Very important	(2)	525	337	49	16	3	18
		38%	41% b	27%	53% b	15%	42%
Don't know		1	-	*	-	-	1
		*%	-%	*%	-%	-%	2%
NET Important		1087	632	147	24	15	29
		79%	77%	82%	81%	89%	69%
NET Not Important		155	84	17	5	2	8
		11%	10%	10%	17%	10%	19%
Answered		1378	819	179	30	17	41
Mean score		1.0	1.0	1.0	1.2	.9	.9

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		1573	90	96	131	63	104	126	86	77	88	861	244	242	226
Effective base		592	55	61	65	36	67	71	56	41	51	475	151	158	69
Weighted Base		1379	105	119	210	63	127	211	184	96	109	1223	76	53	27
Not at all important	(-2)	35	1	1	3	1	4	7	4	2	9	32	1	2	*
		3%	1%	1%	1%	1%	3%	3%	2%	2%	9% jkm	3%	2%	4%	1%
Not very important	(-1)	119	13	14	18	6	8	15	14	4	14	106	7	4	3
		9%	12%	11%	9%	10%	6%	7%	8%	5%	13%	9%	9%	7%	10%
Neither important nor unimportant	(0)	136	12	7	28	3	13	18	18	21	9	128	3	4	1
		10%	11% k	6%	14% km	4%	10%	8%	10%	22% bdfjklm	8%	11% k	4%	7%	3%
Important	(1)	563	46	47	63	23	40	97	95	38	41	491	36	23	13
		41%	44%	40%	30%	37%	32%	46%	52% ce	39%	38%	40%	48% ce	42%	49% ce
Very important	(2)	525	33	49	98	30	61	75	53	31	35	465	29	21	9
		38%	32%	41%	46%	47%	48% g	35%	29%	32%	32%	38%	38%	40%	36%
Don't know		1	-	-	-	-	1	-	-	-	-	1	-	-	*
		*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	*%	-%	-%	1%
NET Important		1087	79	96	161	53	101	172	148	69	76	955	66	44	22
		79%	76%	81%	76%	84%	80%	81%	80%	72%	70%	78%	86% hij	82%	85% i
NET Not Important		155	13	15	21	7	12	22	18	6	23	138	8	6	3
		11%	13%	12%	10%	12%	9%	10%	10%	6%	22% hjk	11%	10%	11%	11%
Answered		1378	105	119	210	63	126	211	184	96	109	1222	76	53	26
Mean score		1.0	.9	1.1	1.1	1.2	1.2 i	1.0	1.0	1.0	.7	1.0	1.1 i	1.1	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		1573	62	108	13	205	228	78	128	687	1221	352	1418	155
Effective base		592	22	35	4	71	86	35	53	286	465	135	553	46
Weighted Base		1379	55	86	10	186	278	49	119	506	1136	244	1314	65
Not at all important	(-2)	35	*	1	-	6	17	1	5	5	32	3	35	1
		3%	*%	1%	-%	3%	6%	1%	5%	1%	3%	1%	3%	1%
							h		h					
Not very important	(-1)	119	1	16	-	24	19	6	4	49	100	19	117	3
		9%	3%	19%	-%	13%	7%	12%	3%	10%	9%	8%	9%	4%
				g										
Neither important nor unimportant	(0)	136	4	5	-	8	28	5	23	43	116	20	131	5
		10%	7%	6%	-%	4%	10%	10%	20%	8%	10%	8%	10%	7%
									dh					
Important	(1)	563	20	32	9	78	106	22	52	211	442	121	533	30
		41%	36%	37%	87%	42%	38%	45%	43%	42%	39%	50%	41%	45%
												a		
Very important	(2)	525	29	32	1	70	108	15	34	198	445	80	497	28
		38%	53%	37%	13%	38%	39%	32%	29%	39%	39%	33%	38%	42%
			g											
Don't know		1	-	-	-	-	-	-	-	1	1	*	1	*
		*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%
NET Important		1087	50	64	10	148	214	37	86	409	887	200	1030	57
		79%	90%	74%	100%	79%	77%	77%	73%	81%	78%	82%	78%	87%
NET Not Important		155	2	18	-	30	36	7	9	53	132	23	151	3
		11%	3%	20%	-%	16%	13%	14%	8%	11%	12%	9%	12%	5%
Answered		1378	55	86	10	186	278	49	119	505	1135	243	1312	65
Mean score		1.0	1.4	.9	1.1	1.0	1.0	.9	.9	1.1	1.0	1.0	1.0	1.2
			g											

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		1573	1546	27	977	307	286
Effective base		592	578	13	376	99	118
Weighted Base		1379	1348	31	896	208	274
Not at all important	(-2)	35	35	-	33	2	*
		3%	3%	-%	4% c	1%	*%
Not very important	(-1)	119	114	5	85	19	15
		9%	8%	17%	9%	9%	5%
Neither important nor unimportant	(0)	136	134	2	85	16	35
		10%	10%	6%	9%	8%	13%
Important	(1)	563	545	17	383	71	108
		41%	40%	57%	43%	34%	39%
Very important	(2)	525	519	6	310	99	115
		38%	38%	20%	35%	48% a	42%
Don't know		1	1	-	*	-	1
		*%	*%	-%	*%	-%	*%
NET Important		1087	1064	24	693	171	223
		79%	79%	76%	77%	82%	81%
NET Not Important		155	149	5	118	21	15
		11%	11%	17%	13% c	10%	5%
Answered		1378	1347	31	896	208	273
Mean score		1.0	1.0	.8	1.0	1.2 a	1.2 a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		1573	1201	263	62	11	17	8	6	5	1464	109	47	593	608	372
Effective base		592	509	71	9	1	5	2	2	2	580	13	4	268	245	83
Weighted Base		1379	1183	157	24	7	6	*	*	*	1340	39	15	672	511	196
Not at all important	(-2)	35	35	-	-	-	*	-	-	-	35	*	*	32	3	*
		3%	3%	-%	-%	-%	7%	-%	-%	-%	3%	1%	3%	5% bc	1%	*%
Not very important	(-1)	119	110	5	2	-	2	-	-	-	115	4	2	67	43	9
		9%	9%	3%	10%	-%	28%	-%	-%	-%	9%	11%	12%	10%	8%	5%
Neither important nor unimportant	(0)	136	118	16	1	-	1	*	*	-	133	2	2	65	53	18
		10%	10%	10%	4%	-%	22%	60%	4%	-%	10%	6%	10%	10%	10%	9%
Important	(1)	563	497	53	3	7	3	*	*	*	550	13	10	295	202	65
		41%	42%	34%	12%	93%	41%	13%	1%	77%	41%	33%	66%	44%	40%	33%
Very important	(2)	525	423	83	18	1	*	*	*	*	505	19	1	213	210	102
		38%	36%	53% ai	74% aik	7%	2%	26%	94%	18%	38%	49%	8%	32%	41% a	52% a
Don't know		1	*	1	-	-	*	-	-	*	1	*	*	*	-	1
		*%	*%	1%	-%	-%	*%	-%	-%	5%	*%	*%	*%	*%	-%	*%
NET Important		1087	920	135	21	7	3	*	*	*	1055	32	11	508	412	167
		79%	78%	86%	86%	100%	43%	40%	96%	95%	79%	82%	74%	76%	81%	85%
NET Not Important		155	145	5	2	-	2	-	-	-	150	5	2	99	46	10
		11%	12% b	3%	10%	-%	35%	-%	-%	-%	11% b	12%	16%	15% bc	9%	5%
Answered		1378	1183	156	24	7	6	*	*	*	1339	39	15	671	511	195
Mean score		1.0	1.0	1.4 ai	1.5	1.1	*	.7	1.9	1.2	1.0	1.2	.6	.9	1.1 a	1.3 a

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		1573	1400	817	1573	611	293	412	1245	121	80	56	24	25	22
Effective base		592	513	305	592	235	90	145	522	33	18	8	6	2	5
Weighted Base		1379	1144	697	1379	548	173	335	1209	82	45	22	7	7	6
Not at all important	(-2)	35	29	10	35	4	8	5	30	5	*	*	-	*	-
		3%	3%	1%	3%	1%	5% d	1%	2%	6%	*%	1%	-%	*%	-%
Not very important	(-1)	119	96	45	119	17	11	29	106	6	*	5	*	*	2
		9%	8% d	7%	9% d	3%	6%	9% d	9%	7%	1%	23%	3%	3%	32%
Neither important nor unimportant	(0)	136	107	76	136	60	14	24	123	6	1	1	-	5	1
		10%	9%	11%	10%	11%	8%	7%	10%	7%	3%	3%	-%	63%	9%
Important	(1)	563	484	267	563	190	54	137	506	25	18	9	1	2	1
		41%	42% de	38%	41%	35%	31%	41%	42%	31%	39%	40%	13%	27%	25%
Very important	(2)	525	426	299	525	277	87	141	445	39	24	7	6	1	2
		38%	37%	43%	38%	51% ac	50% ac	42%	37%	48%	54%	33%	84%	7%	33%
Don't know		1	1	*	1	*	*	*	*	-	1	-	*	-	*
		*%	*%	*%	*%	*%	*%	*%	*%	-%	2% a	-%	*%	-%	*%
NET Important		1087	910	566	1087	467	141	278	951	65	42	16	7	3	3
		79%	80%	81%	79%	85% c	81%	83%	79%	79%	94%	73%	97%	34%	58%
NET Not Important		155	126	55	155	21	19	33	135	11	*	5	*	*	2
		11%	11% d	8%	11% d	4%	11% d	10% d	11%	14%	1%	24%	3%	3%	32%
Answered		1378	1143	696	1378	548	173	335	1209	82	44	22	7	7	6
Mean score		1.0	1.0	1.1	1.0	1.3 abc	1.2	1.1	1.0	1.1	1.5 a	.8	1.8	.4	.6

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		1573	485	31	29	26	9	16	15	40	568	317	400	248	40
Effective base		592	208	9	6	6	4	2	4	10	257	121	148	61	8
Weighted Base		1379	484	27	16	9	4	3	4	11	627	275	337	121	18
Not at all important	(-2)	35	4	*	-	-	-	-	-	-	18	6	10	1	-
		3%	1%	*%	-%	-%	-%	-%	-%	-%	3%	2%	3%	1%	-%
Not very important	(-1)	119	13	2	-	1	1	-	-	1	65	22	19	13	*
		9%	3%	6%	-%	12%	28%	-%	-%	9%	10%	8%	6%	11%	2%
Neither important nor unimportant	(0)	136	54	-	5	*	-	*	1	1	64	33	22	12	5
		10%	11%	-%	28%	*%	-%	6%	27%	12%	10%	12%	6%	10%	27%
Important	(1)	563	168	13	5	1	*	1	1	2	263	119	132	42	7
		41%	35%	48%	32%	8%	5%	27%	33%	22%	42%	43%	39%	34%	38%
Very important	(2)	525	245	13	6	7	2	2	2	6	216	94	155	53	6
		38%	51%	46%	39%	80%	68%	67%	40%	57%	34%	34%	46% a	44%	34%
Don't know		1	-	-	-	-	-	-	*	*	1	-	-	*	-
		*%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%	*%	-%
NET Important		1087	413	26	12	8	3	3	3	8	479	214	287	95	13
		79%	85%	94%	72%	88%	72%	94%	73%	79%	76%	78%	85% a	78%	72%
NET Not Important		155	18	2	-	1	1	-	-	1	83	28	29	14	*
		11%	4%	6%	-%	12%	28%	-%	-%	9%	13%	10%	9%	12%	2%
Answered		1378	484	27	16	9	4	3	4	11	626	275	337	121	18
Mean score		1.0	1.3	1.3	1.1	1.6	1.1	1.6	1.1	1.3	.9	1.0	1.2 a	1.1	1.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base		1573	216	120	168	87	20	336	52	218	1489	84	1528	45
Effective base		592	109	48	55	19	4	138	18	80	565	28	578	15
Weighted Base		1379	258	100	139	40	11	343	42	162	1302	77	1335	44
Not at all important	(-2)	35	4	*	-	-	-	*	3	2	35	*	35	*
		3%	2%	*%	-%	-%	-%	*%	6% a	1%	3%	*%	3%	*%
Not very important	(-1)	119	5	3	7	3	*	11	*	6	119	*	115	4
		9%	2%	3%	5%	7%	1%	3%	*%	3%	9%	*%	9%	9%
Neither important nor unimportant	(0)	136	31	6	14	9	*	40	*	19	128	8	134	2
		10%	12%	6%	10%	23%	*%	12%	*%	12%	10%	11%	10%	4%
Important	(1)	563	94	37	49	8	2	110	12	67	533	30	539	23
		41%	36%	37%	35%	20%	19%	32%	29%	41%	41%	39%	40%	53%
Very important	(2)	525	124	54	70	20	9	182	27	69	486	39	510	15
		38%	48%	55%	50%	51%	80%	53%	65%	42%	37%	50%	38%	33%
Don't know		1	-	-	-	-	*	-	*	-	1	*	1	*
		*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	*%	*%	*%
NET Important		1087	218	91	119	28	11	291	39	136	1018	69	1049	38
		79%	84%	92% d	85%	71%	98%	85%	93%	84%	78%	89%	79%	87%
NET Not Important		155	9	3	7	3	*	12	3	7	155	*	151	4
		11%	4%	3%	5%	7%	1%	3%	7%	4%	12%	*%	11%	10%
Answered		1378	258	100	139	40	11	343	42	162	1300	77	1334	44
Mean score		1.0	1.3	1.4	1.3	1.1	1.8	1.3	1.5	1.2	1.0	1.4	1.0	1.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		1573	139	138	279	65	476	135	525	1260	165	425	689	135	2
Effective base		592	58	45	110	15	192	43	177	465	43	157	260	47	2
Weighted Base		1379	144	94	254	47	453	96	434	1034	113	374	593	133	1
Not at all important	(-2)	35	-	*	1	*	4	-	1	29	-	*	9	-	-
		3%	-%	*%	*%	*%	1%	-%	*%	3% a	-%	*%	2%	-%	-%
Not very important	(-1)	119	5	1	11	1	16	2	17	94	8	20	41	10	-
		9%	3%	1%	4%	2%	3%	2%	4%	9% a	7%	5%	7%	8%	-%
Neither important nor unimportant	(0)	136	15	19	35	3	41	19	31	95	13	36	64	23	*
		10%	10%	20%	14%	6%	9%	19%	7%	9%	11%	10%	11%	17%	46%
Important	(1)	563	44	30	80	26	161	29	165	441	52	131	229	44	-
		41%	31%	32%	32%	56%	36%	30%	38%	43%	46%	35%	39%	33%	-%
Very important	(2)	525	80	45	127	17	231	47	221	375	41	187	250	55	*
		38%	55%	47%	50%	36%	51%	49%	51% b	36%	36%	50%	42%	42%	54%
Don't know		1	-	*	-	*	-	*	*	1	*	*	*	-	-
		*%	-%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%	-%
NET Important		1087	124	74	207	43	392	75	386	816	93	318	479	100	*
		79%	86%	79%	81%	92%	87%	79%	89% b	79%	82%	85%	81%	75%	54%
NET Not Important		155	5	1	12	1	20	2	18	123	8	20	50	10	-
		11%	3%	1%	5%	2%	4%	2%	4%	12% a	7%	5%	9%	8%	-%
Answered		1378	144	94	254	47	453	96	434	1033	113	374	593	133	1
Mean score		1.0	1.4	1.2	1.3	1.3	1.3	1.3	1.4 b	1.0	1.1	1.3	1.1	1.1	1.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		1573	430	398	122	2	1390	805	509	1223	937	27
Effective base		592	159	156	41	2	512	301	199	456	350	4
Weighted Base		1379	384	364	95	1	1143	690	466	1054	795	8
Not at all important	(-2)	35	3	1	-	-	29	10	4	16	27	-
		3%	1%	*%	-%	-%	3%	1%	1%	2%	3%	-%
Not very important	(-1)	119	7	17	3	-	96	45	16	73	80	-
		9%	2%	5%	3%	-%	8% c	7%	3%	7%	10%	-%
Neither important nor unimportant	(0)	136	29	39	14	-	106	72	41	96	79	*
		10%	7%	11%	14%	-%	9%	10%	9%	9%	10%	3%
Important	(1)	563	133	130	31	-	484	267	170	436	324	4
		41%	35%	36%	32%	-%	42%	39%	37%	41%	41%	45%
Very important	(2)	525	213	177	47	1	426	296	234	432	283	4
		38%	55%	49%	50%	100%	37%	43%	50% a	41%	36%	52%
Don't know		1	*	-	-	-	1	*	-	*	1	*
		*%	*%	-%	-%	-%	*%	*%	-%	*%	*%	*%
NET Important		1087	346	307	78	1	910	563	404	868	608	8
		79%	90%	84%	82%	100%	80%	82%	87% a	82% b	76%	97%
NET Not Important		155	10	18	3	-	126	55	20	89	107	-
		11%	2%	5%	3%	-%	11% c	8%	4%	8%	13% a	-%
Answered		1378	384	364	95	1	1142	690	466	1054	794	8
Mean score		1.0	1.4	1.3	1.3	2.0	1.0	1.2	1.3 ab	1.1 b	1.0	1.5

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		1573	296	266	256	49	35	1040	865	100	43	41	14
Effective base		592	107	109	94	23	16	380	324	35	12	17	3
Weighted Base		1379	252	257	226	60	44	879	736	79	26	32	6
Not at all important	(-2)	35	1	4	-	-	-	13	26	1	-	-	-
		3%	1%	1%	-%	-%	-%	1%	4%	1%	-%	-%	-%
Not very important	(-1)	119	5	10	4	1	3	71	75	2	5	2	-
		9%	2%	4%	2%	2%	6%	8%	10%	2%	20% a	6%	-%
Neither important nor unimportant	(0)	136	26	24	7	8	8	72	73	14	4	5	*
		10%	10% c	9%	3%	13% c	18% c	8%	10%	18%	15%	16%	2%
Important	(1)	563	91	103	83	20	10	366	306	18	12	9	*
		41%	36%	40%	37%	34%	23%	42%	42%	23%	46%	29%	3%
Very important	(2)	525	128	117	133	30	23	358	254	44	5	15	5
		38%	51%	46%	59%	50%	52%	41%	35%	56% b	19%	49%	95%
Don't know		1	-	-	-	-	-	*	1	*	*	-	-
		*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%
NET Important		1087	219	220	216	51	33	724	560	62	17	25	5
		79%	87%	85%	95% abe	84%	75%	82% b	76%	78%	65%	78%	98%
NET Not Important		155	7	14	4	1	3	83	101	3	5	2	-
		11%	3%	5%	2%	2%	6%	9%	14%	3%	20%	6%	-%
Answered		1378	252	257	226	60	44	879	734	79	26	32	6
Mean score		1.0	1.3	1.2	1.5 b	1.3	1.2	1.1 b	.9	1.3 b	.6	1.2	1.9

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		1573	1468	971	1510	955	944	775	1428	174	4	1344	72	392	1181
Effective base		592	553	350	572	346	336	273	548	58	3	489	32	157	434
Weighted Base		1379	1273	767	1317	766	737	557	1263	145	4	1139	69	371	1008
Not at all important	(-2)	35	35	7	35	8	5	6	34	-	-	24	4	1	34
		3%	3% e	1%	3% e	1%	1%	1%	3%	-%	-%	2%	5%	*%	3% a
Not very important	(-1)	119	115	57	117	43	71	30	116	4	-	95	5	27	92
		9%	9%	7%	9%	6%	10% d	5%	9%	3%	-%	8%	7%	7%	9%
Neither important nor unimportant	(0)	136	122	78	130	80	66	36	122	16	*	92	11	48	88
		10%	10%	10%	10%	10%	9%	6%	10%	11%	1%	8%	16%	13%	9%
Important	(1)	563	525	318	541	290	312	219	519	58	1	476	14	123	439
		41%	41%	41%	41%	38%	42%	39%	41%	40%	31%	42% b	21%	33%	44% a
Very important	(2)	525	475	305	492	344	282	267	471	67	3	451	35	171	353
		38%	37%	40%	37%	45% ac	38%	48% b	37%	46%	68%	40%	50%	46% b	35%
Don't know		1	1	1	1	1	1	*	1	*	-	1	-	*	1
		*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
NET Important		1087	1000	623	1033	634	594	486	990	125	4	927	49	295	793
		79%	79%	81%	78%	83%	81%	87% b	78%	86%	99%	81%	71%	79%	79%
NET Not Important		155	150	64	153	52	76	36	150	4	-	119	9	28	126
		11%	12% d	8%	12% d	7%	10%	6%	12% ac	3%	-%	10%	13%	8%	13%
Answered		1378	1272	766	1316	765	736	557	1262	145	4	1138	69	371	1007
Mean score		1.0	1.0	1.1	1.0	1.2 ac	1.1	1.3 b	1.0	1.3 b	1.7	1.1	1.0	1.2 b	1.0

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		1573	293	14	112	233	173	903	486	139	151	1211	784	789
Effective base		592	104	6	34	89	59	367	162	58	47	468	252	341
Weighted Base		1379	255	10	88	214	136	848	385	124	140	1075	553	826
Not at all important	(-2)	35	*	*	*	1	*	22	13	*	*	35	19	16
		3%	*%	1%	*%	*%	*%	3%	3%	*%	*%	3%	4%	2%
Not very important	(-1)	119	5	2	9	3	10	71	38	4	11	104	54	65
		9%	2%	17%	10% b	1%	8%	8%	10%	3%	8%	10%	10%	8%
Neither important nor unimportant	(0)	136	34	3	11	27	4	90	41	10	18	107	39	97
		10%	13%	29%	12%	13%	3%	11%	11%	8%	13%	10%	7%	12%
Important	(1)	563	97	2	38	68	53	343	158	52	48	451	252	310
		41%	38%	23%	44%	32%	39%	40%	41%	42%	35%	42%	46% b	38%
Very important	(2)	525	120	3	29	114	68	321	134	58	62	378	187	338
		38%	47%	30%	33%	53% a	50% c	38%	35%	47%	44%	35%	34%	41%
Don't know		1	*	-	*	-	*	*	1	*	-	1	1	*
		*%	*%	-%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%
NET Important		1087	216	6	68	183	122	664	291	110	110	828	439	648
		79%	85%	53%	77%	85%	89% bc	78%	76%	89% c	79%	77%	79%	78%
NET Not Important		155	5	2	9	4	11	93	51	4	12	138	74	81
		11%	2%	19%	11% b	2%	8%	11%	13%	3%	8%	13% a	13%	10%
Answered		1378	255	10	88	214	136	848	384	124	140	1073	552	826
Mean score		1.0	1.3	.6	1.0	1.4 a	1.3 bc	1.0	.9	1.3 c	1.1	1.0	1.0	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 68 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1573	386	474	428	285	860	713
Effective base		592	137	173	159	133	305	290
Weighted Base		1379	382	375	363	260	756	623
Not at all important	(-2)	35	3	12	14	6	16	20
		3%	1%	3%	4%	2%	2%	3%
Not very important	(-1)	119	45	32	20	23	77	43
		9%	12%	8%	5%	9%	10%	7%
			c					
Neither important nor unimportant	(0)	136	28	46	42	19	75	61
		10%	7%	12%	12%	7%	10%	10%
Important	(1)	563	137	173	144	109	310	253
		41%	36%	46%	40%	42%	41%	41%
Very important	(2)	525	166	112	143	103	278	246
		38%	44%	30%	39%	40%	37%	40%
			b					
Don't know		1	1	*	-	-	1	-
		*%	*%	*%	-%	-%	*%	-%
NET Important		1087	303	284	288	212	588	500
		79%	79%	76%	79%	82%	78%	80%
NET Not Important		155	49	44	33	29	93	62
		11%	13%	12%	9%	11%	12%	10%
Answered		1378	381	375	363	260	755	623
Mean score		1.0	1.1	.9	1.1	1.1	1.0	1.1

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1573	727	846	1051	279	68	175	522
Effective base		592	260	339	538	169	29	103	223
Weighted Base		1379	523	857	1310	57	8	4	69
Not at all important	(-2)	146	57	89	137	8	*	*	9
		11%	11%	10%	10%	14%	5%	6%	12%
						d			
Not very important	(-1)	215	129	86	204	9	1	*	11
		16%	25%	10%	16%	16%	17%	8%	16%
			b						
Neither important nor unimportant	(0)	189	33	155	182	6	1	*	7
		14%	6%	18%	14%	10%	8%	5%	10%
				a	d				
Important	(1)	454	192	262	433	18	1	2	21
		33%	37%	31%	33%	31%	19%	36%	30%
Very important	(2)	333	75	257	314	13	4	2	19
		24%	14%	30%	24%	23%	48%	38%	27%
				a			abe	abe	
Don't know		42	36	6	39	3	*	*	4
		3%	7%	1%	3%	5%	2%	7%	5%
			b					a	
NET Important		787	267	520	748	31	5	3	39
		57%	51%	61%	57%	54%	67%	74%	57%
				a				abe	
NET Not Important		361	186	175	342	17	2	1	19
		26%	36%	20%	26%	30%	22%	14%	28%
			b		d	d			d
Answered		1337	487	850	1271	54	8	4	66
Mean score		.5	.2	.6	.5	.4	.9	1.0	.5
				a				abe	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1573	575	310	166	164	183	175	1051	279	243
Effective base		592	304	160	102	102	95	103	538	169	64
Weighted Base		1379	826	352	132	34	30	4	1310	57	12
Not at all important	(-2)	146	89	36	12	6	2	*	137	8	1
		11%	11%	10%	9%	18%	6%	6%	10%	14%	5%
						aefgi				fi	
Not very important	(-1)	215	126	57	22	5	5	*	204	9	2
		16%	15%	16%	16%	15%	17%	8%	16%	16%	14%
Neither important nor unimportant	(0)	189	128	36	17	3	3	*	182	6	1
		14%	16%	10%	13%	9%	10%	5%	14%	10%	7%
			f						f		
Important	(1)	454	270	134	29	11	9	2	433	18	3
		33%	33%	38%	22%	31%	28%	36%	33%	31%	25%
			c	c				c	c		
Very important	(2)	333	202	75	38	8	9	2	314	13	5
		24%	24%	21%	29%	22%	30%	38%	24%	23%	45%
								abdgh			abcdgh
Don't know		42	11	14	13	1	2	*	39	3	*
		3%	1%	4%	10%	3%	7%	7%	3%	5%	4%
					abdg		ag	ag		a	
NET Important		787	472	208	67	19	18	3	748	31	8
		57%	57%	59%	51%	54%	59%	74%	57%	54%	70%
								abcdegh			cdh
NET Not Important		361	215	93	34	12	7	1	342	17	2
		26%	26%	26%	26%	34%	24%	14%	26%	30%	19%
			f	f	f	fi			f	f	
Answered		1337	815	338	118	33	28	4	1271	54	12
Mean score		.5	.5	.5	.5	.2	.6	1.0	.5	.4	.9
							d	abcdgh			abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		1573	533	195	70	42	182
Effective base		592	300	82	26	6	35
Weighted Base		1379	819	179	30	17	42
Not at all important	(-2)	146	102	8	3	2	5
		11%	13%	4%	10%	12%	12%
			b				
Not very important	(-1)	215	99	44	5	7	5
		16%	12%	25%	17%	44%	13%
				a		a	
Neither important nor unimportant	(0)	189	136	24	4	1	4
		14%	17%	14%	15%	8%	9%
Important	(1)	454	266	69	4	2	11
		33%	33%	39%	12%	14%	27%
			c	c			
Very important	(2)	333	210	32	11	4	12
		24%	26%	18%	38%	22%	29%
					b		
Don't know		42	6	*	2	-	4
		3%	1%	*%	8%	-%	10%
					ab		ab
NET Important		787	477	101	15	6	24
		57%	58%	57%	50%	35%	56%
NET Not Important		361	201	52	8	9	10
		26%	25%	29%	27%	57%	25%
Answered		1337	814	178	27	17	38
Mean score		.5	.5	.4	.5	-.1	.5

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		1573	90	96	131	63	104	126	86	77	88	861	244	242	226
Effective base		592	55	61	65	36	67	71	56	41	51	475	151	158	69
Weighted Base		1379	105	119	210	63	127	211	184	96	109	1223	76	53	27
Not at all important	(-2)	146	16	11	17	4	11	14	17	8	30	128	11	4	2
		11%	15%	9%	8%	6%	9%	7%	9%	8%	27%	10%	15%	8%	9%
											bcdefghjklm				
Not very important	(-1)	215	14	18	37	2	20	32	32	11	22	188	10	11	5
		16%	13%	15%	18%	4%	16%	15%	18%	12%	20%	15%	13%	21%	21%
					d				d		d			d	d
Neither important nor unimportant	(0)	189	16	17	29	5	24	35	20	20	4	168	9	8	4
		14%	15%	14%	14%	8%	19%	17%	11%	20%	3%	14%	12%	14%	14%
			i				i	i		i		i		i	
Important	(1)	454	44	36	70	24	40	59	64	35	33	406	23	18	8
		33%	42%	30%	33%	39%	32%	28%	35%	37%	30%	33%	30%	34%	29%
Very important	(2)	333	15	36	51	19	30	64	44	20	19	298	18	11	7
		24%	14%	30%	24%	30%	24%	30%	24%	21%	17%	24%	24%	20%	25%
				a				a							
Don't know		42	*	2	5	8	2	7	7	3	2	35	5	1	1
		3%	*%	1%	2%	13%	2%	3%	4%	3%	2%	3%	7%	2%	3%
						abceijlm							j		
NET Important		787	59	71	122	43	70	123	108	55	52	703	41	29	14
		57%	56%	60%	58%	69%	55%	58%	59%	57%	48%	58%	53%	54%	54%
						i									
NET Not Important		361	30	29	55	6	31	47	49	19	51	316	21	15	8
		26%	29%	24%	26%	10%	25%	22%	27%	20%	47%	26%	28%	29%	30%
			d								bcdefghjklm	d	d	d	d
Answered		1337	104	117	205	55	125	205	177	94	106	1188	71	52	26
Mean score		.5	.3	.6	.5	1.0	.5	.6	.5	.5	-.1	.5	.4	.4	.4
				i	i	aijklm	i	i	i	i		i	i	i	

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		1573	62	108	13	205	228	78	128	687	1221	352	1418	155
Effective base		592	22	35	4	71	86	35	53	286	465	135	553	46
Weighted Base		1379	55	86	10	186	278	49	119	506	1136	244	1314	65
Not at all important	(-2)	146	5	10	-	20	32	3	13	53	128	18	143	3
		11%	10%	11%	-%	11%	12%	5%	11%	10%	11%	8%	11%	5%
Not very important	(-1)	215	11	19	1	42	37	6	19	69	182	33	211	4
		16%	19%	23%	9%	22%	13%	13%	16%	14%	16%	14%	16%	7%
Neither important nor unimportant	(0)	189	4	14	1	26	39	8	20	73	161	28	180	9
		14%	7%	17%	5%	14%	14%	17%	17%	14%	14%	11%	14%	14%
Important	(1)	454	15	17	9	64	99	16	37	157	367	87	429	25
		33%	28%	20%	86%	34%	35%	33%	31%	31%	32%	36%	33%	38%
Very important	(2)	333	17	21	-	28	62	13	26	144	267	66	311	22
		24%	32%	24%	-%	15%	22%	27%	22%	28% d	24%	27%	24%	33%
Don't know		42	2	5	-	7	9	2	4	10	31	11	40	2
		3%	4%	5%	-%	4%	3%	5%	3%	2%	3%	5%	3%	3%
NET Important		787	33	38	9	92	161	29	63	301	634	153	740	47
		57%	59%	44%	86%	49%	58%	60%	53%	60%	56%	63%	56%	71% a
NET Not Important		361	16	29	1	61	69	9	32	121	310	51	354	8
		26%	29%	34%	9%	33%	25%	18%	27%	24%	27%	21%	27% b	12%
Answered		1337	53	81	10	179	270	46	115	496	1104	232	1274	63
Mean score		.5	.5	.2	.8	.2	.4	.7	.4	.5	.4	.6	.4	.9 a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		1573	1546	27	977	307	286
Effective base		592	578	13	376	99	118
Weighted Base		1379	1348	31	896	208	274
Not at all important	(-2)	146	146	-	111	14	21
		11%	11%	-%	12%	7%	8%
Not very important	(-1)	215	205	11	155	22	37
		16%	15%	34%	17%	11%	14%
Neither important nor unimportant	(0)	189	186	3	118	25	45
		14%	14%	10%	13%	12%	17%
Important	(1)	454	443	11	302	72	80
		33%	33%	35%	34%	35%	29%
Very important	(2)	333	326	6	181	69	83
		24%	24%	21%	20%	33%	30%
						a	a
Don't know		42	42	-	29	6	8
		3%	3%	-%	3%	3%	3%
NET Important		787	770	17	483	141	163
		57%	57%	56%	54%	68%	59%
						a	
NET Not Important		361	351	11	266	36	58
		26%	26%	34%	30%	18%	21%
					b		
Answered		1337	1306	31	867	202	266
Mean score		.5	.5	.4	.3	.8	.6
						a	a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		1573	1201	263	62	11	17	8	6	5	1464	109	47	593	608	372
Effective base		592	509	71	9	1	5	2	2	2	580	13	4	268	245	83
Weighted Base		1379	1183	157	24	7	6	*	*	*	1340	39	15	672	511	196
Not at all important	(-2)	146	129	16	1	-	*	-	-	-	145	1	*	80	49	17
		11%	11%	10%	2%	-%	1%	-%	-%	-%	11%	2%	*%	12%	10%	9%
Not very important	(-1)	215	186	22	*	7	1	-	-	-	208	7	7	126	60	29
		16%	16%	14%	*%	90%	8%	-%	-%	-%	16%	18%	48% c	19% b	12%	15%
Neither important nor unimportant	(0)	189	158	26	*	-	5	-	*	-	183	5	5	92	66	31
		14%	13%	16%	*%	-%	77%	-%	30%	-%	14%	13%	35%	14%	13%	16%
Important	(1)	454	402	48	3	*	*	*	*	*	451	4	1	232	170	52
		33%	34%	31%	12%	1%	6%	74%	*%	74%	34%	10%	6%	35%	33%	26%
Very important	(2)	333	270	42	20	1	1	*	*	*	311	21	2	121	148	63
		24%	23%	27%	81% abik	9%	8%	26%	69%	26%	23%	55% abi	11%	18%	29% a	32% a
Don't know		42	38	3	1	-	-	-	-	-	41	1	-	20	18	4
		3%	3%	2%	5%	-%	-%	-%	-%	-%	3%	3%	-%	3%	4%	2%
NET Important		787	672	90	23	1	1	*	*	*	762	25	2	354	318	115
		57%	57%	57%	93% abik	10%	14%	100%	70%	100%	57%	64%	17%	53%	62% a	59%
NET Not Important		361	315	38	1	7	1	-	-	-	353	8	7	206	109	46
		26%	27%	24%	2%	90%	9%	-%	-%	-%	26%	20%	48%	31% b	21%	23%
Answered		1337	1145	154	23	7	6	*	*	*	1299	38	15	652	493	192
Mean score		.5	.4	.5	1.8 abik	-.7	.1	1.3	1.4	1.3	.4	1.0	-.2	.3	.6 a	.6

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		1573	1400	817	1573	611	293	412	1245	121	80	56	24	25	22
Effective base		592	513	305	592	235	90	145	522	33	18	8	6	2	5
Weighted Base		1379	1144	697	1379	548	173	335	1209	82	45	22	7	7	6
Not at all important	(-2)	146	127	55	146	52	18	24	136	6	3	1	*	*	*
		11%	11%	8%	11%	10%	10%	7%	11%	7%	8%	5%	3%	*%	*%
Not very important	(-1)	215	181	81	215	55	29	55	188	15	2	10	*	*	*
		16%	16%	12%	16%	10%	16%	16%	16%	18%	4%	44%	5%	3%	2%
			d		d							ac			
Neither important nor unimportant	(0)	189	149	107	189	79	15	30	164	16	3	3	*	1	2
		14%	13%	15%	14%	14%	9%	9%	14%	20%	7%	12%	4%	8%	32%
Important	(1)	454	378	207	454	169	57	111	418	17	12	3	1	2	2
		33%	33%	30%	33%	31%	33%	33%	35%	21%	27%	14%	15%	21%	31%
Very important	(2)	333	272	232	333	180	53	107	266	25	24	6	5	5	2
		24%	24%	33%	24%	33%	31%	32%	22%	31%	53%	25%	73%	67%	35%
				ac		ac		a			a				
Don't know		42	37	14	42	12	2	9	38	3	1	-	-	-	-
		3%	3%	2%	3%	2%	1%	3%	3%	4%	2%	-%	-%	-%	-%
NET Important		787	650	439	787	350	110	218	684	42	36	9	6	7	4
		57%	57%	63%	57%	64%	64%	65%	57%	52%	79%	39%	88%	88%	66%
NET Not Important		361	308	136	361	107	46	78	324	20	5	11	1	*	*
		26%	27%	20%	26%	20%	27%	23%	27%	25%	11%	49%	8%	4%	2%
			bd		bd							c			
Answered		1337	1107	682	1337	536	172	326	1171	79	44	22	7	7	6
Mean score		.5	.4	.7	.5	.7	.6	.7	.4	.5	1.2	.1	1.5	1.5	1.0
				ac		ac		a			a				

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		1573	485	31	29	26	9	16	15	40	568	317	400	248	40
Effective base		592	208	9	6	6	4	2	4	10	257	121	148	61	8
Weighted Base		1379	484	27	16	9	4	3	4	11	627	275	337	121	18
Not at all important	(-2)	146	51	*	*	*	1	-	-	1	74	19	42	11	*
		11%	10%	*%	*%	*%	35%	-%	-%	12%	12%	7%	13%	9%	*%
Not very important	(-1)	215	48	3	4	-	*	*	-	*	107	37	47	22	2
		16%	10%	11%	25%	-%	2%	3%	-%	1%	17%	13%	14%	18%	12%
Neither important nor unimportant	(0)	189	72	4	1	*	*	1	1	2	96	31	45	16	1
		14%	15%	14%	4%	4%	8%	23%	27%	19%	15%	11%	13%	13%	4%
Important	(1)	454	149	13	3	1	2	*	1	4	212	108	102	26	6
		33%	31%	48%	17%	11%	54%	8%	34%	34%	34%	39% d	30%	22%	32%
Very important	(2)	333	154	7	9	7	*	2	2	4	116	75	89	43	10
		24%	32%	27%	54%	73%	1%	66%	39%	33%	18%	27% a	26%	35% a	53% a
Don't know		42	11	-	-	1	-	-	-	-	24	4	12	3	-
		3%	2%	-%	-%	12%	-%	-%	-%	-%	4%	1%	4%	2%	-%
NET Important		787	302	21	12	8	2	2	3	7	328	184	191	69	15
		57%	62%	75%	70%	84%	55%	74%	73%	67%	52%	67% a	57%	57%	85%
NET Not Important		361	99	3	4	*	1	*	-	1	181	56	90	33	2
		26%	20%	11%	25%	*%	37%	3%	-%	13%	29%	20%	27%	27%	12%
Answered		1337	474	27	16	8	4	3	4	11	604	271	325	118	18
Mean score		.5	.6	.9	1.0	1.8	-.2	1.4	1.1	.8	.3	.7 a	.5	.6	1.3 a

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base		1573	216	120	168	87	20	336	52	218	1489	84	1528	45
Effective base		592	109	48	55	19	4	138	18	80	565	28	578	15
Weighted Base		1379	258	100	139	40	11	343	42	162	1302	77	1335	44
Not at all important	(-2)	146	22	5	19	6	-	36	3	13	141	5	146	*
		11%	9%	5%	14%	15%	-%	11%	6%	8%	11%	6%	11%	*%
Not very important	(-1)	215	30	13	6	6	-	32	4	20	202	13	211	4
		16%	12%	13%	4%	15%	-%	9%	10%	12%	15%	17%	16%	8%
Neither important nor unimportant	(0)	189	24	26	21	9	*	47	13	19	173	15	181	7
		14%	9%	26% a	15%	23%	2%	14%	31% c	11%	13%	19%	14%	17%
Important	(1)	454	85	35	39	8	1	105	12	52	427	27	435	20
		33%	33%	35%	28%	21%	11%	30%	30%	32%	33%	35%	33%	45%
Very important	(2)	333	88	21	52	9	10	114	9	57	318	14	322	10
		24%	34%	21%	37%	24%	86%	33%	23%	35%	24%	19%	24%	24%
Don't know		42	8	-	2	1	-	9	*	3	39	3	39	3
		3%	3%	-%	2%	3%	-%	3%	*%	2%	3%	4%	3%	6%
NET Important		787	174	56	91	18	11	219	22	109	746	42	757	30
		57%	67%	56%	66%	45%	98%	64%	53%	67%	57%	54%	57%	68%
NET Not Important		361	52	18	25	12	-	68	7	33	343	18	357	4
		26%	20%	18%	18%	29%	-%	20%	16%	20%	26%	23%	27%	9%
Answered		1337	250	100	137	39	11	334	41	160	1262	75	1296	41
Mean score		.5	.8	.5	.7	.3	1.8	.7	.5	.7	.5	.4	.4	.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		1573	139	138	279	65	476	135	525	1260	165	425	689	135	2
Effective base		592	58	45	110	15	192	43	177	465	43	157	260	47	2
Weighted Base		1379	144	94	254	47	453	96	434	1034	113	374	593	133	1
Not at all important	(-2)	146	10	6	23	3	43	10	43	108	10	27	48	10	-
		11%	7%	7%	9%	7%	9%	10%	10%	10%	8%	7%	8%	7%	-%
Not very important	(-1)	215	12	7	21	8	48	7	59	166	14	34	75	5	-
		16%	8%	7%	8%	18%	11%	7%	14%	16%	12%	9%	13%	4%	-%
Neither important nor unimportant	(0)	189	24	16	38	7	64	15	51	137	23	49	97	43	-
		14%	17%	17%	15%	16%	14%	16%	12%	13%	20%	13%	16%	32% ab	-%
Important	(1)	454	41	36	81	21	134	35	131	347	24	120	163	37	*
		33%	29%	38%	32%	44%	30%	36%	30%	34%	21%	32%	27%	28%	46%
Very important	(2)	333	56	28	89	5	153	27	143	246	40	139	201	36	*
		24%	39%	29%	35%	10%	34%	29%	33% b	24%	35%	37%	34%	27%	54%
Don't know		42	1	1	3	3	10	1	8	31	3	4	10	2	-
		3%	1%	1%	1%	6%	2%	1%	2%	3%	3%	1%	2%	1%	-%
NET Important		787	97	64	169	26	287	62	274	593	64	259	363	74	1
		57%	67%	68%	67%	54%	64%	65%	63%	57%	56%	69%	61%	56%	100%
NET Not Important		361	22	13	45	12	91	17	101	274	24	61	123	15	-
		26%	15%	14%	18%	25%	20%	17%	23%	26%	21%	16%	21%	11%	-%
Answered		1337	143	93	252	44	442	94	427	1003	110	369	583	131	1
Mean score		.5	.8	.8	.8	.3	.7	.7	.6	.5	.6	.8	.7	.7	1.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		1573	430	398	122	2	1390	805	509	1223	937	27
Effective base		592	159	156	41	2	512	301	199	456	350	4
Weighted Base		1379	384	364	95	1	1143	690	466	1054	795	8
Not at all important	(-2)	146	37	26	8	-	127	55	47	86	93	-
		11%	10%	7%	9%	-%	11%	8%	10%	8%	12%	-%
Not very important	(-1)	215	33	43	10	-	181	81	46	159	110	*
		16%	9%	12%	10%	-%	16% c	12%	10%	15%	14%	*%
Neither important nor unimportant	(0)	189	55	56	21	-	149	105	72	138	127	*
		14%	14%	15%	22%	-%	13%	15%	15%	13%	16%	3%
Important	(1)	454	122	107	24	1	378	206	133	363	243	*
		33%	32%	29%	26%	68%	33%	30%	29%	34%	31%	5%
Very important	(2)	333	131	126	30	*	272	228	157	274	197	8
		24%	34%	35%	32%	32%	24%	33% a	34% a	26%	25%	92%
Don't know		42	6	6	1	-	37	14	12	34	25	-
		3%	2%	2%	1%	-%	3%	2%	3%	3%	3%	-%
NET Important		787	253	233	54	1	650	435	289	637	440	8
		57%	66%	64%	57%	100%	57%	63%	62%	60%	55%	96%
NET Not Important		361	70	69	18	-	308	136	93	245	203	*
		26%	18%	19%	19%	-%	27% b	20%	20%	23%	26%	*%
Answered		1337	378	358	94	1	1106	676	454	1020	770	8
Mean score		.5	.7	.7	.6	1.3	.4	.7 a	.7 a	.6	.4	1.9

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		1573	296	266	256	49	35	1040	865	100	43	41	14
Effective base		592	107	109	94	23	16	380	324	35	12	17	3
Weighted Base		1379	252	257	226	60	44	879	736	79	26	32	6
Not at all important	(-2)	146	19	14	27	8	6	69	79	10	*	1	*
		11%	8%	5%	12%	13%	14%	8%	11%	12%	*%	2%	1%
Not very important	(-1)	215	32	28	19	4	2	133	109	1	2	4	3
		16%	13%	11%	8%	6%	5%	15%	15%	2%	8%	13%	53%
Neither important nor unimportant	(0)	189	43	41	37	14	13	119	120	20	1	9	-
		14%	17%	16%	16%	23%	29%	14%	16%	26%	5%	27%	-%
Important	(1)	454	62	76	57	18	6	306	225	19	15	10	2
		33%	25%	29%	25%	31%	15%	35%	31%	24%	57%	30%	36%
											a		
Very important	(2)	333	88	92	82	17	15	227	185	29	8	8	1
		24%	35%	36%	36%	28%	35%	26%	25%	37%	30%	26%	10%
Don't know		42	7	7	5	-	1	25	18	*	-	1	-
		3%	3%	3%	2%	-%	3%	3%	2%	*%	-%	2%	-%
NET Important		787	150	168	139	35	22	533	410	48	23	18	3
		57%	60%	65%	61%	59%	50%	61%	56%	60%	87%	56%	46%
NET Not Important		361	51	42	46	11	8	202	188	11	2	5	3
		26%	20%	16%	20%	19%	19%	23%	26%	14%	8%	15%	54%
Answered		1337	244	251	221	60	43	854	718	79	26	31	6
Mean score		.5	.7	.8	.7	.6	.5	.6	.5	.7	1.1	.7	*

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		1573	1468	971	1510	955	944	775	1428	174	4	1344	72	392	1181
Effective base		592	553	350	572	346	336	273	548	58	3	489	32	157	434
Weighted Base		1379	1273	767	1317	766	737	557	1263	145	4	1139	69	371	1008
Not at all important	(-2)	146	135	53	141	64	60	47	132	8	-	122	7	21	126
		11%	11%	7%	11%	8%	8%	8%	10%	5%	-%	11%	10%	6%	12% a
Not very important	(-1)	215	201	101	202	98	121	76	198	11	-	184	8	29	186
		16%	16%	13%	15%	13%	16%	14%	16%	8%	-%	16%	11%	8%	18% a
Neither important nor unimportant	(0)	189	171	116	185	115	81	60	180	41	-	148	12	54	134
		14%	13%	15%	14%	15%	11%	11%	14%	28% ab	-%	13%	17%	15%	13%
Important	(1)	454	427	246	442	251	269	187	419	40	2	376	21	128	326
		33%	34%	32%	34%	33%	37%	34%	33%	28%	53%	33%	30%	34%	32%
Very important	(2)	333	298	220	306	210	179	171	295	44	2	275	20	136	197
		24%	23%	29%	23%	27%	24%	31% b	23%	31%	47%	24%	29%	37% b	20%
Don't know		42	41	32	41	28	28	15	39	1	-	35	2	3	39
		3%	3%	4%	3%	4%	4%	3%	3%	*%	-%	3%	3%	1%	4%
NET Important		787	725	466	748	461	448	358	713	85	4	651	41	264	523
		57%	57%	61%	57%	60%	61%	64% b	56%	58%	100%	57%	59%	71% b	52%
NET Not Important		361	336	154	343	162	181	123	330	19	-	306	15	49	312
		26%	26% b	20%	26% b	21%	25%	22%	26% c	13%	-%	27%	21%	13%	31% a
Answered		1337	1232	735	1276	738	709	542	1224	144	4	1104	67	368	969
Mean score		.5	.4	.7 ac	.4	.6	.5	.7 b	.4	.7	1.5	.5	.6	.9 b	.3

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		1573	293	14	112	233	173	903	486	139	151	1211	784	789
Effective base		592	104	6	34	89	59	367	162	58	47	468	252	341
Weighted Base		1379	255	10	88	214	136	848	385	124	140	1075	553	826
Not at all important	(-2)	146	23	*	6	20	11	93	42	8	8	129	61	86
		11%	9%	1%	7%	9%	8%	11%	11%	7%	6%	12%	11%	10%
Not very important	(-1)	215	23	*	14	15	22	130	63	18	18	180	109	106
		16%	9%	*%	16%	7%	16%	15%	16%	14%	13%	17%	20% b	13%
Neither important nor unimportant	(0)	189	33	5	11	34	9	125	55	9	35	144	62	127
		14%	13%	45%	13%	16%	7%	15%	14%	7%	25% ac	13%	11%	15%
Important	(1)	454	81	4	34	67	38	295	114	48	40	357	179	275
		33%	32%	42%	39%	31%	28%	35%	30%	39%	28%	33%	32%	33%
Very important	(2)	333	90	1	20	73	52	185	95	37	40	246	126	207
		24%	35%	11%	23%	34%	38% bc	22%	25%	30%	28%	23%	23%	25%
Don't know		42	5	-	1	4	5	19	16	4	*	18	16	26
		3%	2%	-%	1%	2%	3%	2%	4%	3%	*%	2%	3%	3%
NET Important		787	170	6	55	140	90	480	209	85	79	603	305	482
		57%	67%	53%	62%	66%	66%	57%	54%	69%	57%	56%	55%	58%
NET Not Important		361	47	*	21	35	33	224	105	26	26	309	170	191
		26%	18%	2%	24%	17%	24%	26%	27%	21%	18%	29%	31% b	23%
Answered		1337	250	10	87	210	131	828	369	120	140	1056	537	800
Mean score		.5	.8	.6	.6	.8	.8	.4	.4	.7	.6	.4	.4	.5

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 69 (continuation)

QD10B. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1573	386	474	428	285	860	713
Effective base		592	137	173	159	133	305	290
Weighted Base		1379	382	375	363	260	756	623
Not at all important	(-2)	146	30	75	27	14	105	41
		11%	8%	20%	7%	5%	14%	7%
				acd			b	
Not very important	(-1)	215	80	36	50	48	117	99
		16%	21%	10%	14%	19%	15%	16%
			b			b		
Neither important nor unimportant	(0)	189	37	73	48	30	110	79
		14%	10%	19%	13%	12%	15%	13%
				a				
Important	(1)	454	124	128	127	76	252	202
		33%	33%	34%	35%	29%	33%	32%
Very important	(2)	333	101	60	92	80	161	172
		24%	26%	16%	25%	31%	21%	28%
			b		b	b		
Don't know		42	10	3	18	12	12	30
		3%	2%	1%	5%	5%	2%	5%
					b	b		a
NET Important		787	225	187	219	155	413	374
		57%	59%	50%	60%	60%	55%	60%
NET Not Important		361	110	112	77	62	222	140
		26%	29%	30%	21%	24%	29%	22%
Answered		1337	372	372	345	248	744	593
Mean score		.5	.5	.2	.6	.6	.3	.6
			b		b	b		a

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 70

QD10b. Below, are a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE

Base: All who use Royal Mail for letters or large letters and selected a service (QV6a.2=1-2 AND QV6d=1-10)

		Factors							
		Low cost	Fast delivery	Next day delivery option	Delivery within 3 days	Convenient to post (within 1/2 mile)	Same price to send to anywhere within the UK	Guaranteed delivery to recipient's door	Daily collection service
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base		1573	1573	1573	1573	1573	1573	1573	1573
Effective base		592	592	592	592	592	592	592	592
Weighted Base		1379	1379	1379	1379	1379	1379	1379	1379
Not at all important	(-2)	6 *% 	40 3% af	82 6% abdefg	24 2% a	19 1% 	13 1% 	35 3% af	146 11% abcdefg
Not very important	(-1)	65 5% 	160 12% adef	259 19% abdefg	110 8% a	102 7% 	97 7% 	119 9% a	215 16% abdefg
Neither important nor unimportant	(0)	158 11% e	155 11% e	241 17% abdefg	116 8% 	108 8% 	131 9% 	136 10% 	189 14% defg
Important	(1)	651 47% cgh	652 47% cgh	493 36% 	682 49% cgh	655 47% cgh	640 46% ch	563 41% h	454 33%
Very important	(2)	492 36% bch	370 27% c	297 22% 	441 32% ch	487 35% bch	495 36% bch	525 38% bcdh	333 24%
Don't know		7 1% 	2 *% 	7 1% 	5 *% 	8 1% 	4 *% 	1 *% 	42 3% abcdefg
NET Important		1143 83% bch	1022 74% ch	791 57% 	1123 81% bch	1142 83% bch	1135 82% bch	1087 79% ch	787 57%
NET Not Important		71 5% 	200 15% adef	341 25% abdefg	134 10% a	121 9% a	110 8% a	155 11% a	361 26% abdefg
Answered		1372	1377	1372	1374	1371	1375	1378	1337
Mean score		1.1 bcdh	.8 ch	.5 	1.0 bch	1.1 bch	1.1 bch	1.0 bch	.5

Columns Tested:: a,b,c,d,e,f,g,h
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	700	256	444	484	107	32	77	216
Effective base	288	96	195	268	63	15	45	88
Weighted Base	702	199	503	676	21	3	2	26
Standard 2nd Class	312	66	246	303	6	2	1	9
	44%	33%	49% a	45% b	28%	58% b	45%	33%
Standard 1st Class	298	86	212	286	9	2	1	12
	42%	43%	42%	42%	41%	49%	66% abe	44%
Signed for 1st Class	196	32	165	189	6	1	*	8
	28%	16%	33% a	28%	27%	42%	27%	29%
Signed for 2nd Class	183	11	173	179	3	1	*	5
	26%	5%	34% a	26%	16%	28%	21%	18%
Royal Mail tracked 48 hours	171	36	134	164	4	2	*	6
	24%	18%	27%	24%	18%	58% abde	17%	23%
Royal Mail tracked 24 hours	160	51	109	151	6	2	1	9
	23%	26%	22%	22%	30%	61% abe	35%	35% a
Parcelforce Worldwide	93	15	78	88	4	1	*	4
	13%	8%	15%	13%	17%	20%	11%	17%
Special Delivery Guaranteed by 1pm	85	14	71	79	4	1	*	6
	12%	7%	14%	12%	20%	32% a	24% a	22% a
International Tracked and Signed	57	3	54	55	1	*	*	2
	8%	1%	11% a	8%	6%	13% d	*%	7%
International Signed	50	8	43	48	2	1	*	2
	7%	4%	8%	7%	8%	23% ad	3%	9%

Columns Tested:: a,b - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	700	256	444	484	107	32	77	216
Effective base	288	96	195	268	63	15	45	88
Weighted Base	702	199	503	676	21	3	2	26
International standard mail (previously Airmail)	45	3	43	44	1	*	*	2
	6%	1%	8%	6%	5%	13%	2%	6%
			a					
International Tracked (previously Airsure)	33	1	32	32	*	*	-	1
	5%	1%	6%	5%	2%	7%	-%	2%
			a					
International Economy (previously surface mail)	13	3	10	13	*	-	*	1
	2%	2%	2%	2%	2%	-%	2%	2%
Special Delivery Guaranteed by 9am	12	5	7	10	1	*	*	2
	2%	2%	1%	1%	7%	14%	5%	7%
					a	a		a
None of these (DO NOT READ OUT)	15	2	13	15	*	-	-	*
	2%	1%	3%	2%	2%	-%	-%	2%
Don't Know (DO NOT READ OUT)	9	5	4	9	*	-	*	*
	1%	2%	1%	1%	*%	-%	1%	*%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	700	293	130	61	63	76	77	484	107	109
Effective base	288	176	68	31	39	41	45	268	63	33
Weighted Base	702	469	162	44	14	10	2	676	21	5
Standard 2nd Class	312	240	48	15	4	4	1	303	6	3
	44%	51%	30%	34%	29%	37%	45%	45%	28%	54%
		bdh						bh		bdh
Standard 1st Class	298	215	53	18	7	4	1	286	9	3
	42%	46%	33%	41%	47%	36%	66%	42%	41%	55%
							abcegh			b
Signed for 1st Class	196	149	27	12	5	3	*	189	6	2
	28%	32%	17%	28%	32%	26%	27%	28%	27%	37%
		b								b
Signed for 2nd Class	183	148	24	6	3	2	*	179	3	1
	26%	32%	15%	13%	18%	17%	21%	26%	16%	26%
		bch								
Royal Mail tracked 48 hours	171	113	45	6	2	4	*	164	4	2
	24%	24%	28%	14%	13%	38%	17%	24%	18%	44%
						cdfh				acdfgh
Royal Mail tracked 24 hours	160	99	46	6	4	5	1	151	6	3
	23%	21%	29%	13%	26%	46%	35%	22%	30%	52%
						acg	ac			abcdgh
Parcelforce Worldwide	93	63	20	6	3	2	*	88	4	1
	13%	13%	13%	13%	19%	15%	11%	13%	17%	17%
Special Delivery Guaranteed by 1pm	85	56	14	10	3	2	*	79	4	2
	12%	12%	9%	22%	21%	23%	24%	12%	20%	29%
						bg	abg			abg
International Tracked and Signed	57	42	11	2	1	1	*	55	1	*
	8%	9%	7%	5%	5%	10%	*%	8%	6%	8%
		f				f				
International Signed	50	36	10	2	1	1	*	48	2	1
	7%	8%	6%	5%	9%	11%	3%	7%	8%	16%

Columns Tested:: a,b,c,d,e,f,g,h,i

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	700	293	130	61	63	76	77	484	107	109
Effective base	288	176	68	31	39	41	45	268	63	33
Weighted Base	702	469	162	44	14	10	2	676	21	5
International standard mail (previously Airmail)	45	40	2	1	1	1	*	44	1	*
	6%	9%	1%	3%	5%	8%	2%	6%	5%	9%
		b								
International Tracked (previously Airsure)	33	27	3	2	*	*	-	32	*	*
	5%	6%	2%	4%	1%	4%	-%	5%	2%	5%
International Economy (previously surface mail)	13	13	-	-	*	*	*	13	*	*
	2%	3%	-%	-%	1%	3%	2%	2%	2%	1%
Special Delivery Guaranteed by 9am	12	3	3	4	1	1	*	10	1	1
	2%	1%	2%	10%	10%	5%	5%	1%	7%	11%
				ag	ag	a	a		ag	ag
None of these (DO NOT READ OUT)	15	8	7	-	*	*	-	15	*	-
	2%	2%	4%	-%	1%	3%	-%	2%	2%	-%
Don't Know (DO NOT READ OUT)	9	2	6	1	*	-	*	9	*	*
	1%	*%	4%	1%	*%	-%	1%	1%	*%	*%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	700	310	85	36	20	72
Effective base	288	184	33	12	9	11
Weighted Base	702	494	73	18	4	15
Standard 2nd Class	312	241	19	5	1	5
	44%	49%	27%	25%	37%	34%
		b				
Standard 1st Class	298	204	27	9	1	9
	42%	41%	38%	51%	25%	60%
Signed for 1st Class	196	145	24	5	1	6
	28%	29%	32%	27%	21%	36%
Signed for 2nd Class	183	154	9	5	1	4
	26%	31%	12%	26%	16%	24%
		b				
Royal Mail tracked 48 hours	171	129	16	4	1	2
	24%	26%	23%	21%	33%	13%
Royal Mail tracked 24 hours	160	110	25	6	2	2
	23%	22%	34%	35%	49%	13%
Parcelforce Worldwide	93	75	10	2	1	1
	13%	15%	14%	9%	19%	10%
Special Delivery Guaranteed by 1pm	85	61	9	4	*	4
	12%	12%	13%	20%	6%	28%
International Tracked and Signed	57	53	1	2	*	1
	8%	11%	2%	10%	*%	7%
International Signed	50	41	4	2	-	1
	7%	8%	5%	10%	-%	8%
International standard mail (previously Airmail)	45	40	2	2	-	1
	6%	8%	3%	10%	-%	8%
International Tracked (previously Airsure)	33	30	1	1	-	1
	5%	6%	1%	7%	-%	4%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	700	310	85	36	20	72
Effective base	288	184	33	12	9	11
Weighted Base	702	494	73	18	4	15
International Economy (previously surface mail)	13	12	*	-	-	*
	2%	2%	*%	-%	-%	2%
Special Delivery Guaranteed by 9am	12	4	2	1	*	1
	2%	1%	3%	7%	6%	8%
None of these (DO NOT READ OUT)	15	11	2	*	-	-
	2%	2%	3%	1%	-%	-%
Don't Know (DO NOT READ OUT)	9	3	2	-	-	-
	1%	1%	3%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base	700	47	34	61	27	36	49	42	49	39	384	111	106	99
Effective base	288	31	22	37	15	23	29	32	28	24	235	65	70	32
Weighted Base	702	69	48	120	31	50	77	107	70	52	626	39	26	10
Standard 2nd Class	312	27	32	44	20	14	22	66	28	24	278	16	14	5
	44%	39%	66% cefjk	37%	64%	28%	28%	62% cef	40%	46%	44%	41%	52% ef	46%
Standard 1st Class	298	25	20	62	8	30	34	31	21	32	264	20	11	3
	42%	36%	42%	51%	27%	60% gh	43%	29%	30%	61% ghm	42%	51% g	42%	34%
Signed for 1st Class	196	21	15	32	8	25	22	17	18	23	181	10	2	3
	28%	31% l	30% l	27% l	27%	50% gjkl	28% l	15%	26% l	43% gl	29% l	25% l	9%	27% l
Signed for 2nd Class	183	18	12	24	16	11	12	40	20	18	172	6	4	2
	26%	27%	26%	20%	50%	22%	16%	38% kl	28%	34% kl	27% kl	14%	15%	19%
Royal Mail tracked 48 hours	171	22	7	36	11	8	20	33	15	2	153	7	8	3
	24%	31% i	14%	30% i	34%	17%	26% i	31% i	21%	3%	24% i	17%	29% i	28% i
Royal Mail tracked 24 hours	160	18	14	27	9	10	20	25	15	7	145	7	5	3
	23%	25%	29%	23%	28%	20%	26%	23%	22%	14%	23%	17%	21%	29%
Parcelforce Worldwide	93	10	9	13	6	4	14	17	4	6	82	7	3	1
	13%	15%	19%	11%	20%	8%	18%	16%	5%	11%	13%	17%	11%	11%
Special Delivery Guaranteed by 1pm	85	8	6	14	1	6	8	19	10	6	78	4	2	1
	12%	11%	13%	12%	4%	12%	10%	18%	14%	12%	12%	9%	7%	9%
International Tracked and Signed	57	13	1	3	2	6	3	11	11	*	52	3	2	1
	8%	19% ci	3%	3%	8%	13%	4%	11%	15%	1%	8%	7%	8%	6%
International Signed	50	4	-	11	4	7	5	3	14	1	47	1	1	*
	7%	5%	-%	9%	12%	14%	6%	3%	19% bgijklm	2%	8%	4%	5%	2%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base	700	47	34	61	27	36	49	42	49	39	384	111	106	99
Effective base	288	31	22	37	15	23	29	32	28	24	235	65	70	32
Weighted Base	702	69	48	120	31	50	77	107	70	52	626	39	26	10
International standard mail (previously Airmail)	45	3	2	5	-	9	9	5	8	*	40	2	3	*
	6%	4%	4%	4%	-%	17% im	11% m	4%	11%	1%	6%	6%	11% m	1%
International Tracked (previously Airsure)	33	*	-	7	-	5	*	10	8	-	30	2	1	*
	5%	*%	-%	6%	-%	9%	*%	10%	11%	-%	5%	4%	5%	3%
International Economy (previously surface mail)	13	*	-	7	-	2	-	*	2	-	12	1	1	*
	2%	*%	-%	6%	-%	4%	-%	*%	3%	-%	2%	2%	2%	1%
Special Delivery Guaranteed by 9am	12	*	3	4	*	1	2	1	*	*	11	*	*	*
	2%	*%	6%	3%	*%	3%	2%	1%	1%	*%	2%	*%	1%	5%
None of these (DO NOT READ OUT)	15	5	-	-	-	3	5	-	-	1	14	*	1	*
	2%	7%	-%	-%	-%	6%	7%	-%	-%	2%	2%	1%	3%	*%
Don't Know (DO NOT READ OUT)	9	1	-	2	1	-	*	-	3	-	7	1	-	1
	1%	2%	-%	2%	3%	-%	*%	-%	4%	-%	1%	4%	-%	6%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base	700	31	77	5	46	150	27	43	283	547	153	622	78
Effective base	288	9	34	3	20	66	10	17	127	230	61	271	20
Weighted Base	702	15	88	1	40	210	14	41	245	583	119	672	30
Standard 2nd Class	312	9	47	*	15	83	4	27	102	264	49	296	16
	44%	63%	54%	21%	36%	39%	27%	67% eh	42%	45%	41%	44%	54%
Standard 1st Class	298	3	41	*	13	88	7	15	111	247	51	285	13
	42%	22%	47%	29%	34%	42%	51%	36%	45%	42%	43%	42%	43%
Signed for 1st Class	196	1	19	*	6	55	*	9	85	169	27	190	6
	28%	10%	22%	21%	14%	26%	2%	22%	35%	29%	23%	28%	21%
Signed for 2nd Class	183	1	20	*	9	46	*	20	70	154	29	179	4
	26%	8%	22%	21%	23%	22%	2%	48% ae	29%	26%	24%	27%	13%
Royal Mail tracked 48 hours	171	6	23	*	5	53	2	10	55	143	27	166	4
	24%	40%	26%	21%	12%	25%	18%	25%	22%	25%	23%	25%	15%
Royal Mail tracked 24 hours	160	3	18	1	9	47	3	12	53	130	30	157	3
	23%	19%	21%	87%	22%	22%	22%	30%	22%	22%	25%	23%	10%
Parcelforce Worldwide	93	2	28	*	3	16	1	2	36	76	17	90	2
	13%	14%	32% degh	21%	8%	8%	4%	5%	15%	13%	14%	13%	8%
Special Delivery Guaranteed by 1pm	85	2	14	*	2	24	1	7	24	72	13	82	3
	12%	12%	16%	4%	4%	11%	4%	17%	10%	12%	11%	12%	9%
International Tracked and Signed	57	*	7	-	*	29	-	7	12	42	15	56	1
	8%	*%	8%	-%	*%	14% h	-%	17%	5%	7%	13%	8%	4%
International Signed	50	-	6	-	*	16	*	5	22	46	4	48	2
	7%	-%	6%	-%	*%	7%	2%	11%	9%	8%	3%	7%	6%
International standard mail (previously Airmail)	45	-	5	-	*	12	*	6	19	36	9	45	*
	6%	-%	6%	-%	*%	6%	1%	16%	8%	6%	8%	7%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base	700	31	77	5	46	150	27	43	283	547	153	622	78
Effective base	288	9	34	3	20	66	10	17	127	230	61	271	20
Weighted Base	702	15	88	1	40	210	14	41	245	583	119	672	30
International Tracked (previously Airsure)	33	-	5	-	*	14	*	6	5	29	4	33	*
	5%	-%	6%	-%	*%	7%	1%	14% h	2%	5%	4%	5%	*%
International Economy (previously surface mail)	13	*	-	-	-	6	-	3	5	13	-	13	*
	2%	*%	-%	-%	-%	3%	-%	7%	2%	2%	-%	2%	*%
Special Delivery Guaranteed by 9am	12	2	5	-	1	*	-	*	4	12	*	12	*
	2%	12% e	5%	-%	3%	*%	-%	*%	2%	2%	*%	2%	*%
None of these (DO NOT READ OUT)	15	-	3	-	-	6	1	1	1	10	5	15	-
	2%	-%	4%	-%	-%	3%	9%	3%	*%	2%	4%	2%	-%
Don't Know (DO NOT READ OUT)	9	-	*	-	2	2	-	*	4	8	1	6	3
	1%	-%	1%	-%	6%	1%	-%	*%	2%	1%	1%	1%	10% a
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	700	693	7	304	162	234
Effective base	288	286	3	127	56	106
Weighted Base	702	693	9	303	124	275
Standard 2nd Class	312	312	1	126	48	138
	44%	45%	7%	41%	39%	50%
Standard 1st Class	298	298	*	126	56	116
	42%	43%	*%	41%	45%	42%
Signed for 1st Class	196	196	*	78	41	77
	28%	28%	*%	26%	33%	28%
Signed for 2nd Class	183	183	*	74	28	81
	26%	26%	*%	24%	23%	29%
Royal Mail tracked 48 hours	171	168	2	79	33	58
	24%	24%	23%	26%	27%	21%
Royal Mail tracked 24 hours	160	158	2	52	42	66
	23%	23%	18%	17%	34%	24%
					a	
Parcelforce Worldwide	93	93	-	30	20	43
	13%	13%	-%	10%	16%	16%
Special Delivery Guaranteed by 1pm	85	80	5	24	20	42
	12%	12%	53%	8%	16%	15%
International Tracked and Signed	57	52	5	8	7	42
	8%	8%	52%	3%	6%	15%
						a
International Signed	50	50	-	13	10	27
	7%	7%	-%	4%	8%	10%
International standard mail (previously Airmail)	45	45	*	8	13	24
	6%	7%	2%	3%	10%	9%
					a	a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	700	693	7	304	162	234
Effective base	288	286	3	127	56	106
Weighted Base	702	693	9	303	124	275
International Tracked (previously Airsure)	33	33	-	5	7	21
	5%	5%	-%	2%	6%	8%
						a
International Economy (previously surface mail)	13	13	-	2	4	7
	2%	2%	-%	1%	3%	3%
Special Delivery Guaranteed by 9am	12	12	-	3	5	5
	2%	2%	-%	1%	4%	2%
None of these (DO NOT READ OUT)	15	15	-	5	*	10
	2%	2%	-%	2%	*%	4%
Don't Know (DO NOT READ OUT)	9	9	-	4	1	4
	1%	1%	-%	1%	*%	2%
Refused (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	700	461	167	41	10	10	6	3	2	628	72	31	136	325	239
Effective base	288	227	48	9	3	3	4	2	1	275	14	5	74	154	61
Weighted Base	702	552	124	18	6	2	*	*	*	676	26	9	183	369	150
Standard 2nd Class	312	247	53	8	3	1	*	*	*	300	13	4	77	170	65
	44%	45%	43%	46%	50%	50%	60%	100%	100%	44%	48%	52%	42%	46%	44%
Standard 1st Class	298	228	59	9	*	1	*	*	*	287	11	2	69	159	70
	42%	41%	48%	51%	3%	51%	60%	100%	96%	42%	41%	20%	38%	43%	47%
Signed for 1st Class	196	161	27	5	*	2	*	*	*	189	7	2	56	105	35
	28%	29%	22%	29%	3%	78%	52%	8%	100%	28%	28%	27%	31%	28%	23%
Signed for 2nd Class	183	139	41	3	*	-	*	*	-	180	4	*	50	89	44
	26%	25%	33%	19%	3%	-%	52%	24%	-%	27%	14%	2%	27%	24%	30%
Royal Mail tracked 48 hours	171	137	30	3	1	-	-	*	*	167	4	1	55	82	33
	24%	25%	24%	14%	14%	-%	-%	92%	96%	25%	14%	13%	30%	22%	22%
Royal Mail tracked 24 hours	160	125	30	2	3	*	-	*	*	155	5	3	31	94	35
	23%	23%	24%	10%	47%	15%	-%	76%	100%	23%	20%	40%	17%	26%	23%
Parcelforce Worldwide	93	75	15	2	*	*	-	*	-	90	2	*	18	57	18
	13%	14%	12%	13%	2%	2%	-%	16%	-%	13%	9%	2%	10%	16%	12%
Special Delivery Guaranteed by 1pm	85	67	14	3	*	*	*	-	*	81	4	1	24	42	18
	12%	12%	11%	19%	5%	16%	31%	-%	4%	12%	15%	8%	13%	11%	12%
International Tracked and Signed	57	39	14	4	-	-	-	*	-	53	4	*	3	36	18
	8%	7%	11%	24%	-%	-%	-%	16%	-%	8%	16%	*%	1%	10%	12%
														a	a
International Signed	50	31	14	4	-	*	*	-	*	46	4	*	1	31	19
	7%	6%	12%	23%	-%	1%	32%	-%	96%	7%	17%	3%	*%	8%	13%
				a										a	a
International standard mail (previously Airmail)	45	37	5	3	-	-	-	-	-	42	3	-	2	35	9
	6%	7%	4%	18%	-%	-%	-%	-%	-%	6%	12%	-%	1%	9%	6%
														a	
International Tracked (previously Airsure)	33	20	10	3	-	*	-	-	*	30	3	*	3	17	13
	5%	4%	8%	15%	-%	1%	-%	-%	96%	4%	11%	3%	2%	5%	8%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	700	461	167	41	10	10	6	3	2	628	72	31	136	325	239
Effective base	288	227	48	9	3	3	4	2	1	275	14	5	74	154	61
Weighted Base	702	552	124	18	6	2	*	*	*	676	26	9	183	369	150
International Economy (previously surface mail)	13	7	6	-	-	-	-	-	-	13	-	-	*	7	6
	2%	1%	5%	-%	-%	-%	-%	-%	-%	2%	-%	-%	*%	2%	4%
Special Delivery Guaranteed by 9am	12	9	2	1	*	*	*	-	*	11	1	*	4	5	3
	2%	2%	1%	8%	1%	2%	15%	-%	4%	2%	6%	1%	2%	1%	2%
None of these (DO NOT READ OUT)	15	11	2	3	*	-	-	-	-	12	3	*	2	8	5
	2%	2%	1%	17% abi	2%	-%	-%	-%	-%	2%	12% ai	1%	1%	2%	3%
Don't Know (DO NOT READ OUT)	9	9	-	-	-	-	-	-	-	9	-	-	1	8	-
	1%	2%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	2%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	700	430	396	526	700	149	215	370	61	32	29	12	11	11
Effective base	288	160	158	208	288	43	83	171	19	9	8	4	2	2
Weighted Base	702	342	370	490	702	86	191	406	51	12	8	4	7	2
Standard 2nd Class	312	164	176	228	312	46	92	187	30	6	2	2	*	*
	44%	48%	48%	46%	44%	54%	48%	46%	58%	53%	27%	35%	2%	13%
Standard 1st Class	298	165	169	217	298	49	106	186	19	7	4	1	*	*
	42%	48%	46%	44%	42%	57%	55% d	46%	37%	56%	45%	23%	2%	13%
Signed for 1st Class	196	129	134	170	196	37	81	139	20	6	3	1	1	*
	28%	38% d	36%	35%	28%	43% d	43% d	34%	39%	52%	36%	23%	10%	13%
Signed for 2nd Class	183	104	126	154	183	29	60	121	21	3	3	1	5	*
	26%	30%	34%	31%	26%	34%	31%	30%	40%	26%	32%	34%	70%	*%
Royal Mail tracked 48 hours	171	94	97	127	171	20	53	98	19	2	3	4	*	2
	24%	27%	26%	26%	24%	24%	28%	24%	37%	13%	30%	89%	*%	81%
Royal Mail tracked 24 hours	160	97	92	125	160	24	54	103	13	1	3	3	*	*
	23%	28%	25%	25%	23%	28%	28%	25%	25%	12%	41%	77%	1%	17%
Parcelforce Worldwide	93	50	52	65	93	25	39	50	12	*	2	1	*	*
	13%	15%	14%	13%	13%	29% abcd	20%	12%	23%	2%	18%	34%	*%	2%
Special Delivery Guaranteed by 1pm	85	43	57	69	85	20	30	44	19	*	2	2	*	2
	12%	13%	15%	14%	12%	24% d	16%	11%	37% ac	3%	29%	39%	1%	81%
International Tracked and Signed	57	13	40	42	57	7	31	28	10	-	4	1	-	-
	8%	4%	11% a	9%	8%	8%	16% ad	7%	19%	-%	43%	12%	-%	-%
International Signed	50	16	31	35	50	14	19	26	6	-	3	*	-	*
	7%	5%	8%	7%	7%	17% ad	10%	6%	13%	-%	31%	*%	-%	13%
International standard mail (previously Airmail)	45	20	30	36	45	10	22	34	*	-	2	*	-	-
	6%	6%	8%	7%	6%	12%	12%	8%	*%	-%	24%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	700	430	396	526	700	149	215	370	61	32	29	12	11	11
Effective base	288	160	158	208	288	43	83	171	19	9	8	4	2	2
Weighted Base	702	342	370	490	702	86	191	406	51	12	8	4	7	2
International Tracked (previously Airsure)	33	11	25	25	33	2	16	22	*	-	1	1	-	*
	5%	3%	7%	5%	5%	3%	8%	5%	*%	-%	16%	28%	-%	13%
International Economy (previously surface mail)	13	7	10	11	13	2	12	11	*	-	*	-	-	-
	2%	2%	3%	2%	2%	3%	6% d	3%	*%	-%	1%	-%	-%	-%
Special Delivery Guaranteed by 9am	12	5	10	10	12	8	3	4	*	2	1	1	*	1
	2%	1%	3%	2%	2%	9% acd	2%	1%	*%	14% a	16%	23%	1%	71%
None of these (DO NOT READ OUT)	15	3	10	11	15	-	6	10	-	*	-	-	1	-
	2%	1%	3%	2%	2%	-%	3%	2%	-%	*%	-%	-%	20%	-%
Don't Know (DO NOT READ OUT)	9	5	2	5	9	1	1	5	-	-	-	-	-	-
	1%	2%	*%	1%	1%	1%	1%	1%	-%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	700	574	37	30	24	9	13	13	35	129	111	165	102	19
Effective base	288	257	13	7	8	3	2	3	8	67	46	70	21	4
Weighted Base	702	632	34	16	12	3	1	3	7	149	112	166	52	11
Standard 2nd Class	312	286	16	3	4	1	*	1	3	72	50	82	23	2
	44%	45%	48%	21%	37%	35%	14%	42%	35%	48%	45%	49%	43%	19%
Standard 1st Class	298	275	12	6	3	1	*	1	3	64	44	78	29	2
	42%	44%	33%	35%	23%	35%	10%	42%	35%	43%	39%	47%	55%	17%
Signed for 1st Class	196	176	11	2	5	1	1	1	3	59	29	58	23	*
	28%	28%	31%	11%	41%	33%	66%	42%	42%	40%	26%	35%	45%	3%
Signed for 2nd Class	183	158	15	7	3	1	*	*	1	55	22	54	16	7
	26%	25%	44%	41%	22%	33%	9%	*%	15%	37%	20%	33%	30%	59%
Royal Mail tracked 48 hours	171	146	17	1	3	2	*	2	4	49	25	43	8	2
	24%	23%	48% a	6%	25%	80%	1%	49%	55% a	33%	22%	26%	15%	21%
Royal Mail tracked 24 hours	160	143	5	4	5	2	*	*	3	40	37	30	14	3
	23%	23%	14%	24%	47%	79%	5%	8%	36%	27%	33%	18%	27%	30%
Parcelforce Worldwide	93	79	9	4	*	1	*	*	1	21	20	15	9	*
	13%	12%	26%	22%	4%	33%	*%	8%	17%	14%	18%	9%	17%	*%
Special Delivery Guaranteed by 1pm	85	66	12	4	1	1	*	2	3	16	16	24	13	1
	12%	10%	34% a	23%	6%	46%	10%	50%	43% a	10%	15%	14%	25%	5%
International Tracked and Signed	57	50	7	*	*	-	*	-	*	11	3	17	11	*
	8%	8%	20%	3%	*%	-%	*%	-%	*%	7%	3%	10%	21% b	*%
International Signed	50	42	4	3	-	1	-	*	2	3	5	15	10	2
	7%	7%	12%	19%	-%	44%	-%	8%	21%	2%	4%	9%	19% a	18%
International standard mail (previously Airmail)	45	43	1	1	*	-	*	-	*	7	5	16	10	*
	6%	7%	4%	4%	*%	-%	*%	-%	*%	4%	4%	9%	18%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	700	574	37	30	24	9	13	13	35	129	111	165	102	19
Effective base	288	257	13	7	8	3	2	3	8	67	46	70	21	4
Weighted Base	702	632	34	16	12	3	1	3	7	149	112	166	52	11
International Tracked (previously Airsure)	33	28	1	3	-	1	-	*	1	5	*	10	9	*
	5%	4%	4%	17%	-%	33%	-%	8%	17%	4%	*%	6%	18% b	2%
International Economy (previously surface mail)	13	12	-	1	-	-	-	-	-	1	*	9	1	-
	2%	2%	-%	6%	-%	-%	-%	-%	-%	1%	*%	5%	1%	-%
Special Delivery Guaranteed by 9am	12	8	1	*	*	1	*	1	2	5	*	3	2	*
	2%	1%	4%	1%	2%	33%	6%	42%	33% a	3%	*%	2%	4%	*%
None of these (DO NOT READ OUT)	15	15	*	-	-	*	*	-	*	2	2	7	-	-
	2%	2%	*%	-%	-%	3%	23%	-%	5%	2%	2%	4%	-%	-%
Don't Know (DO NOT READ OUT)	9	7	2	-	-	-	-	-	-	1	2	1	1	-
	1%	1%	6%	-%	-%	-%	-%	-%	-%	1%	2%	1%	1%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base	700	246	144	198	90	22	418	55	223	648	52	502	24
Effective base	288	126	67	71	24	4	186	22	83	274	14	199	9
Weighted Base	702	300	154	192	46	9	481	45	175	670	32	466	24
Standard 2nd Class	312	129	72	85	21	5	232	10	69	302	10	214	14
	44%	43%	47%	44%	46%	53%	48% b	23%	39%	45%	31%	46%	58%
Standard 1st Class	298	125	67	79	23	3	203	11	84	287	11	206	11
	42%	42%	44%	41%	50%	32%	42%	24%	48% b	43%	35%	44%	44%
Signed for 1st Class	196	87	39	57	12	*	140	11	45	187	9	163	7
	28%	29%	26%	30%	27%	3%	29%	25%	26%	28%	29%	35%	27%
Signed for 2nd Class	183	78	33	58	10	5	136	12	36	178	6	146	8
	26%	26%	21%	30%	22%	49%	28%	26%	21%	27%	18%	31%	33%
Royal Mail tracked 48 hours	171	88	22	50	5	6	118	12	40	164	6	122	5
	24%	29% b	14%	26%	12%	64%	24%	28%	23%	25%	19%	26%	21%
Royal Mail tracked 24 hours	160	63	39	53	5	1	114	11	35	150	10	113	11
	23%	21%	25%	27%	10%	11%	24%	24%	20%	22%	31%	24%	47%
Parcelforce Worldwide	93	28	25	29	6	5	75	3	15	92	1	62	3
	13%	9%	16%	15%	12%	51%	16%	6%	9%	14%	4%	13%	12%
Special Delivery Guaranteed by 1pm	85	25	17	28	9	6	65	6	15	84	*	69	*
	12%	8%	11%	15%	19%	65%	13%	12%	8%	13%	1%	15%	2%
International Tracked and Signed	57	14	7	25	11	*	56	-	1	55	2	42	*
	8%	5%	5%	13% a	24% ab	*%	12% c	-%	*%	8%	6%	9%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base	700	246	144	198	90	22	418	55	223	648	52	502	24
Effective base	288	126	67	71	24	4	186	22	83	274	14	199	9
Weighted Base	702	300	154	192	46	9	481	45	175	670	32	466	24
International Signed	50	10	14	16	10	*	46	1	4	48	2	33	2
	7%	3%	9%	8%	22% a	3%	10% c	2%	2%	7%	6%	7%	7%
International standard mail (previously Airmail)	45	12	10	17	7	*	40	1	5	45	*	36	*
	6%	4%	6%	9%	16% a	*%	8%	1%	3%	7%	1%	8%	*%
International Tracked (previously Airsure)	33	5	3	14	10	*	33	*	*	33	*	25	-
	5%	2%	2%	7%	22% ab	3%	7% c	*%	*%	5%	1%	5%	-%
International Economy (previously surface mail)	13	2	2	7	2	-	13	*	*	13	*	11	*
	2%	1%	1%	4%	3%	-%	3%	*%	*%	2%	1%	2%	*%
Special Delivery Guaranteed by 9am	12	7	2	2	2	*	8	2	3	12	*	10	*
	2%	2%	1%	1%	4%	*%	2%	4%	1%	2%	1%	2%	*%
None of these (DO NOT READ OUT)	15	5	*	9	*	*	12	-	3	15	*	11	-
	2%	2%	*%	5%	*%	3%	3%	-%	2%	2%	1%	2%	-%
Don't Know (DO NOT READ OUT)	9	4	2	1	2	-	8	-	1	8	1	5	-
	1%	1%	2%	*%	5%	-%	2%	-%	1%	1%	4%	1%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	700	165	91	166	32	612	88	239	375	89	231	336	88	1
Effective base	288	72	27	72	5	263	25	88	139	25	92	133	33	1
Weighted Base	702	185	59	170	13	646	55	200	301	56	214	313	84	*
Standard 2nd Class	312	94	24	86	3	293	20	90	161	31	99	171	43	-
	44%	51%	41%	50%	22%	45%	35%	45%	54%	55%	46%	55%	51%	-%
Standard 1st Class	298	80	28	77	4	270	28	96	160	37	95	163	50	-
	42%	44%	47%	45%	30%	42%	51%	48%	53%	67%	44%	52%	59%	-%
Signed for 1st Class	196	71	21	73	3	176	20	95	127	27	95	128	34	-
	28%	38%	36%	43%	24%	27%	37%	47%	42%	48%	44%	41%	40%	-%
Signed for 2nd Class	183	70	17	67	2	169	15	78	103	18	88	123	28	-
	26%	38%	29%	39%	13%	26%	26%	39%	34%	32%	41%	39%	33%	-%
Royal Mail tracked 48 hours	171	63	14	64	1	151	19	78	77	15	74	75	26	-
	24%	34%	23%	37%	5%	23%	35%	39% b	25%	26%	35%	24%	31%	-%
Royal Mail tracked 24 hours	160	44	17	48	9	142	18	73	79	17	79	67	27	-
	23%	24%	29%	28%	68%	22%	32%	36%	26%	30%	37% b	21%	32%	-%
Parcelforce Worldwide	93	42	7	33	*	82	11	36	44	16	44	40	18	-
	13%	23%	11%	19%	4%	13%	20%	18%	14%	29%	21%	13%	22%	-%
Special Delivery Guaranteed by 1pm	85	37	2	35	1	82	2	33	34	13	56	42	25	-
	12%	20% b	4%	21%	6%	13%	4%	17%	11%	23%	26% b	13%	30% b	-%
International Tracked and Signed	57	26	3	20	*	51	6	11	12	10	33	29	34	-
	8%	14%	6%	12%	2%	8%	11%	5%	4%	18% b	16%	9%	41% ab	-%
International Signed	50	21	4	17	*	47	3	10	16	14	26	29	25	-
	7%	11%	6%	10%	2%	7%	5%	5%	5%	25% ab	12%	9%	30% ab	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	700	165	91	166	32	612	88	239	375	89	231	336	88	1
Effective base	288	72	27	72	5	263	25	88	139	25	92	133	33	1
Weighted Base	702	185	59	170	13	646	55	200	301	56	214	313	84	*
International standard mail (previously Airmail)	45	11	2	9	*	43	2	12	20	19	17	30	30	-
	6%	6%	3%	5%	2%	7%	4%	6%	7%	33% ab	8%	10%	35% ab	-%
International Tracked (previously Airsure)	33	16	*	10	*	28	5	10	10	10	17	23	24	-
	5%	9%	*%	6%	2%	4%	9%	5%	3%	19% ab	8%	7%	29% ab	-%
International Economy (previously surface mail)	13	9	*	7	*	9	4	7	7	6	3	10	10	-
	2%	5%	*%	4%	2%	1%	8% a	3%	2%	12% b	1%	3%	12% ab	-%
Special Delivery Guaranteed by 9am	12	6	1	6	*	11	1	4	3	3	8	8	7	-
	2%	3%	2%	4%	2%	2%	1%	2%	1%	5%	4%	2%	8%	-%
None of these (DO NOT READ OUT)	15	5	*	5	-	15	*	2	1	-	8	1	-	*
	2%	3%	1%	3%	-%	2%	1%	1%	*%	-%	4%	*%	-%	100%
Don't Know (DO NOT READ OUT)	9	*	1	1	-	8	1	3	2	-	*	2	-	-
	1%	*%	2%	1%	-%	1%	2%	2%	1%	-%	*%	1%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	700	487	469	136	2	424	386	700	425	343	16
Effective base	288	196	195	55	2	159	152	288	161	131	3
Weighted Base	702	482	482	135	1	340	357	702	376	302	8
Standard 2nd Class	312	176	290	63	-	163	170	312	158	216	7
	44%	37%	60% a	46%	-%	48%	48%	44%	42%	71% a	91%
Standard 1st Class	298	183	272	67	1	165	164	298	208	124	7
	42%	38%	56% a	50%	68%	48%	46%	42%	55% b	41%	91%
Signed for 1st Class	196	164	170	53	-	128	132	196	160	113	7
	28%	34%	35%	39%	-%	38% c	37%	28%	42%	37%	91%
Signed for 2nd Class	183	151	153	40	-	103	126	183	118	148	6
	26%	31%	32%	30%	-%	30%	35% c	26%	31%	49% a	85%
Royal Mail tracked 48 hours	171	165	94	36	-	94	97	171	108	78	7
	24%	34% b	20%	27%	-%	28%	27%	24%	29%	26%	93%
Royal Mail tracked 24 hours	160	156	80	36	-	97	90	160	105	74	7
	23%	32% b	17%	27%	-%	28%	25%	23%	28%	25%	98%
Parcelforce Worldwide	93	84	72	36	-	50	52	93	64	52	6
	13%	17%	15%	27% b	-%	15%	14%	13%	17%	17%	84%
Special Delivery Guaranteed by 1pm	85	83	58	34	-	42	56	85	68	46	4
	12%	17%	12%	25% b	-%	12%	16%	12%	18%	15%	51%
International Tracked and Signed	57	53	36	52	-	13	40	57	36	23	1
	8%	11%	8%	39% ab	-%	4%	11% a	8%	10%	8%	7%
International Signed	50	47	37	50	-	16	31	50	31	23	1
	7%	10%	8%	37% ab	-%	5%	9%	7%	8%	8%	10%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	700	487	469	136	2	424	386	700	425	343	16
Effective base	288	196	195	55	2	159	152	288	161	131	3
Weighted Base	702	482	482	135	1	340	357	702	376	302	8
International standard mail (previously Airmail)	45	34	45	45	-	20	30	45	33	21	1
	6%	7%	9%	33%	-%	6%	9%	6%	9%	7%	7%
				ab							
International Tracked (previously Airsure)	33	33	30	33	-	11	25	33	22	9	*
	5%	7%	6%	24%	-%	3%	7%	5%	6%	3%	4%
				ab							
International Economy (previously surface mail)	13	13	13	13	-	7	10	13	8	7	-
	2%	3%	3%	10%	-%	2%	3%	2%	2%	2%	-%
				ab							
Special Delivery Guaranteed by 9am	12	12	9	6	-	5	10	12	10	6	3
	2%	2%	2%	4%	-%	1%	3%	2%	3%	2%	40%
None of these (DO NOT READ OUT)	15	14	1	-	*	3	10	15	7	5	-
	2%	3%	*%	-%	32%	1%	3%	2%	2%	2%	-%
		b									
Don't Know (DO NOT READ OUT)	9	6	1	-	-	5	2	9	5	2	-
	1%	1%	*%	-%	-%	2%	*%	1%	1%	1%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base	700	370	338	348	69	44	349	309	65	27	25	15
Effective base	288	142	146	138	34	21	129	119	25	8	10	5
Weighted Base	702	347	352	337	91	53	304	268	66	19	16	10
Standard 2nd Class	312	163	312	106	32	28	136	201	38	3	6	7
	44%	47%	89%	31%	35%	52%	45%	75%	57%	18%	39%	73%
		c	acde					a				
Standard 1st Class	298	298	165	123	41	39	195	110	39	2	10	5
	42%	86%	47%	37%	45%	74%	64%	41%	59%	11%	59%	45%
		bcd				bcd	b					
Signed for 1st Class	196	196	119	120	36	28	156	97	31	3	5	2
	28%	57%	34%	36%	40%	52%	51%	36%	47%	15%	31%	16%
		bc					b					
Signed for 2nd Class	183	112	183	93	31	9	106	136	40	*	3	2
	26%	32%	52%	28%	34%	17%	35%	51%	61%	1%	21%	16%
			ace					a				
Royal Mail tracked 48 hours	171	78	67	171	34	9	93	60	23	4	1	3
	24%	23%	19%	51%	38%	18%	31%	22%	35%	19%	9%	33%
				abe	b							
Royal Mail tracked 24 hours	160	68	52	160	35	10	80	53	12	8	2	2
	23%	20%	15%	47%	39%	19%	26%	20%	18%	41%	12%	19%
				abe	ab							
Parcelforce Worldwide	93	52	53	93	27	14	53	35	16	1	*	-
	13%	15%	15%	28%	29%	27%	18%	13%	24%	3%	2%	-%
				ab	ab							
Special Delivery Guaranteed by 1pm	85	56	47	85	30	16	50	31	23	1	5	*
	12%	16%	13%	25%	33%	31%	16%	12%	34%	3%	33%	*%
				b	ab	b						
International Tracked and Signed	57	30	27	53	57	20	28	20	17	*	1	2
	8%	9%	8%	16%	63%	37%	9%	7%	25%	*%	9%	16%
				b	abc	abc						

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base	700	370	338	348	69	44	349	309	65	27	25	15
Effective base	288	142	146	138	34	21	129	119	25	8	10	5
Weighted Base	702	347	352	337	91	53	304	268	66	19	16	10
International Signed	50	32	22	36	50	27	27	18	10	2	3	2
	7%	9%	6%	11%	55%	50%	9%	7%	15%	10%	18%	16%
					abc	abc						
International standard mail (previously Airmail)	45	35	25	28	27	45	33	14	7	1	-	-
	6%	10%	7%	8%	30%	86%	11%	5%	11%	3%	-%	-%
					abc	abcd						
International Tracked (previously Airsure)	33	23	13	26	33	19	20	9	15	3	3	-
	5%	7%	4%	8%	36%	36%	7%	3%	22%	13%	18%	-%
					abc	abc						
International Economy (previously surface mail)	13	7	9	9	12	13	7	7	2	-	*	-
	2%	2%	3%	3%	13%	25%	2%	2%	3%	-%	*%	-%
					abc	abc						
Special Delivery Guaranteed by 9am	12	10	8	12	3	2	8	6	4	*	*	-
	2%	3%	2%	4%	3%	3%	3%	2%	6%	*%	*%	-%
None of these (DO NOT READ OUT)	15	-	-	-	-	-	1	1	1	-	1	*
	2%	-%	-%	-%	-%	-%	*%	*%	2%	-%	8%	1%
Don't Know (DO NOT READ OUT)	9	-	-	-	-	-	2	2	2	*	-	-
	1%	-%	-%	-%	-%	-%	1%	1%	3%	*%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	700	605	454	641	555	434	414	622	102	1	615	33	216	484
Effective base	288	247	172	261	226	171	158	263	37	1	249	16	94	194
Weighted Base	702	586	393	622	557	406	364	642	101	1	600	42	229	473
Standard 2nd Class	312	267	189	281	250	195	137	296	54	-	276	14	119	193
	44%	46%	48%	45%	45%	48%	38%	46%	53%	-%	46%	33%	52%	41%
Standard 1st Class	298	247	181	260	249	179	148	283	48	-	252	18	108	190
	42%	42%	46%	42%	45%	44%	41%	44%	48%	-%	42%	44%	47%	40%
Signed for 1st Class	196	170	146	182	176	129	134	186	48	1	164	12	77	119
	28%	29%	37%	29%	32%	32%	37%	29%	48% b	100%	27%	28%	34%	25%
Signed for 2nd Class	183	167	128	174	156	118	101	176	39	-	170	5	72	112
	26%	28%	33%	28%	28%	29%	28%	27%	39%	-%	28%	13%	31%	24%
Royal Mail tracked 48 hours	171	156	104	160	143	105	117	155	30	-	156	4	48	122
	24%	27%	26%	26%	26%	26%	32%	24%	30%	-%	26%	9%	21%	26%
Royal Mail tracked 24 hours	160	140	97	146	134	106	118	140	33	1	146	11	41	119
	23%	24%	25%	23%	24%	26%	32% b	22%	32%	100%	24%	26%	18%	25%
Parcelforce Worldwide	93	79	51	83	78	59	59	83	16	-	88	2	30	62
	13%	13%	13%	13%	14%	15%	16%	13%	16%	-%	15%	5%	13%	13%
Special Delivery Guaranteed by 1pm	85	72	64	77	72	61	58	73	25	-	76	*	35	50
	12%	12%	16%	12%	13%	15%	16%	11%	25% b	-%	13%	1%	15%	11%
International Tracked and Signed	57	45	37	51	55	49	43	49	36	-	46	6	24	33
	8%	8%	9%	8%	10%	12%	12%	8%	36% ab	-%	8%	14%	10%	7%
International Signed	50	41	42	46	43	37	29	45	25	-	39	4	18	32
	7%	7%	11%	7%	8%	9%	8%	7%	25% ab	-%	7%	10%	8%	7%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	700	605	454	641	555	434	414	622	102	1	615	33	216	484
Effective base	288	247	172	261	226	171	158	263	37	1	249	16	94	194
Weighted Base	702	586	393	622	557	406	364	642	101	1	600	42	229	473
International standard mail (previously Airmail)	45	38	36	43	38	34	21	44	25	-	33	5	17	28
	6%	6%	9%	7%	7%	8%	6%	7%	25% ab	-%	5%	12%	8%	6%
International Tracked (previously Airsure)	33	28	25	33	32	28	20	33	25	-	21	5	19	14
	5%	5%	6%	5%	6%	7%	5%	5%	25% ab	-%	4%	12%	8%	3%
International Economy (previously surface mail)	13	13	12	13	13	13	2	13	7	-	13	-	2	11
	2%	2%	3%	2%	2%	3%	1%	2%	6% a	-%	2%	-%	1%	2%
Special Delivery Guaranteed by 9am	12	11	9	11	10	9	11	9	3	-	12	*	3	9
	2%	2%	2%	2%	2%	2%	3%	1%	3%	-%	2%	*%	1%	2%
None of these (DO NOT READ OUT)	15	13	9	15	12	9	8	15	-	-	13	*	4	11
	2%	2%	2%	2%	2%	2%	2%	2%	-%	-%	2%	1%	2%	2%
Don't Know (DO NOT READ OUT)	9	9	4	9	5	4	4	9	-	-	7	-	3	7
	1%	2%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%	1%	1%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	700	215	11	83	173	128	379	188	119	93	464	274	426
Effective base	288	83	5	30	69	53	159	74	48	39	196	100	194
Weighted Base	702	207	11	64	179	121	390	187	98	92	491	192	510
Standard 2nd Class	312	104	7	38	80	64	170	78	59	46	198	83	229
	44%	50%	64%	60%	44%	53%	44%	42%	61% c	50%	40%	43%	45%
Standard 1st Class	298	98	6	30	78	56	155	86	44	51	192	82	216
	42%	47%	52%	47%	44%	46%	40%	46%	45%	55%	39%	43%	42%
Signed for 1st Class	196	83	1	25	67	41	90	66	31	31	130	54	142
	28%	40%	10%	39%	38%	34%	23%	35% b	32%	34%	26%	28%	28%
Signed for 2nd Class	183	82	1	20	67	42	86	55	32	37	114	61	123
	26%	40%	8%	31%	37%	35%	22%	30%	33%	40% c	23%	32%	24%
Royal Mail tracked 48 hours	171	67	4	13	64	34	89	46	20	21	124	44	126
	24%	33%	38%	21%	36%	28%	23%	25%	21%	23%	25%	23%	25%
Royal Mail tracked 24 hours	160	56	-	9	52	30	81	49	22	21	116	47	113
	23%	27%	-%	14%	29%	25%	21%	26%	22%	23%	24%	24%	22%
Parcelforce Worldwide	93	41	1	10	38	29	39	25	18	16	58	34	59
	13%	20%	10%	16%	21%	24% b	10%	13%	18%	18%	12%	17%	12%
Special Delivery Guaranteed by 1pm	85	39	-	9	30	24	32	28	14	15	53	27	57
	12%	19%	-%	14%	17%	20% b	8%	15%	14%	17%	11%	14%	11%
International Tracked and Signed	57	26	1	5	24	17	20	20	10	8	39	12	45
	8%	13%	8%	8%	13%	14% b	5%	11%	10%	9%	8%	6%	9%
International Signed	50	19	1	5	19	13	17	21	9	8	33	8	42
	7%	9%	8%	8%	11%	11%	4%	11%	9%	8%	7%	4%	8%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	700	215	11	83	173	128	379	188	119	93	464	274	426
Effective base	288	83	5	30	69	53	159	74	48	39	196	100	194
Weighted Base	702	207	11	64	179	121	390	187	98	92	491	192	510
International standard mail (previously Airmail)	45	13	-	2	11	12	12	21	4	7	35	8	38
	6%	6%	-%	3%	6%	10%	3%	11% b	4%	7%	7%	4%	7%
International Tracked (previously Airsure)	33	16	-	5	11	13	10	11	8	7	19	9	24
	5%	8%	-%	7%	6%	10% b	3%	6%	8%	7%	4%	5%	5%
International Economy (previously surface mail)	13	9	-	*	9	6	5	2	2	1	10	4	9
	2%	4%	-%	*%	5%	5%	1%	1%	2%	1%	2%	2%	2%
Special Delivery Guaranteed by 9am	12	6	-	3	4	5	4	3	1	2	9	9	3
	2%	3%	-%	4%	2%	4%	1%	2%	1%	2%	2%	5% b	1%
None of these (DO NOT READ OUT)	15	5	-	-	6	5	6	5	4	*	11	6	9
	2%	3%	-%	-%	3%	4%	1%	2%	4%	*%	2%	3%	2%
Don't Know (DO NOT READ OUT)	9	1	-	*	1	1	6	1	1	*	8	1	8
	1%	1%	-%	*%	1%	*%	1%	*%	1%	*%	2%	*%	2%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	700	181	204	176	139	385	315
Effective base	288	74	75	75	65	149	140
Weighted Base	702	182	190	176	154	372	330
Standard 2nd Class	312	72	79	86	76	151	161
	44%	40%	41%	49%	49%	41%	49%
Standard 1st Class	298	62	81	82	73	144	154
	42%	34%	43%	46%	47%	39%	47%
Signed for 1st Class	196	47	59	51	40	106	90
	28%	26%	31%	29%	26%	28%	27%
Signed for 2nd Class	183	38	39	57	50	77	107
	26%	21%	20%	32%	32%	21%	32%
							a
Royal Mail tracked 48 hours	171	37	67	29	37	105	66
	24%	21%	35%	16%	24%	28%	20%
			ac				
Royal Mail tracked 24 hours	160	49	57	20	34	106	54
	23%	27%	30%	11%	22%	29%	16%
		c	c			b	
Parcelforce Worldwide	93	19	29	28	17	48	45
	13%	10%	15%	16%	11%	13%	14%
Special Delivery Guaranteed by 1pm	85	28	15	22	19	44	41
	12%	15%	8%	12%	13%	12%	12%
International Tracked and Signed	57	9	15	19	15	23	34
	8%	5%	8%	11%	10%	6%	10%
International Signed	50	14	17	10	9	32	19
	7%	8%	9%	6%	6%	8%	6%
International standard mail (previously Airmail)	45	12	11	15	7	23	23
	6%	6%	6%	9%	5%	6%	7%
International Tracked (previously Airsure)	33	5	15	13	1	20	13
	5%	3%	8%	7%	*%	5%	4%
			d	d			

Columns Tested:: a,b,c,d - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 71 (continuation)

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels and packets?

Base: All who use Royal Mail to send parcels and packets (QV6a.2=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	700	181	204	176	139	385	315
Effective base	288	74	75	75	65	149	140
Weighted Base	702	182	190	176	154	372	330
International Economy (previously surface mail)	13	2	8	3	*	10	3
	2%	1%	4%	2%	*%	3%	1%
Special Delivery Guaranteed by 9am	12	2	*	7	2	3	9
	2%	1%	*%	4%	1%	1%	3%
None of these (DO NOT READ OUT)	15	2	5	1	6	8	8
	2%	1%	3%	1%	4%	2%	2%
Don't Know (DO NOT READ OUT)	9	3	*	3	3	3	6
	1%	2%	*%	2%	2%	1%	2%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	315	118	197	205	45	18	47	110
Effective base	121	44	80	113	26	7	29	39
Weighted Base	298	86	212	286	9	2	1	12
0-24%	89	18	71	87	1	1	*	3
	30%	21%	34%	30%	17%	73%	17%	25%
25-49%	55	11	44	54	1	*	*	1
	18%	13%	21%	19%	12%	3%	17%	12%
50-74%	60	23	36	57	2	*	*	3
	20%	27%	17%	20%	25%	1%	30%	22%
75-100%	85	33	52	81	3	*	*	4
	28%	38%	24%	28%	38%	10%	31%	33%
Don't know	9	-	9	8	1	*	*	1
	3%	-%	4%	3%	8%	12%	5%	8%
Answered	298	86	212	286	9	2	1	12
Mean score	47.6	60.2	42.4	47.3	57.7	30.0	54.0	53.4
		b						

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	*d	e	f	g	h	i
Unweighted Base	315	123	51	31	26	37	47	205	45	65
Effective base	121	77	27	14	17	18	29	113	26	19
Weighted Base	298	215	53	18	7	4	1	286	9	3
0-24%	89	71	15	1	1	1	*	87	1	1
	30%	33%	28%	3%	20%	36%	17%	30%	17%	50%
		c				c		c		cfh
25-49%	55	38	9	7	*	1	*	54	1	*
	18%	18%	16%	39%	7%	17%	17%	19%	12%	9%
				i						
50-74%	60	42	12	3	2	1	*	57	2	*
	20%	19%	23%	18%	24%	15%	30%	20%	25%	13%
75-100%	85	57	17	7	3	1	*	81	3	1
	28%	26%	31%	41%	38%	26%	31%	28%	38%	19%
Don't know	9	7	1	-	1	*	*	8	1	*
	3%	3%	2%	-%	10%	6%	5%	3%	8%	9%
Answered	298	215	53	18	7	4	1	286	9	3
Mean score	47.6	44.9	51.4	63.2	56.1	48.3	54.0	47.3	57.7	40.0
				agi					ai	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	315	122	38	20	7	39
Effective base	121	75	13	5	4	5
Weighted Base	298	204	27	9	1	9
0-24%	89	79	6	1	*	1
	30%	39%	21%	11%	39%	14%
25-49%	55	36	6	2	*	4
	18%	18%	22%	24%	22%	39%
50-74%	60	34	5	*	-	*
	20%	17%	19%	1%	-%	1%
75-100%	85	48	11	6	*	4
	28%	23%	39%	63%	18%	44%
Don't know	9	8	-	*	*	*
	3%	4%	-%	*%	21%	3%
Answered	298	204	27	9	1	9
Mean score	47.6	41.4	55.4	74.7	45.4	55.7
			a			a

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted Base	315	19	15	33	8	23	23	16	18	19	174	53	46	42
Effective base	121	12	9	18	4	16	12	11	7	13	98	29	28	9
Weighted Base	298	25	20	62	8	30	34	31	21	32	264	20	11	3
0-24%	89	8	11	8	5	11	5	12	12	12	83	2	3	1
	30%	32%	53%	13%	65%	36%	14%	40%	56%	37%	32% k	12%	24%	26%
25-49%	55	3	1	18	*	5	12	3	*	6	49	5	*	1
	18%	11%	7%	29% l	3%	18%	36%	9%	2%	18%	19%	23% l	4%	16%
50-74%	60	4	5	5	2	5	10	10	8	4	51	4	3	1
	20%	14%	24%	9%	26%	16%	29%	31%	36%	11%	20%	19%	29%	35%
75-100%	85	11	3	30	1	9	6	4	1	7	71	9	4	1
	28%	42%	16%	49%	7%	30%	17%	12%	4%	21%	27%	45%	39%	21%
Don't know	9	*	-	-	-	-	1	3	1	4	9	-	*	*
	3%	1%	-%	-%	-%	-%	3%	9%	3%	12%	3%	-%	3%	3%
Answered	298	25	20	62	8	30	34	31	21	32	264	20	11	3
Mean score	47.6	57.2	41.4	61.6 j	31.8	46.4	45.7	35.3	29.9	35.4	46.1	60.3 j	59.3 j	47.9

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base	315	11	36	2	15	65	12	21	136	249	66	274	41
Effective base	121	4	15	2	5	26	4	9	57	96	28	114	12
Weighted Base	298	3	41	*	13	88	7	15	111	247	51	285	13
0-24%	89	*	18	*	-	30	*	2	34	71	18	89	*
	30%	2%	43%	72%	-%	34%	5%	17%	30%	29%	35%	31% b	4%
25-49%	55	1	4	-	3	8	*	5	27	50	5	51	4
	18%	43%	11%	-%	23%	9%	2%	33%	24%	20%	9%	18%	32%
50-74%	60	1	9	-	2	24	3	2	15	52	8	55	4
	20%	31%	21%	-%	14%	27%	39%	11%	14%	21%	16%	19%	36%
75-100%	85	*	10	*	8	22	4	6	34	68	17	82	2
	28%	12%	25%	28%	63%	25%	55%	39%	30%	27%	33%	29%	20%
Don't know	9	*	*	-	-	4	-	-	1	6	3	8	1
	3%	11%	1%	-%	-%	5%	-%	-%	1%	2%	6%	3%	9%
Answered	298	3	41	*	13	88	7	15	111	247	51	285	13
Mean score	47.6	47.6	44.3	37.6	72.6	46.6	75.4	53.4	47.3	47.9	45.9	47.5	48.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	315	314	1	135	76	104
Effective base	121	121	1	52	24	46
Weighted Base	298	298	*	126	56	116
0-24%	89	89	-	25	13	52
	30%	30%	-%	20%	23%	45%
						a
25-49%	55	55	-	24	16	15
	18%	18%	-%	19%	29%	13%
50-74%	60	60	-	28	12	20
	20%	20%	-%	23%	21%	17%
75-100%	85	85	-	44	15	26
	28%	28%	-%	35%	28%	22%
Don't know	9	9	*	5	*	4
	3%	3%	100%	4%	*%	3%
Answered	298	298	*	126	56	116
Mean score	47.6	47.6	20.0	53.9	50.4	39.3
				c	c	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted Base	315	194	87	18	4	4	4	3	1	281	34	16	53	141	121
Effective base	121	94	23	4	2	1	2	2	1	117	5	2	29	65	28
Weighted Base	298	228	59	9	*	1	*	*	*	287	11	2	69	159	70
0-24%	89	64	23	2	*	-	*	*	*	87	2	*	23	40	26
	30%	28%	39%	22%	91%	-%	38%	16%	100%	30%	23%	26%	34%	26%	37%
25-49%	55	47	6	1	-	1	-	*	-	52	3	1	18	29	8
	18%	21%	10%	15%	-%	100%	-%	84%	-%	18%	24%	72%	26%	18%	12%
50-74%	60	48	11	1	-	-	*	-	-	59	1	*	11	37	12
	20%	21%	19%	11%	-%	-%	62%	-%	-%	20%	9%	*%	16%	23%	17%
75-100%	85	62	18	5	-	-	-	-	-	80	5	-	13	49	23
	28%	27%	31%	52%	-%	-%	-%	-%	-%	28%	44%	-%	19%	31%	33%
Don't know	9	8	1	*	*	-	-	-	-	9	*	*	4	4	1
	3%	4%	1%	*%	9%	-%	-%	-%	-%	3%	*%	1%	6%	3%	1%
Answered	298	228	59	9	*	1	*	*	*	287	11	2	69	159	70
Mean score	47.6	46.9	48.7	60.8	20.2	25.7	39.2	30.4	20.0	47.3	55.1	24.4	38.5	50.5	49.7
														a	

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	315	221	199	252	315	79	126	169	34	19	15	4	7	4
Effective base	121	78	77	93	121	22	49	76	9	5	4	1	5	1
Weighted Base	298	165	169	217	298	49	106	186	19	7	4	1	*	*
0-24%	89	46	53	62	89	20	36	56	4	1	*	1	*	*
	30%	28%	32%	29%	30%	41%	34%	30%	21%	8%	12%	97%	60%	99%
25-49%	55	41	34	48	55	13	22	34	7	5	1	*	*	*
	18%	25%	20%	22%	18%	26%	20%	18%	40%	75%	38%	3%	7%	1%
50-74%	60	33	46	51	60	8	21	47	2	*	1	-	*	-
	20%	20%	27%	23%	20%	16%	20%	25%	13%	1%	25%	-%	15%	-%
75-100%	85	41	31	51	85	8	21	45	4	1	1	-	*	-
	28%	25%	18%	24%	28%	16%	20%	24%	22%	16%	25%	-%	6%	-%
Don't know	9	5	5	5	9	1	5	4	1	*	-	-	*	-
	3%	3%	3%	2%	3%	2%	5%	2%	4%	1%	-%	-%	12%	-%
Answered	298	165	169	217	298	49	106	186	19	7	4	1	*	*
Mean score	47.6	46.3	43.0	45.9	47.6	36.8	41.5	46.0	44.9	44.1	54.2	20.5	29.9	20.1
		e		e	e									

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted Base	315	263	14	14	9	3	5	7	15	55	52	81	55	9
Effective base	121	111	5	4	1	1	3	1	3	27	18	35	11	3
Weighted Base	298	275	12	6	3	1	*	1	3	64	44	78	29	2
0-24%	89	84	4	*	*	1	*	*	1	23	9	18	11	*
	30%	30%	33%	8%	6%	95%	89%	19%	52%	36%	20%	24%	39%	16%
25-49%	55	45	6	1	2	*	-	1	1	9	12	23	5	1
	18%	16%	53%	15%	82%	5%	-%	81%	48%	13%	26%	29%	17%	30%
50-74%	60	58	1	*	*	-	*	-	*	20	6	16	8	-
	20%	21%	7%	1%	12%	-%	2%	-%	*%	32%	14%	21%	27%	-%
75-100%	85	80	1	4	-	-	*	-	*	8	17	21	4	1
	28%	29%	7%	66%	-%	-%	9%	-%	*%	13%	39%	27%	14%	54%
Don't know	9	8	*	1	-	-	-	-	-	4	1	*	1	-
	3%	3%	*%	9%	-%	-%	-%	-%	-%	6%	1%	*%	3%	-%
Answered	298	275	12	6	3	1	*	1	3	64	44	78	29	2
Mean score	47.6	48.3	33.4	62.9	27.9	21.1	26.8	24.1	23.0	38.7	55.0 ad	48.2	40.2	67.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	315	105	64	93	42	11	176	19	119	291	24	238	14
Effective base	121	52	29	29	11	3	76	6	41	116	6	88	4
Weighted Base	298	125	67	79	23	3	203	11	84	287	11	206	11
0-24%	89	35	20	33	2	*	70	2	17	85	5	56	6
	30%	28%	29%	41%	10%	10%	35%	17%	21%	30%	42%	27%	54%
25-49%	55	20	12	17	6	*	43	1	11	52	3	45	3
	18%	16%	18%	22%	25%	2%	21%	14%	13%	18%	23%	22%	27%
50-74%	60	33	6	14	6	1	36	6	18	59	*	50	*
	20%	26%	9%	18%	25%	43%	18%	54%	21%	21%	3%	24%	1%
75-100%	85	32	28	15	9	1	49	2	34	81	3	49	2
	28%	25%	41%	19%	38%	44%	24%	15%	40%	28%	31%	24%	18%
Don't know	9	7	2	*	1	*	5	-	4	9	*	5	*
	3%	5%	2%	*%	2%	1%	2%	-%	5%	3%	2%	2%	*%
Answered	298	125	67	79	23	3	203	11	84	287	11	206	11
Mean score	47.6	46.8	53.0	38.7	63.6	68.5	43.3	52.7	57.0	47.7	45.1	46.4	34.6
			c		ac				a				

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	315	65	46	72	18	273	42	129	211	60	116	192	59
Effective base	121	30	13	31	4	110	11	43	75	17	43	74	21
Weighted Base	298	80	28	77	4	270	28	96	160	37	95	163	50
0-24%	89	35	11	35	*	79	10	36	45	10	44	51	14
	30%	44%	38%	45%	6%	29%	36%	37%	28%	26%	46%	31%	29%
25-49%	55	15	6	14	2	51	3	27	40	11	26	32	12
	18%	19%	23%	19%	52%	19%	12%	28%	25%	30%	28%	20%	24%
50-74%	60	11	3	13	*	52	7	17	33	13	18	44	21
	20%	14%	11%	17%	*%	19%	26%	18%	20%	34%	19%	27%	43% a
75-100%	85	19	7	14	1	78	7	14	38	3	6	31	2
	28%	23%	26%	18%	37%	29%	24%	15%	24%	9%	6%	19%	4%
Don't know	9	-	*	*	*	9	*	2	5	*	1	5	*
	3%	-%	1%	*%	5%	3%	1%	2%	3%	1%	1%	3%	*%
Answered	298	80	28	77	4	270	28	96	160	37	95	163	50
Mean score	47.6	40.8	41.2	38.0	51.6	47.7	45.8	38.3	45.7 a	42.7	30.7	43.4 a	40.7 a

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	315	201	278	76	1	219	195	315	243	161	10
Effective base	121	76	109	29	1	77	74	121	88	55	3
Weighted Base	298	183	272	67	1	165	164	298	208	124	7
0-24%	89	73	87	20	-	46	53	89	60	54	6
	30%	40%	32%	30%	-%	28%	33%	30%	29%	43%	94%
25-49%	55	42	50	14	-	40	31	55	43	35	*
	18%	23%	19%	21%	-%	24%	19%	18%	21%	28%	5%
50-74%	60	38	56	23	-	33	46	60	50	19	-
	20%	21%	20%	34%	-%	20%	28%	20%	24%	15%	-%
75-100%	85	25	75	9	1	41	29	85	49	12	-
	28%	14%	27%	14%	100%	25%	17%	28%	24%	9%	-%
			a						b		
Don't know	9	5	5	*	-	5	5	9	5	5	*
	3%	3%	2%	*%	-%	3%	3%	3%	2%	4%	1%
Answered	298	183	272	67	1	165	164	298	208	124	7
Mean score	47.6	36.8	47.0	43.4	100.0	46.4	42.5	47.6	45.9	30.3	12.1
			a						b		

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base	315	315	181	134	36	30	234	153	35	10	7	4
Effective base	121	121	71	51	15	15	83	51	15	3	5	2
Weighted Base	298	298	165	123	41	39	195	110	39	2	10	5
0-24%	89	89	83	58	12	9	53	46	11	*	3	2
	30%	30%	50%	47%	30%	22%	27%	42%	28%	17%	31%	35%
			ae	a								
25-49%	55	55	37	31	12	9	47	27	13	2	1	3
	18%	18%	23%	25%	30%	23%	24%	24%	32%	82%	9%	65%
50-74%	60	60	27	27	12	19	48	20	9	-	3	*
	20%	20%	16%	22%	28%	47%	25%	18%	22%	-%	33%	*%
						ab						
75-100%	85	85	14	3	4	3	45	12	6	*	3	-
	28%	28%	9%	2%	11%	7%	23%	11%	16%	1%	28%	-%
		bc										
Don't know	9	9	4	5	*	*	2	5	1	-	-	-
	3%	3%	2%	4%	*%	1%	1%	5%	1%	-%	-%	-%
Answered	298	298	165	123	41	39	195	110	39	2	10	5
Mean score	47.6	47.6	29.0	29.0	39.2	45.2	46.2	32.4	43.7	27.2	44.7	23.1
		bc			bc	bc	b					

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	315	284	223	292	262	214	185	294	59	275	15	103	212	95	6
Effective base	121	107	82	111	101	82	67	114	20	104	9	46	75	37	3
Weighted Base	298	247	181	260	249	179	148	283	48	252	18	108	190	98	6
0-24%	89	75	63	78	83	54	49	89	20	80	5	46	43	44	1
	30%	30%	35%	30%	33%	30%	33%	32%	42%	32%	25%	43% b	23%	45%	19%
25-49%	55	51	43	51	44	43	39	51	10	47	3	18	37	18	3
	18%	20%	24%	20%	18%	24%	26%	18%	21%	19%	15%	16%	20%	18%	52%
50-74%	60	45	39	51	47	37	28	56	13	51	2	23	36	13	1
	20%	18%	22%	20%	19%	20%	19%	20%	27%	20%	10%	22%	19%	13%	20%
75-100%	85	72	32	74	66	40	27	81	5	68	9	20	65	22	1
	28%	29%	17%	29%	27%	23%	18%	29%	10%	27%	51%	18%	34%	23%	10%
Don't know	9	5	4	5	8	5	6	6	*	5	-	1	8	*	-
	3%	2%	2%	2%	3%	3%	4%	2%	*%	2%	-%	1%	4%	*%	-%
Answered	298	247	181	260	249	179	148	283	48	252	18	108	190	98	6
Mean score	47.6	47.5 b	41.1	47.9 b	45.2	44.9	39.0	47.7 ac	35.1	46.8	59.4	40.4	51.6 a	39.8	39.5

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	a	b	c	a	b	c	a	b
Unweighted Base	315	40	71	55	166	92	53	44	203	126	189
Effective base	121	14	29	27	64	32	21	21	76	47	79
Weighted Base	298	30	78	56	155	86	44	51	192	82	216
0-24%	89	12	33	20	43	27	22	22	43	13	76
	30%	41%	43%	36%	27%	31%	51%	43%	22%	16%	35%
							c				a
25-49%	55	9	13	11	30	14	11	6	39	24	31
	18%	28%	17%	20%	19%	16%	24%	11%	20%	29%	15%
50-74%	60	4	10	10	24	25	7	11	40	14	46
	20%	13%	13%	18%	15%	30%	15%	22%	21%	17%	21%
75-100%	85	5	21	15	53	17	4	11	67	28	56
	28%	16%	27%	26%	34%	20%	9%	21%	35%	34%	26%
									a		
Don't know	9	*	*	-	6	3	*	2	3	3	6
	3%	1%	*%	-%	4%	3%	*%	4%	2%	4%	3%
Answered	298	30	78	56	155	86	44	51	192	82	216
Mean score	47.6	36.1	42.8	45.7	50.3	43.6	29.8	41.7	53.9	54.3	45.0
									ab	b	

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 72 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	315	70	89	79	77	159	156
Effective base	121	25	31	31	35	56	65
Weighted Base	298	62	81	82	73	144	154
0-24%	89	19	24	28	18	43	46
	30%	30%	30%	34%	25%	30%	30%
25-49%	55	17	10	6	22	27	28
	18%	27%	12%	7%	31%	19%	18%
		c			c		
50-74%	60	10	20	15	15	30	29
	20%	16%	25%	18%	20%	21%	19%
75-100%	85	16	23	32	13	39	46
	28%	26%	28%	40%	19%	27%	30%
Don't know	9	*	4	1	4	5	4
	3%	*%	5%	1%	5%	3%	3%
Answered	298	62	81	82	73	144	154
Mean score	47.6	45.0	46.1	57.3	40.5	45.6	49.4
				abd			

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	302	77	225	213	34	19	36	89
Effective base	129	29	100	122	19	8	21	33
Weighted Base	312	66	246	303	6	2	1	9
0-24%	65	11	54	62	2	1	*	3
	21%	17%	22%	21%	27%	45%	33%	32%
25-49%	46	4	42	45	*	*	*	1
	15%	6%	17%	15%	8%	17%	17%	11%
50-74%	58	14	44	57	1	*	*	1
	19%	22%	18%	19%	15%	3%	35%	14%
75-100%	136	36	100	133	2	*	*	3
	44%	55%	41%	44%	39%	25%	9%	33%
				d	d			
Don't know	7	*	7	6	1	*	*	1
	2%	*%	3%	2%	12%	10%	7%	11%
					a			a
Answered	312	66	246	303	6	2	1	9
Mean score	58.7	68.4	56.1	59.0	52.9	34.6	37.5	47.3
		b		e				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	*c	*d	e	f	g	h	i
Unweighted Base	302	145	42	26	18	35	36	213	34	55
Effective base	129	90	23	13	12	17	21	122	19	15
Weighted Base	312	240	48	15	4	4	1	303	6	3
0-24%	65	53	9	*	1	1	*	62	2	1
	21%	22%	20%	1%	36%	27%	33%	21%	27%	42%
25-49%	46	34	8	2	-	1	*	45	*	*
	15%	14%	17%	15%	-%	21%	17%	15%	8%	17%
50-74%	58	44	8	6	1	*	*	57	1	*
	19%	18%	16%	39%	14%	9%	35%	19%	15%	12%
75-100%	136	105	23	5	1	1	*	133	2	1
	44%	44%	48%	33%	33%	37%	9%	44%	39%	20%
		f	f			f		f	f	
Don't know	7	4	-	2	1	*	*	6	1	*
	2%	2%	-%	12%	17%	6%	7%	2%	12%	9%
									ag	
Answered	312	240	48	15	4	4	1	303	6	3
Mean score	58.7	58.6	60.4	61.8	45.3	51.5	37.5	59.0	52.9	35.4
		i	i					i	i	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	302	149	36	14	8	32
Effective base	129	93	13	5	5	4
Weighted Base	312	241	19	5	1	5
0-24%	65	52	7	1	*	1
	21%	22%	35%	15%	26%	20%
25-49%	46	35	3	2	-	2
	15%	14%	16%	40%	-%	43%
50-74%	58	38	3	1	*	1
	19%	16%	15%	31%	15%	27%
75-100%	136	112	6	1	1	*
	44%	46%	33%	15%	45%	5%
Don't know	7	4	-	*	*	*
	2%	2%	-%	*%	15%	4%
Answered	312	241	19	5	1	5
Mean score	58.7	59.9	50.4	53.7	57.2	33.4
		e	e			

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted Base	302	16	19	22	12	12	17	27	19	16	160	44	53	45
Effective base	129	11	14	15	8	8	10	21	11	10	104	26	33	12
Weighted Base	312	27	32	44	20	14	22	66	28	24	278	16	14	5
0-24%	65	9	5	17	4	6	2	12	2	3	59	2	2	1
	21%	33%	15%	38%	19%	40%	10%	17%	8%	11%	21%	15%	17%	23%
25-49%	46	3	4	12	2	2	4	5	*	8	42	2	1	*
	15%	10%	14%	28%	12%	13%	20%	8%	*%	35%	15%	12%	9%	9%
50-74%	58	3	5	10	3	*	5	15	4	4	49	6	3	1
	19%	9%	14%	24%	14%	*%	21%	23%	14%	18%	18%	36% j	23%	18%
75-100%	136	13	17	5	11	7	9	32	21	8	121	6	7	2
	44%	46%	53%	11%	54%	46%	40%	47%	75%	36%	44%	37%	49%	47%
Don't know	7	*	1	-	-	-	2	3	1	-	7	-	*	*
	2%	1%	4%	-%	-%	-%	9%	4%	3%	-%	2%	-%	3%	3%
Answered	312	27	32	44	20	14	22	66	28	24	278	16	14	5
Mean score	58.7	58.8	62.7	38.7	63.5	55.4	56.8	59.9	81.4	56.9	58.4	61.0	61.5	61.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base	302	16	32	1	14	64	9	22	124	237	65	271	31
Effective base	129	5	16	1	5	28	3	11	56	105	24	121	8
Weighted Base	312	9	47	*	15	83	4	27	102	264	49	296	16
0-24%	65	1	16	*	7	10	-	4	22	55	10	65	*
	21%	9%	33%	100%	50%	12%	-%	14%	22%	21%	20%	22%	2%
25-49%	46	2	4	-	1	13	*	8	14	44	2	42	4
	15%	19%	9%	-%	6%	16%	6%	31%	14%	17%	4%	14%	25%
50-74%	58	1	10	-	3	6	3	6	22	48	11	57	1
	19%	15%	21%	-%	19%	7%	77%	22%	21%	18%	22%	19%	8%
75-100%	136	5	17	-	4	53	1	9	43	113	23	126	10
	44%	54%	36%	-%	25%	64%	17%	33%	42%	43%	47%	42%	65%
Don't know	7	*	*	-	-	1	-	-	1	4	3	7	*
	2%	4%	*%	-%	-%	1%	-%	-%	1%	2%	7%	2%	*%
Answered	312	9	47	*	15	83	4	27	102	264	49	296	16
Mean score	58.7	71.7	51.5	14.0	41.8	71.2	53.7	54.8	58.5	58.6	59.2	57.8	76.3
						bh							a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	302	299	3	127	70	105
Effective base	129	128	2	54	25	52
Weighted Base	312	312	1	126	48	138
0-24%	65	65	-	20	13	33
	21%	21%	-%	16%	26%	24%
25-49%	46	46	-	18	11	17
	15%	15%	-%	14%	22%	12%
50-74%	58	58	-	31	9	18
	19%	19%	-%	25%	19%	13%
75-100%	136	135	1	52	14	70
	44%	43%	97%	41%	28%	51%
Don't know	7	7	*	5	2	*
	2%	2%	3%	4%	4%	*%
Answered	312	312	1	126	48	138
Mean score	58.7	58.6	90.8	59.0	46.5	62.7
				b		b

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted Base	302	193	78	14	5	3	4	3	2	271	31	17	58	135	109
Effective base	129	100	23	3	1	1	2	2	1	124	5	2	30	71	29
Weighted Base	312	247	53	8	3	1	*	*	*	300	13	4	77	170	65
0-24%	65	49	11	5	*	-	*	*	*	60	5	*	9	40	16
	21%	20%	20%	60%	6%	-%	87%	24%	96%	20%	42%	10%	11%	24%	25%
25-49%	46	37	7	1	-	-	*	*	-	44	1	*	14	23	9
	15%	15%	14%	17%	-%	-%	13%	76%	-%	15%	11%	*%	19%	13%	13%
50-74%	58	49	8	*	-	1	-	-	-	57	1	1	15	34	9
	19%	20%	15%	*%	-%	100%	-%	-%	-%	19%	10%	27%	20%	20%	14%
75-100%	136	105	26	2	3	-	-	-	*	131	5	3	36	69	31
	44%	42%	50%	23%	93%	-%	-%	-%	4%	44%	36%	62%	47%	40%	47%
Don't know	7	6	1	*	*	-	-	-	-	7	*	*	2	5	1
	2%	3%	1%	*%	1%	-%	-%	-%	-%	2%	*%	*%	2%	3%	1%
Answered	312	247	53	8	3	1	*	*	*	300	13	4	77	170	65
Mean score	58.7	58.9	59.9	36.3	94.7	50.4	15.2	30.1	13.8	59.0	50.7	77.3	62.3	57.3	58.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	302	202	187	240	302	71	109	164	33	14	14	4	6	5
Effective base	129	77	77	97	129	22	41	78	12	4	2	2	4	1
Weighted Base	312	164	176	228	312	46	92	187	30	6	2	2	*	*
0-24%	65	40	37	48	65	12	24	37	9	1	1	1	*	*
	21%	24%	21%	21%	21%	27%	26%	20%	30%	9%	25%	65%	66%	98%
25-49%	46	34	23	39	46	10	17	31	3	3	1	1	-	*
	15%	21%	13%	17%	15%	21%	18%	17%	11%	39%	62%	34%	-%	1%
50-74%	58	37	43	51	58	8	16	40	11	1	*	*	*	-
	19%	23%	24%	23%	19%	18%	17%	21%	36%	21%	*%	2%	17%	-%
75-100%	136	46	69	82	136	13	29	75	6	*	*	-	*	*
	44%	28%	39%	36%	44%	28%	32%	40%	22%	2%	13%	-%	3%	1%
					a									
Don't know	7	7	5	7	7	3	6	4	1	2	-	-	*	-
	2%	4%	3%	3%	2%	6%	6%	2%	2%	30%	-%	-%	14%	-%
Answered	312	164	176	228	312	46	92	187	30	6	2	2	*	*
Mean score	58.7	48.5	56.9	55.0	58.7	45.6	47.9	57.6	47.5	27.9	39.5	17.7	27.2	11.5
			aef	ae	aef									

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted Base	302	245	14	16	11	3	7	6	16	55	55	79	46	5
Effective base	129	117	5	7	3	1	4	1	3	31	21	35	9	1
Weighted Base	312	286	16	3	4	1	*	1	3	72	50	82	23	2
0-24%	65	57	5	1	*	1	*	*	1	16	11	18	2	2
	21%	20%	33%	15%	11%	95%	60%	19%	51%	22%	21%	22%	9%	100%
25-49%	46	40	3	*	2	-	-	*	*	15	5	16	3	-
	15%	14%	19%	13%	52%	-%	-%	*%	*%	21%	11%	19%	11%	-%
50-74%	58	49	7	*	*	*	*	1	1	17	9	15	11	-
	19%	17%	45%	7%	1%	5%	1%	81%	46%	24%	18%	18%	47%	-%
75-100%	136	132	*	2	2	-	*	-	*	18	25	33	7	*
	44%	46%	2%	48%	36%	-%	39%	-%	2%	25%	49%	40%	30%	*%
Don't know	7	7	*	1	-	-	-	-	-	6	1	*	1	-
	2%	2%	*%	16%	-%	-%	-%	-%	-%	8%	1%	*%	3%	-%
Answered	312	286	16	3	4	1	*	1	3	72	50	82	23	2
Mean score	58.7	60.2	39.9	54.1	51.4	7.8	50.7	42.6	29.1	46.4	63.3 a	57.3	58.6 a	18.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	302	102	66	86	41	7	191	26	83	282	20	226	14
Effective base	129	55	31	32	11	1	91	6	33	124	5	91	6
Weighted Base	312	129	72	85	21	5	232	10	69	302	10	214	14
0-24%	65	21	20	20	3	*	48	*	17	63	2	47	2
	21%	16%	28%	24%	14%	6%	20%	2%	25%	21%	20%	22%	14%
25-49%	46	20	9	14	2	*	36	1	9	44	2	36	3
	15%	16%	13%	16%	9%	*%	15%	13%	12%	14%	22%	17%	21%
50-74%	58	33	9	7	4	4	35	6	17	58	*	46	6
	19%	26% c	13%	9%	19%	93%	15%	59%	24%	19%	*%	21%	40%
75-100%	136	48	33	43	12	-	107	3	27	130	5	79	3
	44%	37%	45%	51%	55%	-%	46%	26%	38%	43%	56%	37%	24%
Don't know	7	6	1	*	1	*	7	-	*	7	*	7	*
	2%	5%	1%	*%	2%	*%	3%	-%	*%	2%	2%	3%	*%
Answered	312	129	72	85	21	5	232	10	69	302	10	214	14
Mean score	58.7	56.1	58.2	61.2	68.5 a	47.5	59.1	60.8	57.0	58.7	59.8	54.8	57.8

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	302	71	43	76	17	264	38	110	195	51	105	180	56
Effective base	129	38	10	34	4	121	8	38	75	18	41	74	22
Weighted Base	312	94	24	86	3	293	20	90	161	31	99	171	43
0-24%	65	25	4	26	*	60	5	29	39	7	30	35	14
	21%	26%	17%	30%	4%	21%	25%	32%	24%	23%	30%	21%	33%
25-49%	46	15	3	13	1	43	3	25	34	4	15	22	8
	15%	16%	13%	15%	32%	15%	16%	28%	21%	14%	15%	13%	19%
50-74%	58	18	4	20	1	58	*	19	36	11	27	40	11
	19%	19%	15%	24%	42%	20%	2%	21%	22%	35%	27%	23%	25%
75-100%	136	36	13	26	*	125	11	16	46	8	26	69	10
	44%	39%	53%	31%	14%	43%	55%	18%	28%	27%	27%	40%	22%
Don't know	7	-	*	*	*	7	*	1	7	*	1	5	*
	2%	-%	2%	*%	7%	2%	2%	1%	4%	1%	1%	3%	1%
Answered	312	94	24	86	3	293	20	90	161	31	99	171	43
Mean score	58.7	54.5	63.9	51.0	46.1	58.8	58.0	39.9	48.6	47.9	47.2	57.6	45.1
									a			ac	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	302	180	277	75	200	183	302	178	223	10
Effective base	129	73	120	31	77	74	129	69	91	3
Weighted Base	312	176	290	63	163	170	312	158	216	7
0-24%	65	52	61	22	40	37	65	46	48	3
	21%	29%	21%	35%	24%	22%	21%	29%	22%	50%
25-49%	46	34	42	12	33	22	46	32	38	3
	15%	19%	14%	19%	20%	13%	15%	20%	18%	49%
50-74%	58	31	51	12	37	40	58	37	48	-
	19%	18%	17%	19%	23%	23%	19%	24%	22%	-%
75-100%	136	55	133	17	46	66	136	37	75	-
	44%	31%	46%	27%	28%	39%	44%	24%	35%	-%
							a			
Don't know	7	4	4	*	7	5	7	6	7	*
	2%	2%	1%	*%	4%	3%	2%	4%	3%	1%
Answered	312	176	290	63	163	170	312	158	216	7
Mean score	58.7	48.9	59.6	44.4	48.6	56.1	58.7	45.3	53.6	20.2
			ac			a	a		a	

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	*c	*d
Unweighted Base	302	179	302	120	30	29	159	216	35	8	10	7
Effective base	129	69	129	48	15	15	60	85	15	2	4	3
Weighted Base	312	163	312	106	32	28	136	201	38	3	6	7
0-24%	65	60	65	50	10	10	44	38	9	*	3	*
	21%	37%	21%	48%	32%	37%	32%	19%	23%	2%	46%	*%
		b		b								
25-49%	46	37	46	22	8	5	32	36	11	-	1	-
	15%	23%	15%	21%	26%	19%	23%	18%	30%	-%	13%	-%
50-74%	58	35	58	15	6	2	40	44	9	1	*	5
	19%	22%	19%	14%	18%	7%	29%	22%	24%	41%	*%	64%
75-100%	136	27	136	15	7	10	18	75	8	2	3	3
	44%	16%	44%	14%	23%	36%	13%	38%	21%	57%	41%	36%
			ac					a				
Don't know	7	4	7	4	*	*	3	7	1	-	-	-
	2%	2%	2%	4%	1%	1%	2%	4%	1%	-%	-%	-%
Answered	312	163	312	106	32	28	136	201	38	3	6	7
Mean score	58.7	37.4	58.7	32.9	41.4	48.2	39.7	56.1	42.3	77.9	47.3	76.1
			acd					a				

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	302	265	211	280	246	198	165	282	62	267	14	103	199	98	5
Effective base	129	111	86	117	103	83	59	123	23	115	5	47	82	42	3
Weighted Base	312	267	189	281	250	195	137	296	54	276	14	119	193	104	7
0-24%	65	59	44	63	48	44	33	63	15	61	*	20	45	29	-
	21%	22%	23%	23%	19%	23%	24%	21%	28%	22%	2%	17%	23%	28%	-%
25-49%	46	42	35	43	40	38	27	45	13	45	*	6	40	18	-
	15%	16%	19%	15%	16%	20%	20%	15%	25%	16%	2%	5%	21% a	17%	-%
50-74%	58	45	36	50	48	40	24	55	9	50	2	28	30	13	4
	19%	17%	19%	18%	19%	21%	18%	19%	17%	18%	13%	24%	16%	13%	57%
75-100%	136	113	71	118	109	69	52	129	16	114	11	63	73	44	3
	44%	42%	37%	42%	44%	35%	38%	43%	30%	41%	83%	53%	38%	42%	43%
Don't know	7	7	3	7	4	4	1	4	*	6	-	2	5	*	-
	2%	3%	2%	2%	1%	2%	1%	1%	*%	2%	-%	2%	2%	*%	-%
Answered	312	267	189	281	250	195	137	296	54	276	14	119	193	104	7
Mean score	58.7	57.3	54.3	57.5	59.2	54.1	54.1	58.8 c	46.5	57.2	82.5	65.0 b	54.8	54.0	81.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	a	b	c	a	b	c	a	b
Unweighted Base	302	41	73	56	160	85	55	45	192	114	188
Effective base	129	16	32	27	70	32	23	20	82	41	89
Weighted Base	312	38	80	64	170	78	59	46	198	83	229
0-24%	65	4	25	14	33	17	11	10	41	15	50
	21%	10%	31%	23%	19%	22%	18%	22%	21%	18%	22%
25-49%	46	4	14	17	23	6	5	7	34	12	34
	15%	10%	17%	26%	13%	8%	8%	15%	17%	14%	15%
50-74%	58	10	12	12	23	24	8	10	39	25	33
	19%	26%	15%	18%	13%	30%	13%	21%	20%	30%	14%
						b				b	
75-100%	136	21	29	21	87	28	36	19	78	26	110
	44%	54%	36%	33%	51%	36%	61%	41%	39%	31%	48%
Don't know	7	*	*	-	4	3	*	1	6	5	2
	2%	1%	*%	-%	2%	4%	*%	2%	3%	6%	1%
Answered	312	38	80	64	170	78	59	46	198	83	229
Mean score	58.7	68.4	50.7	50.8	63.3	55.4	68.8	55.9	56.5	51.7	61.2
		b			a		c				a

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 74 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Standard 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	302	73	84	78	67	157	145
Effective base	129	31	29	37	32	60	69
Weighted Base	312	72	79	86	76	151	161
0-24%	65	5	22	16	21	27	38
	21%	7%	28%	19%	28%	18%	23%
			a		a		
25-49%	46	13	7	11	15	20	26
	15%	18%	9%	13%	20%	13%	16%
50-74%	58	10	15	19	15	25	34
	19%	13%	19%	22%	20%	16%	21%
75-100%	136	43	31	39	23	74	62
	44%	59%	39%	46%	31%	49%	39%
		d					
Don't know	7	2	3	1	1	5	2
	2%	3%	4%	1%	2%	4%	1%
Answered	312	72	79	86	76	151	161
Mean score	58.7	67.7	56.4	61.7	49.2	61.8	55.8
		bd		d			

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	*d	e
Unweighted Base	187	58	129	121	30	14	22	66
Effective base	80	24	62	74	18	6	12	27
Weighted Base	196	32	165	189	6	1	*	8
0-24%	116	13	103	112	3	1	*	4
	59%	41%	62%	59%	49%	61%	30%	50%
25-49%	39	8	31	38	1	*	*	1
	20%	25%	19%	20%	9%	3%	32%	10%
50-74%	15	3	12	14	1	*	*	1
	8%	11%	7%	8%	13%	14%	10%	13%
75-100%	20	7	13	19	1	*	*	1
	10%	23%	8%	10%	17%	7%	25%	16%
Don't know	6	-	6	5	1	*	*	1
	3%	-%	4%	3%	12%	14%	4%	11%
Answered	196	32	165	189	6	1	*	8
Mean score	27.4	41.6	24.7	27.3	32.3	24.1	40.7	31.3
		b						

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	*c	*d	*e	*f	g	h	i
Unweighted Base	187	71	31	19	19	25	22	121	30	36
Effective base	80	52	17	12	13	13	12	74	18	10
Weighted Base	196	149	27	12	5	3	*	189	6	2
0-24%	116	94	12	6	2	2	*	112	3	1
	59%	63%	43%	46%	48%	58%	30%	59%	49%	54%
25-49%	39	30	5	3	1	*	*	38	1	*
	20%	20%	18%	26%	12%	2%	32%	20%	9%	10%
50-74%	15	9	5	1	1	*	*	14	1	*
	8%	6%	17%	4%	12%	16%	10%	8%	13%	13%
75-100%	20	12	4	3	1	*	*	19	1	*
	10%	8%	13%	24%	14%	17%	25%	10%	17%	12%
Don't know	6	3	2	-	1	*	*	5	1	*
	3%	2%	9%	-%	15%	7%	4%	3%	12%	11%
Answered	196	149	27	12	5	3	*	189	6	2
Mean score	27.4	24.8	34.5	41.3	28.9	33.6	40.7	27.3	32.3	28.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e
Unweighted Base	187	77	28	12	4	23
Effective base	80	53	10	6	3	4
Weighted Base	196	145	24	5	1	6
0-24%	116	92	13	4	*	1
	59%	63%	56%	84%	46%	14%
25-49%	39	28	3	1	-	4
	20%	19%	12%	14%	-%	73%
50-74%	15	11	3	*	*	*
	8%	8%	13%	2%	29%	4%
75-100%	20	9	5	-	-	*
	10%	6%	19%	-%	-%	6%
Don't know	6	5	-	-	*	*
	3%	4%	-%	-%	26%	3%
Answered	196	145	24	5	1	6
Mean score	27.4	24.2	34.7	14.0	25.9	28.3

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted Base	187	12	10	18	8	16	15	7	13	16	115	28	15	29
Effective base	80	9	6	11	4	12	9	5	6	10	69	14	9	7
Weighted Base	196	21	15	32	8	25	22	17	18	23	181	10	2	3
0-24%	116	10	9	14	6	16	13	10	15	15	106	6	1	2
	59%	47%	62%	42%	76%	62%	58%	58%	81%	66%	59%	63%	35%	77%
25-49%	39	5	3	14	-	6	4	*	*	5	37	1	1	*
	20%	22%	19%	43%	-%	23%	19%	*%	*%	23%	20%	13%	30%	5%
50-74%	15	6	*	5	-	*	1	-	*	2	14	*	*	*
	8%	30%	3%	14%	-%	1%	6%	-%	*%	7%	8%	3%	20%	3%
75-100%	20	-	2	*	2	4	3	4	2	1	18	2	*	*
	10%	-%	16%	*%	24%	15%	13%	25%	8%	4%	10%	22%	1%	16%
Don't know	6	*	-	-	-	-	1	3	2	-	6	-	*	*
	3%	1%	-%	-%	-%	-%	5%	16%	11%	-%	3%	-%	14%	1%
Answered	196	21	15	32	8	25	22	17	18	23	181	10	2	3
Mean score	27.4	33.8	29.9	26.9	34.6	28.6	25.7	31.3	16.0	22.6	27.2	31.8	30.0	26.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted Base	187	6	15	1	12	40	4	16	81	149	38	164	23
Effective base	80	3	8	1	4	17	3	6	40	66	16	76	5
Weighted Base	196	1	19	*	6	55	*	9	85	169	27	190	6
0-24%	116	1	17	*	2	28	*	9	47	99	17	114	2
	59%	62%	89%	100%	40%	52%	26%	97%	56%	59%	60%	60%	31%
25-49%	39	*	*	-	1	11	*	-	25	33	5	37	2
	20%	9%	2%	-%	24%	19%	34%	-%	29%	20%	20%	19%	37%
50-74%	15	-	*	-	-	5	-	*	3	14	1	15	*
	8%	-%	1%	-%	-%	9%	-%	3%	4%	8%	5%	8%	3%
75-100%	20	*	-	-	2	10	*	-	8	19	1	20	1
	10%	5%	-%	-%	36%	18%	40%	-%	9%	11%	3%	10%	9%
Don't know	6	*	1	-	-	1	-	-	1	3	3	5	1
	3%	24%	8%	-%	-%	1%	-%	-%	2%	2%	11%	3%	19%
Answered	196	1	19	*	6	55	*	9	85	169	27	190	6
Mean score	27.4	19.9	14.0	14.0	53.4	34.6	53.7	16.4	26.2	29.0 b	17.5	27.5	25.6

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	187	186	1	72	58	57
Effective base	80	80	1	32	17	30
Weighted Base	196	196	*	78	41	77
0-24%	116	116	-	31	29	56
	59%	59%	-%	39%	71%	72%
					a	a
25-49%	39	39	-	21	7	11
	20%	20%	-%	27%	16%	14%
50-74%	15	15	-	6	4	5
	8%	8%	-%	8%	9%	7%
75-100%	20	20	-	15	1	4
	10%	10%	-%	19%	3%	5%
Don't know	6	6	*	5	*	1
	3%	3%	100%	6%	1%	2%
Answered	196	196	*	78	41	77
Mean score	27.4	27.4	-	35.1	24.1	21.4
				bc		

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted Base	187	119	43	14	3	2	3	1	2	162	25	11	33	86	68
Effective base	80	63	12	5	2	2	2	1	1	75	8	3	20	43	17
Weighted Base	196	161	27	5	*	2	*	*	*	189	7	2	56	105	35
0-24%	116	93	19	3	*	-	*	-	*	112	3	*	21	72	22
	59%	58%	70%	53%	69%	-%	85%	-%	100%	60%	42%	18%	37%	69% a	64%
25-49%	39	35	1	2	*	1	*	*	-	36	3	1	18	17	4
	20%	22%	3%	37%	22%	62%	15%	100%	-%	19%	42%	51%	32%	16%	11%
50-74%	15	11	4	*	-	-	-	-	-	15	*	-	5	6	4
	8%	7%	14%	5%	-%	-%	-%	-%	-%	8%	4%	-%	9%	6%	12%
75-100%	20	16	3	*	-	1	-	-	-	19	1	1	12	4	4
	10%	10%	11%	4%	-%	38%	-%	-%	-%	10%	12%	30%	22% b	4%	11%
Don't know	6	6	1	-	*	-	-	-	-	6	*	*	*	5	1
	3%	3%	2%	-%	9%	-%	-%	-%	-%	3%	*%	1%	1%	5%	2%
Answered	196	161	27	5	*	2	*	*	*	189	7	2	56	105	35
Mean score	27.4	27.1	27.7	27.8	19.4	53.6	14.5	25.0	9.6	27.2	33.3	45.4	39.2 b	20.6	28.9

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	187	145	138	167	187	55	79	115	22	9	14	1	3	3
Effective base	80	56	58	68	80	18	37	54	8	4	3	1	1	1
Weighted Base	196	129	134	170	196	37	81	139	20	6	3	1	1	*
0-24%	116	73	81	101	116	31	57	90	6	1	3	1	-	*
	59%	57%	61%	59%	59%	84% ad	70%	65%	31%	13%	90%	100%	-%	99%
25-49%	39	30	24	32	39	3	17	24	4	4	*	-	*	*
	20%	23%	18%	19%	20%	9%	21%	17%	20%	62%	1%	-%	6%	1%
50-74%	15	7	9	15	15	*	*	10	5	-	*	-	-	-
	8%	6%	7%	9%	8%	*%	*%	8%	24%	-%	1%	-%	-%	-%
75-100%	20	12	13	16	20	1	1	9	4	2	*	-	1	-
	10%	9%	10%	9%	10%	4%	2%	6%	22%	25%	7%	-%	91%	-%
Don't know	6	6	6	6	6	1	5	6	1	-	-	-	*	-
	3%	5%	4%	4%	3%	2%	6%	4%	4%	-%	-%	-%	3%	-%
Answered	196	129	134	170	196	37	81	139	20	6	3	1	1	*
Mean score	27.4	26.7 ef	26.7 ef	27.0 ef	27.4 ef	17.1	17.3	23.6	44.1	46.2	18.5	15.0	92.7	10.2

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted Base	187	154	9	5	10	1	3	5	9	41	30	56	38	2
Effective base	80	69	5	3	3	1	1	1	3	24	11	26	9	1
Weighted Base	196	176	11	2	5	1	1	1	3	59	29	58	23	*
0-24%	116	107	6	*	*	1	*	*	1	34	14	35	17	*
	59%	61%	56%	26%	10%	100%	2%	18%	41%	57%	49%	60%	74%	86%
25-49%	39	34	2	*	2	-	*	1	1	11	5	15	*	*
	20%	19%	17%	6%	47%	-%	6%	82%	39%	19%	19%	26%	*%	14%
50-74%	15	14	1	-	-	-	-	-	-	6	2	5	1	-
	8%	8%	12%	-%	-%	-%	-%	-%	-%	11%	9%	9%	6%	-%
75-100%	20	15	2	1	2	-	1	-	1	4	6	2	4	-
	10%	9%	15%	39%	43%	-%	92%	-%	20%	7%	22%	3%	16%	-%
Don't know	6	6	*	1	-	-	-	-	-	4	1	1	1	-
	3%	3%	*%	28%	-%	-%	-%	-%	-%	7%	2%	2%	3%	-%
Answered	196	176	11	2	5	1	1	1	3	59	29	58	23	*
Mean score	27.4	25.9	34.5	43.4	56.3	15.0	93.4	22.3	35.4	25.6	36.1 c	23.5	28.0	12.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	187	58	40	63	23	3	113	15	59	172	15	158	9
Effective base	80	33	17	24	5	1	53	5	23	76	4	66	3
Weighted Base	196	87	39	57	12	*	140	11	45	187	9	163	7
0-24%	116	49	20	40	7	*	92	2	22	114	1	94	6
	59%	56%	50%	70%	58%	81%	66%	16%	49%	61%	16%	58%	93%
25-49%	39	21	9	9	1	*	23	3	13	37	2	32	*
	20%	24%	22%	15%	5%	13%	16%	27%	29%	20%	20%	20%	1%
50-74%	15	6	2	6	1	-	11	2	2	14	1	15	*
	8%	7%	5%	10%	12%	-%	8%	17%	5%	7%	14%	9%	6%
75-100%	20	9	7	1	3	-	8	4	8	16	4	16	-
	10%	10%	19%	3%	21%	-%	6%	39%	17%	8%	48%	10%	-%
Don't know	6	3	2	1	1	*	6	-	*	6	*	6	-
	3%	3%	4%	2%	4%	5%	4%	-%	*%	3%	2%	4%	-%
Answered	196	87	39	57	12	*	140	11	45	187	9	163	7
Mean score	27.4	27.1	35.7 c	20.5	35.3	11.5	22.4	60.9	34.6 a	25.7	62.6	27.4	16.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	c	a	b	c
Unweighted Base	187	54	29	58	14	160	27	102	138	39	92	132	38
Effective base	80	29	9	29	4	72	8	41	54	12	41	55	14
Weighted Base	196	71	21	73	3	176	20	95	127	27	95	128	34
0-24%	116	39	10	41	1	102	13	61	72	22	65	75	24
	59%	54%	49%	56%	44%	58%	66%	64%	57%	83%	69%	59%	73%
25-49%	39	18	4	16	1	37	2	22	29	3	14	24	4
	20%	26%	18%	22%	38%	21%	9%	23%	23%	12%	15%	19%	11%
50-74%	15	10	3	13	*	15	*	6	7	1	9	9	5
	8%	14%	13%	17%	13%	8%	2%	6%	6%	3%	9%	7%	15%
75-100%	20	3	4	2	-	16	4	5	12	*	6	13	*
	10%	4%	18%	3%	-%	9%	22%	5%	9%	2%	6%	10%	1%
Don't know	6	1	*	1	*	6	*	2	6	*	1	6	*
	3%	2%	2%	2%	5%	3%	2%	2%	5%	1%	1%	5%	*%
Answered	196	71	21	73	3	176	20	95	127	27	95	128	34
Mean score	27.4	27.0	33.2	26.7	23.0	27.1	30.5	23.9	26.7 c	16.8	24.4	27.2	23.2

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	187	156	157	54	143	136	187	157	122	10
Effective base	80	67	69	22	55	56	80	63	48	3
Weighted Base	196	164	170	53	128	132	196	160	113	7
0-24%	116	104	112	44	73	81	116	94	76	7
	59%	63%	66%	83%	56%	61%	59%	59%	67%	100%
25-49%	39	26	31	4	30	24	39	32	22	-
	20%	16%	18%	7%	23%	18%	20%	20%	19%	-%
50-74%	15	14	12	4	7	9	15	15	7	-
	8%	8%	7%	7%	6%	7%	8%	10%	6%	-%
75-100%	20	15	14	1	12	12	20	12	3	*
	10%	9%	8%	2%	9%	9%	10%	8%	3%	*%
Don't know	6	6	1	*	6	6	6	6	5	*
	3%	4%	*%	*%	5%	5%	3%	4%	5%	*%
Answered	196	164	170	53	128	132	196	160	113	7
Mean score	27.4	25.5	25.2	19.5	26.7	25.9	27.4	25.9 b	20.2	9.8

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	*a	*b	*c	*d
Unweighted Base	187	187	121	108	31	22	154	112	24	6	6	1
Effective base	80	80	52	49	14	10	62	44	11	2	4	1
Weighted Base	196	196	119	120	36	28	156	97	31	3	5	2
0-24%	116	116	85	87	29	25	94	61	18	*	3	2
	59%	59%	71%	73%	79%	91%	61%	63%	57%	1%	49%	100%
25-49%	39	39	23	12	2	2	31	17	8	1	-	-
	20%	20%	20%	10%	6%	8%	20%	18%	26%	41%	-%	-%
50-74%	15	15	7	11	5	-	13	9	1	-	2	-
	8%	8%	6%	9%	13%	-%	9%	9%	4%	-%	37%	-%
75-100%	20	20	*	5	*	-	14	5	4	2	1	-
	10%	10%	*%	4%	1%	-%	9%	5%	12%	58%	14%	-%
		b										
Don't know	6	6	4	5	*	*	4	5	1	-	-	-
	3%	3%	3%	4%	*%	1%	2%	5%	2%	-%	-%	-%
Answered	196	196	119	120	36	28	156	97	31	3	5	2
Mean score	27.4	27.4	17.5	20.3	20.0	12.8	26.9	23.5	29.0	68.6	41.6	-
		bc										

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	187	172	145	179	163	144	140	175	49	1	162	9	62	125
Effective base	80	70	60	74	69	59	57	75	19	1	69	5	30	51
Weighted Base	196	170	146	182	176	129	134	186	48	1	164	12	77	119
0-24%	116	103	89	111	102	78	77	114	35	-	100	5	50	66
	59%	60%	61%	61%	58%	60%	57%	61%	73%	-%	61%	42%	65%	55%
25-49%	39	38	31	38	38	30	29	37	3	-	31	4	12	27
	20%	22%	22%	21%	22%	23%	22%	20%	6%	-%	19%	35%	15%	23%
50-74%	15	13	9	13	15	7	10	13	5	1	10	-	8	7
	8%	8%	6%	7%	9%	6%	8%	7%	11%	100%	6%	-%	10%	6%
75-100%	20	10	13	15	15	9	14	18	4	-	17	3	6	14
	10%	6%	9%	8%	9%	7%	11%	10%	8%	-%	10%	24%	7%	12%
Don't know	6	6	4	6	6	5	3	3	*	-	6	-	2	5
	3%	3%	3%	3%	3%	4%	2%	2%	*%	-%	4%	-%	2%	4%
Answered	196	170	146	182	176	129	134	186	48	1	164	12	77	119
Mean score	27.4	24.0	25.7	25.4	26.9	24.7	28.2	27.0	25.4	50.0	26.5	40.3	25.3	28.8

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*a	b	c	a	*b	c	a	b
Unweighted Base	187	73	3	26	57	27	98	62	34	24	126	85	102
Effective base	80	35	2	11	27	18	38	24	15	12	53	33	51
Weighted Base	196	83	1	25	67	41	90	66	31	31	130	54	142
0-24%	116	46	1	15	34	30	43	42	22	26	67	28	88
	59%	56%	100%	60%	51%	74%	48%	64%	71%	84%	52%	51%	62%
25-49%	39	21	-	3	19	7	23	9	2	3	34	15	24
	20%	25%	-%	14%	28%	18%	26%	13%	8%	9%	26%	28%	17%
50-74%	15	9	-	2	11	-	9	6	4	*	6	2	13
	8%	10%	-%	8%	17%	-%	10%	10%	14%	*%	5%	4%	9%
75-100%	20	6	-	5	2	2	12	6	1	*	19	4	16
	10%	7%	-%	18%	3%	6%	14%	9%	3%	*%	15%	8%	11%
Don't know	6	1	-	*	1	1	2	3	1	2	3	5	2
	3%	2%	-%	1%	2%	3%	2%	4%	5%	6%	2%	9%	1%
Answered	196	83	1	25	67	41	90	66	31	31	130	54	142
Mean score	27.4	27.4	13.7	31.9	27.2	19.3	32.6	25.4	17.9	12.9	32.4	25.6	28.1
											a		

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 76 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 1st Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	187	48	59	41	39	107	80
Effective base	80	19	25	18	18	44	36
Weighted Base	196	47	59	51	40	106	90
0-24%	116	22	36	38	20	58	58
	59%	47%	61%	74%	50%	55%	64%
25-49%	39	14	9	3	12	23	16
	20%	31%	15%	7%	31%	22%	17%
50-74%	15	6	2	*	7	8	7
	8%	13%	4%	1%	17%	8%	8%
75-100%	20	4	6	9	1	10	10
	10%	10%	10%	17%	3%	10%	11%
Don't know	6	*	6	1	-	6	1
	3%	*%	9%	1%	-%	5%	1%
Answered	196	47	59	51	40	106	90
Mean score	27.4	32.7	22.9	29.0	25.9	27.2	27.6

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	156	22	134	109	20	7	20	47
Effective base	72	9	66	68	11	3	12	17
Weighted Base	183	11	173	179	3	1	*	5
0-24%	92	8	84	89	2	1	*	3
	50%	71%	49%	50%	72%	67%	52%	69%
25-49%	49	2	48	49	*	*	*	1
	27%	15%	28%	27%	1%	33%	42%	11%
50-74%	19	1	18	19	*	-	-	*
	11%	12%	10%	11%	4%	-%	-%	3%
75-100%	19	-	19	19	*	-	*	*
	10%	-%	11%	10%	3%	-%	2%	2%
Don't know	4	*	4	3	1	-	*	1
	2%	1%	2%	2%	20%	-%	4%	15%
								a
Answered	183	11	173	179	3	1	*	5
Mean score	30.1	21.1	30.6	30.4	14.7	20.2	22.0	16.4
				e				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	156	78	20	11	13	14	20	109	20	27
Effective base	72	55	10	7	7	7	12	68	11	6
Weighted Base	183	148	24	6	3	2	*	179	3	1
0-24%	92	74	10	5	2	2	*	89	2	1
	50%	50%	40%	81%	63%	83%	52%	50%	72%	63%
25-49%	49	39	10	*	*	*	*	49	*	*
	27%	26%	39%	7%	2%	17%	42%	27%	1%	35%
50-74%	19	17	1	1	*	-	-	19	*	-
	11%	12%	6%	12%	5%	-%	-%	11%	4%	-%
75-100%	19	15	4	-	*	-	*	19	*	*
	10%	10%	16%	-%	4%	-%	2%	10%	3%	1%
Don't know	4	3	-	-	1	-	*	3	1	*
	2%	2%	-%	-%	27%	-%	4%	2%	20%	1%
Answered	183	148	24	6	3	2	*	179	3	1
Mean score	30.1	30.8	32.2	15.0	16.0	15.7	22.0	30.4	14.7	20.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e
Unweighted Base	156	85	22	10	4	18
Effective base	72	56	10	5	2	3
Weighted Base	183	154	9	5	1	4
0-24%	92	80	4	4	*	1
	50%	52%	43%	85%	61%	33%
25-49%	49	37	2	-	-	2
	27%	24%	22%	-%	-%	62%
50-74%	19	17	1	1	*	-
	11%	11%	14%	15%	39%	-%
75-100%	19	17	2	-	*	*
	10%	11%	21%	-%	*%	*%
Don't know	4	3	-	-	-	*
	2%	2%	-%	-%	-%	5%
Answered	183	154	9	5	1	4
Mean score	30.1	30.9	37.9	14.6	28.2	21.0

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted Base	156	11	9	14	8	8	10	14	13	10	97	20	16	23
Effective base	72	8	6	9	5	6	6	12	8	7	64	11	11	6
Weighted Base	183	18	12	24	16	11	12	40	20	18	172	6	4	2
0-24%	92	7	7	11	13	5	*	20	12	8	84	4	3	2
	50%	38%	57%	46%	86%	48%	3%	50%	58%	47%	49%	65%	69%	78%
25-49%	49	7	3	11	2	1	5	7	3	6	48	1	1	*
	27%	40%	27%	47%	14%	13%	43%	18%	17%	34%	28%	21%	13%	8%
50-74%	19	3	2	2	-	2	4	3	3	-	18	1	*	*
	11%	15%	16%	7%	-%	21%	32%	7%	13%	-%	11%	12%	8%	4%
75-100%	19	1	-	-	-	2	3	8	2	3	19	*	-	*
	10%	5%	-%	-%	-%	18%	22%	19%	10%	19%	11%	2%	-%	3%
Don't know	4	*	-	-	-	-	-	3	1	-	3	-	*	*
	2%	1%	-%	-%	-%	-%	-%	7%	3%	-%	2%	-%	9%	7%
Answered	183	18	12	24	16	11	12	40	20	18	172	6	4	2
Mean score	30.1	31.7	21.0	22.6	18.6	40.1	56.8	30.2	29.8	34.6	30.6	22.1	21.8	27.9

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	h	a	b	a	*b
Unweighted Base	156	6	11	1	7	29	3	18	71	122	34	140	16
Effective base	72	4	7	1	4	14	3	7	37	58	15	70	3
Weighted Base	183	1	20	*	9	46	*	20	70	154	29	179	4
0-24%	92	*	16	*	5	24	*	10	27	82	10	91	1
	50%	38%	79%	100%	59%	53%	59%	49%	39%	53%	34%	50%	34%
25-49%	49	*	3	-	-	11	*	10	20	40	9	47	3
	27%	28%	16%	-%	-%	23%	41%	51%	29%	26%	32%	26%	65%
50-74%	19	*	-	-	-	3	-	*	16	17	3	19	-
	11%	3%	-%	-%	-%	7%	-%	*%	23%	11%	10%	11%	-%
75-100%	19	*	1	-	4	7	-	*	7	15	4	19	*
	10%	*%	5%	-%	41%	16%	-%	1%	10%	10%	13%	10%	*%
Don't know	4	*	-	-	-	1	-	-	*	1	3	4	*
	2%	31%	-%	-%	-%	1%	-%	-%	*%	1%	11% a	2%	*%
Answered	183	1	20	*	9	46	*	20	70	154	29	179	4
Mean score	30.1	26.6	17.6	14.0	47.2	32.9	22.0	18.6	36.2	30.4	28.3	30.3	20.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	156	155	1	60	44	52
Effective base	72	72	1	31	14	28
Weighted Base	183	183	*	74	28	81
0-24%	92	92	-	28	15	49
	50%	50%	-%	38%	53%	60%
25-49%	49	49	-	24	7	19
	27%	27%	-%	32%	25%	23%
50-74%	19	19	-	8	3	8
	11%	11%	-%	11%	11%	10%
75-100%	19	19	-	10	3	6
	10%	10%	-%	14%	10%	7%
Don't know	4	4	*	4	*	-
	2%	2%	100%	5%	*%	-%
Answered	183	183	*	74	28	81
Mean score	30.1	30.1	-	34.7	26.6	27.1

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Monthly postal spend									Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£25,000 <£50,000	£50,000 - <£100,000	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	g	*h	*i	*a	b	c
Unweighted Base	156	93	47	8	3	3	2	140	16	8	27	66	63
Effective base	72	54	15	4	2	2	2	69	4	2	19	36	17
Weighted Base	183	139	41	3	*	*	*	180	4	*	50	89	44
0-24%	92	65	23	3	*	*	*	88	4	*	23	42	27
	50%	47%	57%	100%	91%	29%	66%	49%	99%	87%	46%	47%	60%
25-49%	49	43	6	-	-	*	*	49	*	*	14	29	6
	27%	31%	15%	-%	-%	71%	34%	28%	*%	5%	28%	33%	13%
50-74%	19	14	5	-	-	-	-	19	-	-	5	9	5
	11%	10%	13%	-%	-%	-%	-%	11%	-%	-%	10%	10%	12%
75-100%	19	13	6	*	-	-	-	19	*	-	7	6	6
	10%	9%	14%	*%	-%	-%	-%	10%	*%	-%	15%	7%	13%
Don't know	4	3	1	-	*	-	-	4	*	*	*	3	1
	2%	2%	2%	-%	9%	-%	-%	2%	*%	8%	1%	3%	2%
Answered	183	139	41	3	*	*	*	180	4	*	50	89	44
Mean score	30.1	29.8	33.2	6.5	10.2	27.4	21.7	30.6	6.7	11.5	34.7	27.1	31.0

Columns Tested:: a,b,c,d,e,f,g,h,i - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	156	111	114	134	156	46	66	86	21	7	9	4	4	3
Effective base	72	45	50	60	72	16	27	47	8	2	3	2	1	3
Weighted Base	183	104	126	154	183	29	60	121	21	3	3	1	5	*
0-24%	92	48	68	75	92	15	41	56	14	1	3	1	*	*
	50%	47%	54%	49%	50%	51%	68%	47%	66%	17%	99%	100%	2%	67%
25-49%	49	32	29	41	49	10	10	34	4	3	*	-	-	*
	27%	31%	23%	26%	27%	35%	17%	28%	17%	81%	1%	-%	-%	33%
50-74%	19	9	12	17	19	*	3	14	3	*	-	-	-	-
	11%	8%	9%	11%	11%	*%	5%	12%	15%	2%	-%	-%	-%	-%
75-100%	19	11	15	18	19	3	2	13	-	-	-	*	5	-
	10%	11%	12%	12%	10%	11%	3%	11%	-%	-%	-%	*%	98%	-%
Don't know	4	4	3	4	4	1	4	3	1	-	-	-	*	-
	2%	4%	3%	3%	2%	2%	6%	3%	2%	-%	-%	-%	*%	-%
Answered	183	104	126	154	183	29	60	121	21	3	3	1	5	*
Mean score	30.1	29.1	29.4	30.7	30.1	25.9	18.6	30.9	20.5	22.8	3.7	6.9	98.2	22.3
		f	f	f	f									

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	*b	c	*d	*e
Unweighted Base	156	123	10	11	5	1	3	3	7	31	29	47	22	5
Effective base	72	63	5	2	1	1	2	3	1	22	9	23	5	2
Weighted Base	183	158	15	7	3	1	*	*	1	55	22	54	16	7
0-24%	92	79	10	1	*	1	*	*	1	22	8	30	14	*
	50%	50%	68%	13%	15%	100%	100%	67%	100%	40%	37%	56%	89%	1%
25-49%	49	45	2	1	2	-	-	*	*	14	11	16	*	-
	27%	28%	12%	8%	85%	-%	-%	33%	*%	26%	47%	29%	1%	-%
50-74%	19	16	3	*	-	-	-	-	-	7	*	6	1	2
	11%	10%	20%	1%	-%	-%	-%	-%	-%	14%	2%	12%	8%	27%
75-100%	19	14	-	5	*	-	-	-	-	8	3	2	-	5
	10%	9%	-%	71%	*%	-%	-%	-%	-%	15%	12%	4%	-%	72%
Don't know	4	3	*	1	-	-	-	-	-	3	1	-	1	-
	2%	2%	*%	8%	-%	-%	-%	-%	-%	5%	2%	-%	3%	-%
Answered	183	158	15	7	3	1	*	*	1	55	22	54	16	7
Mean score	30.1	29.2	22.4	75.5	22.9	5.0	17.5	22.3	6.1	36.6 c	29.9	22.7	14.8	88.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	156	43	36	56	16	5	106	13	37	142	14	125	9
Effective base	72	30	14	23	5	1	51	5	16	69	4	56	3
Weighted Base	183	78	33	58	10	5	136	12	36	178	6	146	8
0-24%	92	32	18	31	7	4	73	1	17	91	1	69	6
	50%	41%	55%	53%	66%	100%	54%	13%	47%	51%	9%	47%	78%
25-49%	49	23	10	16	*	-	36	3	11	46	3	41	*
	27%	30%	30%	28%	1%	-%	26%	24%	30%	26%	57%	28%	*%
50-74%	19	8	4	5	3	-	9	5	6	18	2	15	2
	11%	10%	11%	9%	29%	-%	7%	41%	16%	10%	31%	10%	22%
75-100%	19	12	1	6	*	*	14	3	2	19	*	18	*
	10%	16%	2%	10%	*%	*%	10%	22%	6%	11%	*%	12%	*%
Don't know	4	3	*	*	1	*	4	-	*	4	*	4	-
	2%	4%	1%	*%	5%	*%	3%	-%	1%	2%	3%	3%	-%
Answered	183	78	33	58	10	5	136	12	36	178	6	146	8
Mean score	30.1	35.0	24.8	29.4	20.1	15.0	27.7	59.0	29.9	29.9	35.3	31.2	21.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	c	a	b	c
Unweighted Base	156	44	27	48	12	133	23	79	105	30	80	108	31
Effective base	72	25	8	24	3	66	6	31	44	10	35	49	14
Weighted Base	183	70	17	67	2	169	15	78	103	18	88	123	28
0-24%	92	43	8	39	1	85	7	42	47	14	55	65	21
	50%	62%	49%	58%	89%	50%	49%	53%	46%	79%	62%	53%	77%
25-49%	49	17	5	17	*	44	5	24	32	4	19	28	4
	27%	25%	32%	25%	*%	26%	38%	30%	31%	20%	22%	23%	13%
50-74%	19	4	3	7	-	18	2	6	9	-	8	12	3
	11%	5%	18%	10%	-%	10%	12%	8%	8%	-%	10%	9%	9%
75-100%	19	6	*	5	*	19	*	6	11	*	5	15	*
	10%	8%	*%	7%	*%	11%	*%	7%	11%	*%	6%	12%	*%
Don't know	4	-	*	-	*	4	*	1	4	*	1	3	*
	2%	-%	1%	-%	10%	2%	1%	1%	4%	1%	1%	3%	1%
Answered	183	70	17	67	2	169	15	78	103	18	88	123	28
Mean score	30.1	26.0	25.0	26.9	13.4	30.5	25.1	26.1	29.3	12.3	23.6	29.8	14.9
								c	c		c	c	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	156	132	134	42	109	113	156	113	123	7
Effective base	72	59	61	19	44	50	72	47	56	2
Weighted Base	183	151	153	40	103	126	183	118	148	6
0-24%	92	80	88	29	47	67	92	64	71	6
	50%	53%	58%	72%	46%	53%	50%	54%	48%	100%
25-49%	49	34	44	9	32	29	49	31	41	-
	27%	23%	29%	23%	31%	23%	27%	26%	27%	-%
50-74%	19	17	11	2	9	12	19	9	17	-
	11%	11%	7%	4%	8%	9%	11%	8%	11%	-%
75-100%	19	16	9	*	11	15	19	10	16	-
	10%	11%	6%	*%	11%	12%	10%	9%	11%	-%
Don't know	4	4	1	*	4	3	4	4	4	*
	2%	3%	*%	*%	4%	3%	2%	3%	3%	*%
Answered	183	151	153	40	103	126	183	118	148	6
Mean score	30.1	29.6	25.2	17.1	29.1	29.4	30.1	26.4	30.4	9.9
		c	c							

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	156	113	156	91	28	13	103	121	33	5	4	3
Effective base	72	47	72	39	15	6	41	53	15	3	3	1
Weighted Base	183	112	183	93	31	9	106	136	40	*	3	2
0-24%	92	65	92	63	24	9	57	63	24	*	2	2
	50%	59%	50%	68%	78%	98%	54%	46%	61%	62%	58%	97%
25-49%	49	29	49	18	5	-	31	34	12	-	1	-
	27%	26%	27%	19%	15%	-%	29%	25%	31%	-%	42%	-%
50-74%	19	10	19	5	2	-	7	17	3	-	-	*
	11%	9%	11%	6%	6%	-%	6%	13%	7%	-%	-%	3%
75-100%	19	4	19	3	*	-	9	18	*	*	-	-
	10%	4%	10%	3%	*%	-%	9%	13%	*%	38%	-%	-%
Don't know	4	4	4	4	*	*	1	4	1	-	-	-
	2%	3%	2%	4%	1%	2%	1%	3%	1%	-%	-%	-%
Answered	183	112	183	93	31	9	106	136	40	*	3	2
Mean score	30.1	22.2	30.1 ac	19.6	13.3	10.4	27.3	32.9	17.4	48.8	20.7	1.6

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	156	141	116	149	130	108	103	147	37	143	6	56	100	67	1
Effective base	72	65	51	68	60	48	42	69	15	67	2	27	45	31	1
Weighted Base	183	167	128	174	156	118	101	176	39	170	5	72	112	82	1
0-24%	92	82	66	86	81	62	55	88	27	83	4	50	42	51	1
	50%	49%	51%	49%	52%	52%	55%	50%	68%	49%	64%	70% b	37%	61%	100%
25-49%	49	43	38	47	47	34	29	49	13	47	2	11	38	19	-
	27%	26%	30%	27%	30%	29%	28%	28%	32%	28%	36%	15%	34%	23%	-%
50-74%	19	19	14	19	14	11	14	19	-	16	-	8	12	7	-
	11%	12%	11%	11%	9%	9%	14%	11%	-%	10%	-%	10%	11%	8%	-%
75-100%	19	19	8	19	10	8	2	19	*	19	-	3	16	6	-
	10%	11%	6%	11%	7%	7%	2%	11%	*%	11%	-%	4%	14%	7%	-%
Don't know	4	3	3	3	3	4	1	1	*	4	-	*	4	*	-
	2%	2%	2%	2%	2%	3%	1%	*%	*%	2%	-%	*%	3%	*%	-%
Answered	183	167	128	174	156	118	101	176	39	170	5	72	112	82	1
Mean score	30.1	30.7	26.7	30.4	27.1	26.2	24.7 c	30.9 c	15.4	30.6	21.8	23.4	34.4 a	25.4	5.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	b	*a	b	c	a	*b	c	a	b
Unweighted Base	156	20	51	28	82	46	32	23	98	69	87
Effective base	72	8	25	16	34	22	13	15	44	28	45
Weighted Base	183	20	67	42	86	55	32	37	114	61	123
0-24%	92	13	38	32	30	30	22	22	47	28	64
	50%	67%	57%	76%	35%	54%	71%	59%	41%	46%	52%
25-49%	49	6	16	8	29	12	5	6	39	17	32
	27%	33%	24%	20%	34%	21%	16%	16%	34%	28%	26%
50-74%	19	-	7	2	11	6	1	7	11	9	11
	11%	-%	10%	4%	13%	11%	4%	20%	9%	14%	9%
75-100%	19	*	6	*	14	5	3	1	15	4	15
	10%	*%	9%	*%	16%	9%	9%	3%	13%	6%	12%
Don't know	4	-	*	-	1	3	*	1	3	3	1
	2%	-%	*%	-%	1%	5%	1%	2%	2%	6%	*%
Answered	183	20	67	42	86	55	32	37	114	61	123
Mean score	30.1	19.3	27.7	15.3	37.7	29.6	21.1	26.9	33.6	29.7	30.3
									a		

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 78 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Signed For 2nd Class

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	156	33	41	44	38	74	82
Effective base	72	15	16	22	19	31	41
Weighted Base	183	38	39	57	50	77	107
0-24%	92	16	23	33	19	39	53
	50%	42%	60%	59%	39%	51%	49%
25-49%	49	14	10	9	16	24	25
	27%	37%	26%	16%	33%	31%	24%
50-74%	19	5	*	8	7	5	14
	11%	13%	*%	13%	13%	7%	13%
75-100%	19	3	2	7	8	5	14
	10%	7%	5%	11%	15%	6%	13%
Don't know	4	-	3	1	-	3	1
	2%	-%	9%	1%	-%	4%	*%
Answered	183	38	39	57	50	77	107
Mean score	30.1	31.6	18.4	31.8	36.1	24.9	33.8
		b		b	b		a

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	e
Unweighted Base	99	23	76	47	21	9	22	52
Effective base	33	8	26	29	13	4	14	20
Weighted Base	85	14	71	79	4	1	*	6
0-24%	59	5	54	56	1	1	*	3
	70%	37%	76%	71%	33%	80%	79%	46%
25-49%	9	3	7	9	1	-	*	1
	11%	19%	10%	11%	19%	-%	*%	14%
50-74%	2	*	2	1	1	-	*	1
	2%	2%	2%	2%	15%	-%	10%	12%
75-100%	13	6	8	13	1	*	*	1
	16%	41%	11%	16%	15%	2%	2%	11%
Don't know	1	-	1	-	1	*	*	1
	1%	-%	1%	-%	18%	18%	8%	17%
								a
Answered	85	14	71	79	4	1	*	6
Mean score	26.0	47.6	21.9	25.9	33.0	10.5	17.3	27.5

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	*b	*c	*d	*e	*f	g	*h	i
Unweighted Base	99	31	9	7	12	18	22	47	21	31
Effective base	33	20	5	5	8	9	14	29	13	8
Weighted Base	85	56	14	10	3	2	*	79	4	2
0-24%	59	42	12	2	1	1	*	56	1	1
	70%	76%	89%	17%	35%	53%	79%	71%	33%	80%
25-49%	9	4	*	5	1	*	*	9	1	*
	11%	6%	2%	50%	27%	1%	*%	11%	19%	*%
50-74%	2	-	1	-	-	1	*	1	1	*
	2%	-%	9%	-%	-%	26%	10%	2%	15%	3%
75-100%	13	10	-	3	*	*	*	13	1	*
	16%	17%	-%	33%	14%	10%	2%	16%	15%	2%
Don't know	1	-	-	-	1	*	*	-	1	*
	1%	-%	-%	-%	24%	9%	8%	-%	18%	15%
Answered	85	56	14	10	3	2	*	79	4	2
Mean score	26.0	24.6	15.4	48.9	26.4	30.8	17.3	25.9 i	33.0	12.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e
Unweighted Base	99	33	15	8	4	24
Effective base	33	20	5	4	1	3
Weighted Base	85	61	9	4	*	4
0-24%	59	52	1	2	*	1
	70%	86%	14%	49%	11%	25%
25-49%	9	3	5	1	-	*
	11%	5%	53%	19%	-%	8%
50-74%	2	1	*	*	*	*
	2%	2%	3%	1%	1%	1%
75-100%	13	4	3	1	*	3
	16%	7%	30%	32%	4%	61%
Don't know	1	*	-	-	*	*
	1%	*%	-%	-%	84%	5%
Answered	85	61	9	4	*	4
Mean score	26.0	17.7	42.2	40.4	12.9	66.1

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted Base	99	9	5	12	2	5	6	6	7	7	59	9	11	20
Effective base	33	3	3	7	1	3	3	5	3	2	29	6	6	7
Weighted Base	85	8	6	14	1	6	8	19	10	6	78	4	2	1
0-24%	59	7	4	3	*	6	6	17	7	6	56	1	1	1
	70%	92%	70%	18%	2%	96%	79%	91%	69%	96%	71%	41%	67%	62%
25-49%	9	-	-	6	-	-	2	-	-	-	8	1	*	*
	11%	-%	-%	44%	-%	-%	21%	-%	-%	-%	10%	32%	8%	5%
50-74%	2	*	-	*	1	-	-	-	-	-	2	-	*	*
	2%	4%	-%	3%	98%	-%	-%	-%	-%	-%	2%	-%	*%	2%
75-100%	13	*	2	5	-	*	-	2	2	*	12	1	*	*
	16%	2%	30%	35%	-%	4%	-%	9%	24%	4%	15%	27%	25%	21%
Don't know	1	*	*	-	-	-	-	-	1	-	1	-	-	*
	1%	2%	*%	-%	-%	-%	-%	-%	7%	-%	1%	-%	-%	10%
Answered	85	8	6	14	1	6	8	19	10	6	78	4	2	1
Mean score	26.0	13.3	32.8	47.4	49.3	7.9	16.7	21.5	27.0	11.9	25.2	39.2	33.3	29.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	h	a	*b	a	*b
Unweighted Base	99	5	12	1	5	23	2	9	37	87	12	87	12
Effective base	33	2	5	1	2	8	2	4	11	27	7	32	3
Weighted Base	85	2	14	*	2	24	1	7	24	72	13	82	3
0-24%	59	*	9	-	*	19	*	5	14	51	8	58	1
	70%	8%	68%	-%	10%	82%	43%	76%	59%	70%	65%	71%	30%
25-49%	9	2	3	-	-	1	-	*	4	9	1	9	*
	11%	92%	23%	-%	-%	3%	-%	1%	15%	12%	6%	11%	19%
50-74%	2	-	-	-	2	-	*	*	*	2	-	1	1
	2%	-%	-%	-%	90%	-%	57%	*%	*%	3%	-%	1%	50%
75-100%	13	-	1	-	-	3	-	2	6	10	4	13	-
	16%	-%	7%	-%	-%	12%	-%	24%	24%	14%	28%	16%	-%
Don't know	1	-	*	*	-	1	-	-	*	1	-	1	*
	1%	-%	1%	100%	-%	2%	-%	-%	1%	1%	-%	1%	1%
Answered	85	2	14	*	2	24	1	7	24	72	13	82	3
Mean score	26.0	29.5	20.7	-	46.3	18.6	32.9	32.3	32.7	24.7	34.0	25.7	36.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	99	97	2	34	31	34
Effective base	33	33	1	14	8	14
Weighted Base	85	80	5	24	20	42
0-24%	59	54	5	8	13	37
	70%	68%	100%	35%	69%	90%
						a
25-49%	9	9	-	3	4	2
	11%	12%	-%	13%	21%	5%
50-74%	2	2	-	*	2	*
	2%	2%	-%	2%	8%	*%
75-100%	13	13	-	11	*	2
	16%	17%	-%	48%	1%	5%
				bc		
Don't know	1	1	*	1	*	*
	1%	1%	*%	3%	1%	*%
Answered	85	80	5	24	20	42
Mean score	26.0	26.4	19.9	52.6	18.9	14.4
				bc		

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Monthly postal spend										Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	h	*i	*j	*a	b	c
Unweighted Base	99	47	31	9	3	4	4	1	78	21	12	13	34	52
Effective base	33	25	5	3	2	2	4	1	31	5	3	11	15	8
Weighted Base	85	67	14	3	*	*	*	*	81	4	1	24	42	18
0-24%	59	45	12	2	*	*	*	*	57	2	*	11	34	14
	70%	68%	84%	63%	14%	7%	50%	100%	70%	54%	12%	46%	80%	77%
25-49%	9	9	1	-	-	-	*	-	9	*	*	4	4	1
	11%	13%	5%	-%	-%	-%	25%	-%	12%	*%	*%	18%	10%	4%
50-74%	2	1	*	*	-	*	*	-	2	*	*	-	1	1
	2%	2%	2%	1%	-%	82%	25%	-%	2%	9%	45%	-%	3%	4%
75-100%	13	11	*	1	*	-	-	-	12	1	*	9	3	2
	16%	17%	3%	35%	80%	-%	-%	-%	15%	35%	34%	36%	7%	10%
Don't know	1	*	1	-	*	*	-	-	1	*	*	-	*	1
	1%	*%	5%	-%	6%	11%	-%	-%	1%	1%	9%	-%	1%	4%
Answered	85	67	14	3	*	*	*	*	81	4	1	24	42	18
Mean score	26.0	27.1	16.4	39.7	81.3	41.7	25.3	1.0	25.2	42.8	57.7	41.6	18.8	22.3

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	99	67	73	82	99	46	44	37	18	5	7	6	3	6
Effective base	33	20	22	26	33	10	12	16	6	2	3	2	3	1
Weighted Base	85	43	57	69	85	20	30	44	19	*	2	2	*	2
0-24%	59	29	43	53	59	16	22	35	14	*	2	2	*	*
	70%	67%	76%	77%	70%	79%	75%	80%	75%	94%	79%	89%	83%	*%
25-49%	9	7	8	9	9	2	2	4	3	-	*	-	-	1
	11%	16%	14%	12%	11%	10%	6%	10%	15%	-%	*%	-%	-%	85%
50-74%	2	2	1	2	2	1	2	1	*	-	*	*	-	*
	2%	4%	1%	3%	2%	3%	6%	3%	2%	-%	12%	1%	-%	*%
75-100%	13	5	5	5	13	1	3	3	1	*	*	*	-	*
	16%	11%	8%	7%	16%	4%	9%	7%	5%	1%	9%	10%	-%	15%
Don't know	1	1	1	1	1	1	1	*	1	*	-	-	*	-
	1%	2%	2%	1%	1%	5%	3%	*%	4%	5%	-%	-%	17%	-%
Answered	85	43	57	69	85	20	30	44	19	*	2	2	*	2
Mean score	26.0	24.8	20.0	19.4	26.0	16.7	24.6	18.1	20.5	6.6	20.4	22.4	12.4	40.5

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	*d	*e
Unweighted Base	99	64	7	7	5	4	5	7	16	11	14	30	21	6
Effective base	33	27	3	2	3	2	3	1	3	8	5	10	4	2
Weighted Base	85	66	12	4	1	1	*	2	3	16	16	24	13	1
0-24%	59	47	11	*	*	1	*	*	1	9	13	20	12	*
	70%	71%	91%	13%	49%	74%	92%	*%	35%	56%	78%	84%	90%	8%
25-49%	9	5	*	3	-	-	-	1	1	3	3	3	-	-
	11%	8%	*%	73%	-%	-%	-%	82%	44%	20%	17%	11%	-%	-%
50-74%	2	2	-	-	*	-	-	*	*	1	-	*	*	*
	2%	2%	-%	-%	51%	-%	-%	1%	1%	8%	-%	*%	3%	56%
75-100%	13	12	1	*	-	*	*	*	1	2	1	1	*	*
	16%	18%	9%	*%	-%	26%	8%	14%	19%	16%	4%	5%	2%	32%
Don't know	1	*	*	1	-	-	-	*	*	-	*	*	1	*
	1%	1%	*%	14%	-%	-%	-%	3%	1%	-%	1%	*%	6%	3%
Answered	85	66	12	4	1	1	*	2	3	16	16	24	13	1
Mean score	26.0	26.2	23.1	23.2	30.6	33.3	20.3	39.4	36.1	30.5	16.2	18.3	10.5	61.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	99	20	24	32	17	6	68	10	21	87	12	74	8
Effective base	33	12	8	10	3	2	23	4	9	33	4	25	3
Weighted Base	85	25	17	28	9	6	65	6	15	84	*	69	*
0-24%	59	13	9	25	7	4	49	2	8	59	*	53	*
	70%	54%	54%	87%	86%	76%	76%	37%	55%	70%	43%	77%	34%
25-49%	9	2	4	3	*	-	7	2	1	9	*	9	*
	11%	9%	22%	12%	*%	-%	11%	31%	4%	11%	*%	12%	*%
50-74%	2	-	*	*	1	1	2	*	*	2	*	2	*
	2%	-%	*%	*%	7%	21%	2%	*%	2%	2%	5%	2%	59%
75-100%	13	9	4	*	*	*	6	2	6	13	-	5	-
	16%	38%	22%	*%	*%	3%	9%	32%	38%	16%	-%	7%	-%
Don't know	1	*	*	*	1	*	1	-	*	1	*	1	*
	1%	*%	1%	1%	6%	*%	1%	-%	1%	1%	52%	1%	6%
Answered	85	25	17	28	9	6	65	6	15	84	*	69	*
Mean score	26.0	41.7	34.2	13.5	6.7	24.8	20.6	44.1	43.2	26.1	9.5	19.3	34.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	*c	a	b	*c
Unweighted Base	99	37	21	38	14	80	19	57	54	23	65	56	25
Effective base	33	15	7	15	5	32	2	17	15	5	21	17	8
Weighted Base	85	37	2	35	1	82	2	33	34	13	56	42	25
0-24%	59	28	2	27	*	57	2	21	28	10	42	36	23
	70%	76%	78%	76%	33%	69%	78%	62%	81%	77%	76%	86%	92%
25-49%	9	7	*	7	*	9	*	7	3	2	8	4	2
	11%	19%	*%	20%	*%	11%	*%	20%	8%	14%	14%	9%	7%
50-74%	2	*	*	*	*	2	*	1	2	-	1	*	-
	2%	1%	1%	*%	38%	2%	3%	4%	5%	-%	1%	1%	-%
75-100%	13	1	*	1	*	13	*	4	1	1	4	1	-
	16%	4%	*%	3%	1%	16%	*%	11%	3%	8%	7%	2%	-%
Don't know	1	*	*	*	*	1	*	1	1	*	1	1	*
	1%	*%	21%	1%	28%	1%	19%	3%	3%	1%	1%	2%	1%
Answered	85	37	2	35	1	82	2	33	34	13	56	42	25
Mean score	26.0	17.4	9.7	17.5	24.7	26.5	10.7	25.9 b	16.7	18.2	19.3	12.1	9.4

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	99	96	60	35	63	71	99	77	56	7
Effective base	33	33	22	11	19	21	33	25	17	2
Weighted Base	85	83	58	34	42	56	85	68	46	4
0-24%	59	57	50	30	29	43	59	53	40	3
	70%	69%	86%	90%	69%	77%	70%	78%	87%	92%
25-49%	9	9	4	2	7	8	9	9	3	-
	11%	11%	7%	5%	16%	14%	11%	13%	6%	-%
50-74%	2	2	*	*	2	1	2	2	*	*
	2%	2%	1%	1%	4%	1%	2%	3%	1%	8%
75-100%	13	13	3	1	4	4	13	4	2	-
	16%	16%	5%	3%	9%	6%	16%	6%	5%	-%
Don't know	1	1	1	*	1	1	1	1	1	*
	1%	1%	1%	1%	2%	2%	1%	1%	2%	1%
Answered	85	83	58	34	42	56	85	68	46	4
Mean score	26.0	26.5	14.1	12.3	23.0	18.6	26.0	18.3	15.2	12.7
		bc								

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base	99	62	53	99	21	15	61	46	21	8	6	1
Effective base	33	22	19	33	10	5	18	14	7	3	3	1
Weighted Base	85	56	47	85	30	16	50	31	23	1	5	*
0-24%	59	46	41	59	28	14	42	28	22	*	1	-
	70%	82%	87%	70%	93%	88%	85%	89%	95%	16%	27%	-%
25-49%	9	5	3	9	2	2	4	3	*	*	-	-
	11%	9%	5%	11%	6%	11%	8%	8%	*%	*%	-%	-%
50-74%	2	2	*	2	*	-	2	*	*	-	1	*
	2%	3%	*%	2%	*%	-%	3%	*%	1%	-%	23%	100%
75-100%	13	3	3	13	-	-	1	-	*	*	3	-
	16%	5%	6%	16%	-%	-%	2%	-%	1%	76%	50%	-%
Don't know	1	1	1	1	*	*	1	1	1	*	-	-
	1%	2%	2%	1%	1%	1%	2%	3%	2%	8%	-%	-%
Answered	85	56	47	85	30	16	50	31	23	1	5	*
Mean score	26.0	14.4	13.9	26.0 ab	9.1	7.2	14.1	11.3	9.2	76.1	54.4	50.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied
Significance Level: 95%		a	b	c	d	e	a	b	*c	a	*b	a	b	
Unweighted Base	99	83	74	90	84	71	80	81	25	91	3	44	55	52
Effective base	33	29	25	29	27	23	24	29	8	32	1	14	20	17
Weighted Base	85	72	64	77	72	61	58	73	25	76	*	35	50	39
0-24%	59	53	48	58	53	51	40	54	21	51	*	28	31	30
	70%	74%	75%	76%	73%	83%	69%	75%	85%	67%	11%	82%	61%	77%
25-49%	9	6	4	6	8	3	9	5	4	9	-	3	6	7
	11%	9%	6%	8%	11%	5%	16%	7%	14%	12%	-%	9%	13%	18%
50-74%	2	2	2	2	2	1	2	2	-	2	-	2	*	*
	2%	3%	3%	3%	3%	1%	3%	2%	-%	3%	-%	5%	1%	1%
75-100%	13	10	10	10	9	6	6	11	-	13	*	1	12	1
	16%	14%	15%	13%	13%	10%	11%	15%	-%	17%	89%	4%	24%	4%
Don't know	1	*	*	*	*	1	*	*	*	1	-	*	1	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%
Answered	85	72	64	77	72	61	58	73	25	76	*	35	50	39
Mean score	26.0	24.6	24.9	23.1	24.0	19.5	25.5	24.1	11.9	28.5	85.0	15.5	33.3 a	17.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	b	*a	b	*c	*a	*b	c	a	b
Unweighted Base	99	24	34	24	46	29	24	22	51	47	52
Effective base	33	6	12	10	14	10	9	5	19	13	21
Weighted Base	85	9	30	24	32	28	14	15	53	27	57
0-24%	59	6	25	20	18	21	8	10	41	21	38
	70%	62%	81%	82%	55%	75%	60%	65%	77%	78%	66%
25-49%	9	3	4	3	5	2	4	3	3	3	6
	11%	32%	14%	12%	15%	6%	27%	19%	5%	12%	11%
50-74%	2	*	*	*	*	2	1	*	*	1	1
	2%	1%	1%	*%	1%	6%	10%	2%	1%	5%	1%
75-100%	13	*	1	1	9	3	*	2	9	1	12
	16%	3%	4%	6%	27%	12%	3%	11%	16%	3%	22%
Don't know	1	*	*	-	1	*	*	1	*	*	1
	1%	3%	1%	-%	2%	1%	1%	3%	1%	1%	1%
Answered	85	9	30	24	32	28	14	15	53	27	57
Mean score	26.0	21.0	15.9	18.0	35.3	22.3	22.2	18.6	26.4	19.1	29.4

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 80 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 1pm

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	*b	*c	*d	a	b
Unweighted Base	99	32	25	23	19	57	42
Effective base	33	11	6	9	8	17	16
Weighted Base	85	28	15	22	19	44	41
0-24%	59	20	12	15	12	32	28
	70%	71%	75%	70%	63%	72%	67%
25-49%	9	3	*	2	5	3	7
	11%	10%	*%	8%	25%	6%	16%
50-74%	2	*	1	*	-	2	*
	2%	1%	8%	1%	-%	4%	1%
75-100%	13	5	2	4	2	7	6
	16%	18%	13%	19%	12%	16%	16%
Don't know	1	*	1	*	*	1	*
	1%	1%	3%	1%	*%	2%	1%
Answered	85	28	15	22	19	44	41
Mean score	26.0	28.6	21.7	24.4	27.7	26.1	25.9

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	*b	*a	*b	*c	*d	*e
Unweighted Base	29	10	19	9	8	5	7	20
Effective base	8	4	4	6	5	3	3	8
Weighted Base	12	5	7	10	1	*	*	2
0-24%	9	4	5	8	*	*	*	1
	76%	82%	72%	84%	28%	43%	45%	32%
25-49%	2	*	2	2	*	-	*	*
	16%	7%	21%	15%	26%	-%	2%	18%
50-74%	*	-	*	-	*	*	*	*
	1%	-%	2%	-%	1%	16%	51%	7%
75-100%	1	1	*	*	*	-	*	*
	4%	11%	*%	1%	33%	-%	1%	23%
Don't know	*	-	*	-	*	*	-	*
	3%	-%	5%	-%	12%	41%	-%	19%
Answered	12	5	7	10	1	*	*	2
Mean score	16.2	22.0	12.4	12.2	44.6	16.6	29.5	37.0

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	29	2	3	4	7	6	7	9	8	12
Effective base	8	1	2	3	4	4	3	6	5	4
Weighted Base	12	3	3	4	1	1	*	10	1	1
0-24%	9	3	3	3	*	*	*	8	*	*
	76%	97%	94%	68%	28%	40%	45%	84%	28%	43%
25-49%	2	-	*	1	*	*	*	2	*	*
	16%	-%	6%	32%	24%	5%	2%	15%	26%	*%
50-74%	*	-	-	-	*	*	*	-	*	*
	1%	-%	-%	-%	1%	15%	51%	-%	1%	21%
75-100%	1	*	-	-	*	-	*	*	*	*
	4%	3%	-%	-%	34%	-%	1%	1%	33%	*%
Don't know	*	-	-	-	*	*	-	-	*	*
	3%	-%	-%	-%	12%	39%	-%	-%	12%	35%
Answered	12	3	3	4	1	1	*	10	1	1
Mean score	16.2	12.1	10.7	13.2	45.0	17.0	29.5	12.2	44.6	18.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e
Unweighted Base	29	4	5	1	2	12
Effective base	8	2	2	1	1	5
Weighted Base	12	4	2	1	*	1
0-24%	9	4	1	1	-	*
	76%	95%	42%	100%	-%	19%
25-49%	2	*	1	-	-	*
	16%	4%	58%	-%	-%	28%
50-74%	*	*	-	-	*	*
	1%	2%	-%	-%	1%	5%
75-100%	1	-	*	-	-	*
	4%	-%	*%	-%	-%	36%
Don't know	*	-	-	-	*	*
	3%	-%	-%	-%	99%	13%
Answered	12	4	2	1	*	1
Mean score	16.2	11.5	19.6	1.0	10.3	48.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted Base	29	1	1	4	1	1	3	1	2	2	16	2	2	9
Effective base	8	1	1	3	1	1	2	1	2	2	7	2	1	3
Weighted Base	12	*	3	4	*	1	2	1	*	*	11	*	*	*
0-24%	9	-	3	3	-	1	-	1	*	*	9	*	*	*
	76%	-%	100%	88%	-%	100%	-%	100%	54%	100%	77%	60%	9%	80%
25-49%	2	-	-	-	-	-	2	-	-	-	2	*	*	*
	16%	-%	-%	-%	-%	-%	98%	-%	-%	-%	15%	40%	91%	*%
50-74%	*	-	-	-	*	-	*	-	-	-	*	-	-	*
	1%	-%	-%	-%	100%	-%	2%	-%	-%	-%	1%	-%	-%	4%
75-100%	1	-	-	*	-	-	-	-	-	-	*	-	-	*
	4%	-%	-%	12%	-%	-%	-%	-%	-%	-%	4%	-%	-%	16%
Don't know	*	*	-	-	-	-	-	-	*	-	*	-	-	-
	3%	100%	-%	-%	-%	-%	-%	-%	46%	-%	3%	-%	-%	-%
Answered	12	*	3	4	*	1	2	1	*	*	11	*	*	*
Mean score	16.2	-	10.0	21.9	50.0	1.0	31.0	5.0	10.0	3.7	15.8	15.9	27.5	21.7

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry						Urbanity		Location		Internet connection
	Total base	Agriculture	Manufacturing	Construction	Retail/ Distribution	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*a	*b	
Unweighted Base	29	3	7	2	4	2	10	24	5	27	2	29
Effective base	8	2	2	1	2	1	3	7	2	8	2	8
Weighted Base	12	2	5	1	*	*	4	12	*	12	*	12
0-24%	9	-	4	1	*	*	3	9	*	9	*	9
	76%	-%	93%	100%	99%	99%	79%	79%	2%	76%	46%	76%
25-49%	2	2	-	-	-	-	*	2	*	2	*	2
	16%	96%	-%	-%	-%	-%	5%	13%	66%	15%	54%	16%
50-74%	*	-	*	-	-	*	-	*	*	*	-	*
	1%	-%	3%	-%	-%	1%	-%	1%	16%	1%	-%	1%
75-100%	1	*	-	-	*	-	*	*	*	1	-	1
	4%	4%	-%	-%	1%	-%	12%	4%	15%	4%	-%	4%
Don't know	*	-	*	-	-	-	*	*	-	*	-	*
	3%	-%	4%	-%	-%	-%	4%	3%	-%	3%	-%	3%
Answered	12	2	5	1	*	*	4	12	*	12	*	12
Mean score	16.2	33.1	8.4	9.9	9.2	11.4	20.5	15.0	43.7	16.2	15.8	16.2

Columns Tested:: a,b,c,d,e,f - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			Monthly postal spend									
	Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Base	29	9	12	8	13	8	3	1	1	2	1	21	8	5
Effective base	8	3	4	2	5	3	1	1	1	2	1	7	1	3
Weighted Base	12	3	5	5	9	2	1	*	*	*	*	11	1	*
0-24%	9	1	3	5	6	1	1	*	-	*	*	8	1	*
	76%	55%	66%	98%	70%	85%	99%	100%	-%	50%	100%	73%	96%	57%
25-49%	2	1	1	-	2	*	-	-	-	-	-	2	-	-
	16%	20%	28%	-%	21%	2%	-%	-%	-%	-%	-%	18%	-%	-%
50-74%	*	*	*	*	*	-	*	-	*	*	-	*	*	*
	1%	*%	2%	1%	1%	-%	1%	-%	100%	50%	-%	1%	4%	43%
75-100%	1	*	*	*	*	*	-	-	-	-	-	1	-	-
	4%	18%	*%	2%	5%	4%	-%	-%	-%	-%	-%	5%	-%	-%
Don't know	*	*	*	-	*	*	-	-	-	-	-	*	-	-
	3%	7%	4%	-%	2%	10%	-%	-%	-%	-%	-%	3%	-%	-%
Answered	12	3	5	5	9	2	1	*	*	*	*	11	1	*
Mean score	16.2	29.9	15.9	9.0	19.6	10.0	1.8	10.0	50.0	35.0	1.0	18.0	3.3	26.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent						
	Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	29	2	11	16	20	24	26	29	17	10	10	3	4	2	2	1	4
Effective base	8	2	4	4	5	6	6	8	5	3	2	1	2	1	1	1	1
Weighted Base	12	4	5	3	5	10	10	12	8	3	4	*	2	1	1	*	1
0-24%	9	4	2	3	3	7	7	9	6	3	3	-	2	1	1	*	*
	76%	100%	44%	90%	60%	73%	73%	76%	74%	88%	78%	-%	95%	100%	100%	100%	*%
25-49%	2	-	2	*	2	2	2	2	2	*	*	*	-	-	*	-	1
	16%	-%	40%	1%	31%	16%	16%	16%	20%	*%	4%	11%	-%	-%	*%	-%	97%
50-74%	*	-	*	*	*	*	*	*	*	-	-	*	*	-	-	-	*
	1%	-%	2%	2%	1%	1%	1%	1%	1%	-%	-%	8%	5%	-%	-%	-%	3%
75-100%	1	-	*	*	*	1	1	1	*	*	1	-	-	*	-	-	-
	4%	-%	10%	2%	*%	6%	5%	4%	*%	*%	13%	-%	-%	*%	-%	-%	-%
Don't know	*	-	*	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	3%	-%	4%	5%	7%	4%	4%	3%	5%	12%	4%	81%	-%	-%	-%	-%	-%
Answered	12	4	5	3	5	10	10	12	8	3	4	*	2	1	1	*	1
Mean score	16.2	10.0	28.3	6.9	15.1	16.6	16.6	16.2	13.7	3.9	22.2	14.8	11.1	1.1	5.0	10.0	30.6

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	29	15	2	2	2	1	4	3	8	5	4	5	8	4
Effective base	8	5	1	2	1	1	2	1	2	2	3	2	2	1
Weighted Base	12	8	1	*	*	1	*	1	2	5	*	3	2	*
0-24%	9	6	1	*	*	1	*	*	1	3	*	2	2	*
	76%	82%	98%	23%	99%	100%	95%	*%	42%	60%	49%	94%	82%	90%
25-49%	2	*	*	-	-	-	*	1	1	1	-	*	-	*
	16%	6%	2%	-%	-%	-%	3%	97%	56%	30%	-%	6%	-%	4%
50-74%	*	*	-	*	*	-	-	*	*	-	*	-	*	*
	1%	*%	-%	77%	1%	-%	-%	3%	2%	-%	16%	-%	3%	4%
75-100%	1	1	-	-	-	-	*	-	*	*	-	-	*	*
	4%	7%	-%	-%	-%	-%	2%	-%	*%	10%	-%	-%	4%	2%
Don't know	*	*	-	-	-	-	-	-	-	-	*	-	*	-
	3%	5%	-%	-%	-%	-%	-%	-%	-%	-%	35%	-%	11%	-%
Answered	12	8	1	*	*	1	*	1	2	5	*	3	2	*
Mean score	16.2	17.5	1.5	39.7	10.3	5.0	10.4	30.6	19.9	24.7	10.7	9.3	7.9	14.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base	29	7	4	8	7	3	21	2	6	22	7	23	3
Effective base	8	4	1	3	2	1	5	1	2	8	2	6	1
Weighted Base	12	7	2	2	2	*	8	2	3	12	*	10	*
0-24%	9	6	*	1	2	*	7	-	2	9	*	7	*
	76%	89%	*%	76%	95%	94%	92%	-%	75%	77%	33%	73%	96%
25-49%	2	*	1	*	*	*	*	2	-	2	*	2	*
	16%	5%	83%	10%	2%	4%	2%	100%	-%	16%	1%	16%	4%
50-74%	*	-	*	-	*	-	*	-	*	*	-	*	-
	1%	-%	5%	-%	4%	-%	2%	-%	1%	1%	-%	1%	-%
75-100%	1	*	-	*	-	*	*	-	*	1	*	1	-
	4%	7%	-%	4%	-%	2%	1%	-%	18%	5%	*%	6%	-%
Don't know	*	-	*	*	-	-	*	-	*	*	*	*	-
	3%	-%	12%	10%	-%	-%	3%	-%	6%	2%	66%	4%	-%
Answered	12	7	2	2	2	*	8	2	3	12	*	10	*
Mean score	16.2	17.3	28.5	11.5	4.4	12.9	9.5	30.6	26.9	16.5	3.0	16.6	11.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	29	7	10	11	6	21	8	18	12	10	20	16	11
Effective base	8	3	4	4	2	7	3	4	3	3	5	5	4
Weighted Base	12	6	1	6	*	11	1	4	3	3	8	8	7
0-24%	9	5	*	6	*	9	*	2	2	3	6	7	7
	76%	96%	22%	87%	17%	78%	31%	45%	79%	94%	71%	92%	98%
25-49%	2	*	-	*	*	2	*	2	*	*	2	*	*
	16%	3%	-%	3%	1%	16%	*%	43%	6%	*%	20%	2%	*%
50-74%	*	*	-	-	*	*	-	*	-	-	*	*	-
	1%	1%	-%	-%	16%	1%	-%	2%	-%	-%	2%	*%	-%
75-100%	1	-	*	*	*	1	*	*	-	*	*	*	*
	4%	-%	43%	7%	*%	5%	*%	*%	-%	*%	6%	1%	*%
Don't know	*	-	*	*	*	-	*	*	*	*	*	*	*
	3%	-%	35%	3%	66%	-%	69%	10%	15%	6%	2%	5%	2%
Answered	12	6	1	6	*	11	1	4	3	3	8	8	7
Mean score	16.2	7.6	47.2	14.0	10.3	16.6	6.6	17.1	10.0	7.3	17.2	8.6	7.2

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base	29	29	18	11	17	24	29	24	15	3
Effective base	8	8	6	5	5	6	8	6	3	1
Weighted Base	12	12	9	6	5	10	12	10	6	3
0-24%	9	9	9	6	3	7	9	7	6	3
	76%	76%	97%	97%	60%	73%	76%	73%	91%	99%
25-49%	2	2	*	*	2	2	2	2	*	-
	16%	16%	2%	*%	32%	16%	16%	16%	*%	-%
50-74%	*	*	*	-	*	*	*	*	*	*
	1%	1%	*%	-%	1%	1%	1%	1%	2%	1%
75-100%	1	1	-	*	-	1	1	1	-	-
	4%	4%	-%	*%	-%	6%	4%	6%	-%	-%
Don't know	*	*	*	*	*	*	*	*	*	-
	3%	3%	2%	3%	7%	4%	3%	4%	6%	-%
Answered	12	12	9	6	5	10	12	10	6	3
Mean score	16.2	16.2	8.6	7.3	15.1	16.6	16.2	16.6	7.6	10.1

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:		
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c
Unweighted Base	29	18	14	29	4	3	17	12	6	2	2
Effective base	8	6	5	8	2	1	5	3	3	1	2
Weighted Base	12	10	8	12	3	2	8	6	4	*	*
0-24%	9	9	8	9	2	1	7	5	4	*	-
	76%	95%	95%	76%	93%	89%	92%	94%	97%	100%	-%
25-49%	2	*	-	2	-	*	*	-	*	-	-
	16%	2%	-%	16%	-%	*%	2%	-%	1%	-%	-%
50-74%	*	-	-	*	-	-	*	*	*	-	*
	1%	-%	-%	1%	-%	-%	*%	*%	2%	-%	60%
75-100%	1	-	-	1	-	-	*	-	-	-	*
	4%	-%	-%	4%	-%	-%	1%	-%	-%	-%	40%
Don't know	*	*	*	*	*	*	*	*	-	-	-
	3%	4%	5%	3%	7%	11%	5%	6%	-%	-%	-%
Answered	12	10	8	12	3	2	8	6	4	*	*
Mean score	16.2	8.6	7.9	16.2	2.5	.9	8.6	6.5	6.5	10.4	69.8

Columns Tested:: a,b,c,d,e - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b	
Unweighted Base	29	24	21	26	25	21	26	22	10	24	2	16	13	15
Effective base	8	7	5	7	6	5	7	6	3	8	2	3	5	4
Weighted Base	12	11	9	11	10	9	11	9	3	12	*	3	9	6
0-24%	9	8	8	8	9	8	9	8	3	9	*	2	7	6
	76%	73%	89%	73%	91%	89%	82%	84%	94%	78%	100%	81%	74%	89%
25-49%	2	2	1	2	1	*	2	*	-	2	-	*	2	*
	16%	18%	6%	18%	5%	6%	14%	5%	-%	16%	-%	6%	19%	*%
50-74%	*	*	*	*	*	*	*	*	-	*	-	*	*	*
	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	-%	3%	*%	1%
75-100%	1	1	*	1	*	*	*	1	*	*	-	*	*	*
	4%	5%	*%	5%	*%	*%	*%	6%	*%	4%	-%	3%	5%	7%
Don't know	*	*	*	*	*	*	*	*	*	*	-	*	*	*
	3%	3%	4%	3%	4%	4%	3%	4%	6%	2%	-%	7%	2%	3%
Answered	12	11	9	11	10	9	11	9	3	12	*	3	9	6
Mean score	16.2	17.0	9.9	17.0	9.7	9.7	11.8	14.7	3.2	15.8	2.2	8.8	18.7	13.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base	29	10	7	9	14	6	9	7	13	19	10
Effective base	8	3	2	3	4	2	2	2	5	6	3
Weighted Base	12	3	4	5	4	3	1	2	9	9	3
0-24%	9	2	3	5	2	2	1	2	6	7	2
	76%	86%	84%	94%	48%	77%	83%	83%	73%	78%	66%
25-49%	2	*	-	*	2	-	*	*	2	2	*
	16%	6%	-%	3%	45%	-%	2%	8%	19%	17%	12%
50-74%	*	*	-	*	*	-	*	*	*	*	*
	1%	1%	-%	1%	2%	-%	3%	4%	*%	1%	2%
75-100%	1	*	*	*	-	*	*	*	*	*	1
	4%	*%	12%	1%	-%	16%	*%	4%	5%	*%	20%
Don't know	*	*	*	-	*	*	*	-	*	*	-
	3%	7%	4%	-%	4%	7%	12%	-%	2%	4%	-%
Answered	12	3	4	5	4	3	1	2	9	9	3
Mean score	16.2	5.6	20.0	9.1	19.5	25.4	6.6	10.2	19.0	13.3	26.5

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 82 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Special Delivery Guaranteed by 9am

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	29	7	8	10	4	15	14
Effective base	8	3	3	4	1	3	6
Weighted Base	12	2	*	7	2	3	9
0-24%	9	2	*	6	2	2	7
	76%	69%	43%	74%	90%	67%	78%
25-49%	2	-	*	2	*	*	2
	16%	-%	1%	23%	8%	*%	20%
50-74%	*	*	*	-	*	*	*
	1%	3%	12%	-%	2%	4%	*%
75-100%	1	*	*	-	-	1	-
	4%	19%	44%	-%	-%	21%	-%
Don't know	*	*	-	*	-	*	*
	3%	8%	-%	2%	-%	8%	2%
Answered	12	2	*	7	2	3	9
Mean score	16.2	23.0	49.7	13.9	14.0	24.8	13.9

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	*e
Unweighted Base	89	16	73	60	16	6	7	29
Effective base	38	9	30	35	11	2	6	15
Weighted Base	93	15	78	88	4	1	*	4
0-24%	61	6	55	59	2	1	*	3
	66%	39%	71%	66%	55%	100%	47%	61%
25-49%	12	*	12	12	*	*	-	*
	13%	2%	15%	13%	10%	*%	-%	8%
50-74%	9	2	7	8	*	-	*	*
	9%	12%	9%	9%	8%	-%	25%	7%
75-100%	10	7	3	10	*	-	-	*
	11%	47%	4%	11%	12%	-%	-%	10%
Don't know	1	-	1	-	1	-	*	1
	1%	-%	1%	-%	15%	-%	28%	13%
Answered	93	15	78	88	4	1	*	4
Mean score	26.7	59.2	20.3	26.8	26.4	9.7	19.5	23.5

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	89	34	16	10	10	12	7	60	16	13
Effective base	38	22	11	3	8	6	6	35	11	4
Weighted Base	93	63	20	6	3	2	*	88	4	1
0-24%	61	49	8	2	1	2	*	59	2	1
	66%	79%	39%	29%	42%	96%	47%	66%	55%	88%
25-49%	12	6	3	3	*	*	-	12	*	*
	13%	10%	13%	55%	13%	2%	-%	13%	10%	*%
50-74%	9	2	6	1	*	-	*	8	*	*
	9%	3%	27%	13%	10%	-%	25%	9%	8%	6%
75-100%	10	5	4	*	*	-	-	10	*	-
	11%	8%	21%	3%	17%	-%	-%	11%	12%	-%
Don't know	1	-	-	-	*	*	*	-	1	*
	1%	-%	-%	-%	19%	2%	28%	-%	15%	6%
Answered	93	63	20	6	3	2	*	88	4	1
Mean score	26.7	21.1	44.0	28.9	31.0	11.4	19.5	26.8	26.4	11.9

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e
Unweighted Base	89	44	13	7	2	14
Effective base	38	27	8	4	2	5
Weighted Base	93	75	10	2	1	1
0-24%	61	50	7	1	*	1
	66%	66%	63%	79%	52%	56%
25-49%	12	8	4	*	-	*
	13%	11%	34%	5%	-%	25%
50-74%	9	8	*	-	-	*
	9%	11%	3%	-%	-%	3%
75-100%	10	9	-	*	-	-
	11%	12%	-%	17%	-%	-%
Don't know	1	*	-	-	*	*
	1%	*%	-%	-%	48%	16%
Answered	93	75	10	2	1	1
Mean score	26.7	28.0	16.8	29.7	7.3	15.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted Base	89	10	6	7	5	3	8	6	3	5	53	15	9	12
Effective base	38	4	4	5	2	3	5	5	2	3	31	9	7	6
Weighted Base	93	10	9	13	6	4	14	17	4	6	82	7	3	1
0-24%	61	10	9	4	5	2	9	15	*	*	55	4	2	1
	66%	97%	100%	33%	76%	51%	64%	90%	6%	7%	66%	59%	73%	67%
25-49%	12	-	-	3	1	2	2	-	2	-	10	2	*	*
	13%	-%	-%	21%	21%	49%	16%	-%	55%	-%	12%	23%	15%	7%
50-74%	9	-	-	6	-	-	*	-	1	-	7	1	*	-
	9%	-%	-%	46%	-%	-%	*%	-%	40%	-%	9%	15%	12%	-%
75-100%	10	*	-	-	*	-	3	2	-	5	10	*	-	*
	11%	1%	-%	-%	4%	-%	20%	10%	-%	87%	12%	3%	-%	20%
Don't know	1	*	*	-	-	-	-	-	-	*	1	-	-	*
	1%	2%	*%	-%	-%	-%	-%	-%	-%	6%	1%	-%	-%	6%
Answered	93	10	9	13	6	4	14	17	4	6	82	7	3	1
Mean score	26.7	13.7	6.7	31.8	22.9	24.4	34.5	18.2	40.4	87.6	27.6	20.0	16.6	27.6

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	h	a	*b	a	*b
Unweighted Base	89	4	18	1	4	18	3	7	31	67	22	80	9
Effective base	38	2	9	1	2	7	3	4	17	30	9	37	4
Weighted Base	93	2	28	*	3	16	1	2	36	76	17	90	2
0-24%	61	*	19	*	*	12	*	2	23	52	10	60	1
	66%	4%	68%	100%	7%	78%	17%	91%	63%	68%	58%	66%	63%
25-49%	12	2	3	-	-	1	*	-	6	10	2	12	*
	13%	79%	10%	-%	-%	7%	83%	-%	17%	13%	11%	13%	1%
50-74%	9	*	4	-	-	2	-	-	2	8	1	9	-
	9%	17%	15%	-%	-%	15%	-%	-%	5%	11%	4%	10%	-%
75-100%	10	-	2	-	3	*	-	*	5	6	5	9	1
	11%	-%	6%	-%	93%	*%	-%	9%	14%	7%	27%	10%	36%
Don't know	1	-	*	-	-	*	-	-	*	1	*	1	-
	1%	-%	1%	-%	-%	*%	-%	-%	1%	1%	*%	1%	-%
Answered	93	2	28	*	3	16	1	2	36	76	17	90	2
Mean score	26.7	33.2	22.6	14.0	93.3	20.5	21.5	15.0	29.3	24.6	36.3	26.3	41.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Internet connection	Role of mail services			Monthly postal spend								
	Total base	Yes	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£50,000 - <£100,000	0-<£1000	£1000+	£5000+
Significance Level: 95%			a	*b	c	a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	89	89	32	20	37	52	25	8	1	2	1	77	12	4
Effective base	38	38	15	8	16	29	7	4	1	1	1	36	4	2
Weighted Base	93	93	30	20	43	75	15	2	*	*	*	90	2	*
0-24%	61	61	17	14	30	52	7	2	*	-	-	59	2	*
	66%	66%	56%	72%	71%	69%	49%	89%	100%	-%	-%	66%	88%	72%
25-49%	12	12	7	3	2	11	1	-	-	-	*	12	*	*
	13%	13%	22%	17%	5%	15%	4%	-%	-%	-%	100%	13%	*%	2%
50-74%	9	9	*	-	8	2	7	-	-	*	-	9	*	*
	9%	9%	1%	-%	19%	3%	43%	-%	-%	100%	-%	10%	2%	26%
75-100%	10	10	6	2	2	10	*	*	-	-	-	10	*	-
	11%	11%	20%	11%	5%	13%	2%	9%	-%	-%	-%	11%	9%	-%
Don't know	1	1	*	*	*	*	*	*	-	-	-	1	*	-
	1%	1%	2%	*%	*%	*%	1%	2%	-%	-%	-%	1%	1%	-%
Answered	93	93	30	20	43	75	15	2	*	*	*	90	2	*
Mean score	26.7	26.7	33.1	25.0	22.9	25.9	31.7	19.1	15.0	53.7	35.0	26.9	19.6	25.6

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent						
	Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	b	c	a	b	c	d	*e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	89	14	38	37	58	59	69	89	26	38	44	11	4	5	3	1	1
Effective base	38	8	22	10	23	24	27	38	9	16	22	3	3	3	2	1	1
Weighted Base	93	18	57	18	50	52	65	93	25	39	50	12	*	2	1	*	*
0-24%	61	8	43	10	37	38	47	61	17	33	36	9	*	1	1	-	-
	66%	48%	75%	55%	73%	74%	73%	66%	69%	84%	71%	76%	53%	82%	100%	-%	-%
25-49%	12	6	6	1	9	7	9	12	*	2	6	3	-	-	*	-	-
	13%	32%	10%	3%	18%	14%	14%	13%	*%	5%	12%	23%	-%	-%	*%	-%	-%
50-74%	9	-	2	7	2	4	4	9	7	2	4	-	-	*	-	*	*
	9%	-%	4%	37% b	4%	7%	6%	9%	29%	6%	7%	-%	-%	18%	-%	100%	100%
75-100%	10	4	6	1	2	2	5	10	*	2	4	-	*	-	-	-	-
	11%	20%	10%	3%	5%	4%	7%	11%	1%	4%	9%	-%	26%	-%	-%	-%	-%
Don't know	1	-	*	*	*	*	*	1	*	*	*	*	*	-	-	-	-
	1%	-%	1%	1%	*%	*%	*%	1%	1%	1%	*%	*%	21%	-%	-%	-%	-%
Answered	93	18	57	18	50	52	65	93	25	39	50	12	*	2	1	*	*
Mean score	26.7	34.0	23.4	30.0	21.0	20.7	22.2	26.7	22.7	17.6	23.7	18.3	33.8	14.5	8.3	70.0	50.0

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	89	70	4	6	4	1	1	3	5	17	12	25	13	2
Effective base	38	34	2	2	2	1	1	1	2	9	7	11	3	1
Weighted Base	93	79	9	4	*	1	*	*	1	21	20	15	9	*
0-24%	61	51	9	*	*	1	-	-	1	16	14	12	6	-
	66%	65%	100%	12%	37%	100%	-%	-%	78%	76%	68%	76%	73%	-%
25-49%	12	9	*	3	-	-	*	-	*	5	4	-	-	*
	13%	12%	*%	76%	-%	-%	100%	-%	*%	24%	20%	-%	-%	17%
50-74%	9	8	-	-	*	-	-	*	*	-	-	4	*	-
	9%	11%	-%	-%	63%	-%	-%	18%	4%	-%	-%	23%	4%	-%
75-100%	10	10	-	*	-	-	-	*	*	*	2	*	2	-
	11%	12%	-%	2%	-%	-%	-%	82%	18%	1%	12%	*%	23%	-%
Don't know	1	*	-	*	-	-	-	-	-	-	*	*	-	*
	1%	*%	-%	11%	-%	-%	-%	-%	-%	-%	1%	*%	-%	83%
Answered	93	79	9	4	*	1	*	*	1	21	20	15	9	*
Mean score	26.7	28.1	13.7	25.7	37.2	10.0	35.0	91.8	28.1	16.3	24.3	22.2	31.5	5.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	89	27	15	30	14	3	62	6	21	84	5	67	2
Effective base	38	15	9	13	2	1	28	3	10	37	3	26	1
Weighted Base	93	28	25	29	6	5	75	3	15	92	1	62	3
0-24%	61	16	16	19	5	4	54	1	7	61	-	44	3
	66%	56%	67%	66%	91%	95%	72%	25%	47%	67%	-%	72%	99%
25-49%	12	7	1	5	*	*	8	2	2	12	*	9	-
	13%	23%	2%	17%	*%	*%	11%	60%	14%	13%	22%	14%	-%
50-74%	9	-	6	3	*	-	8	*	-	8	1	4	-
	9%	-%	23%	10%	5%	-%	11%	10%	-%	9%	56%	6%	-%
75-100%	10	6	2	2	*	*	4	*	6	10	*	5	-
	11%	21%	7%	7%	3%	5%	6%	5%	38%	11%	9%	7%	-%
Don't know	1	-	*	*	*	-	*	-	*	*	*	*	*
	1%	-%	1%	1%	*%	-%	1%	-%	1%	*%	13%	*%	1%
Answered	93	28	25	29	6	5	75	3	15	92	1	62	3
Mean score	26.7	32.4	26.8	25.7	13.4	14.4	22.0	30.0	49.2	26.4	45.9	22.8	9.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	*a	*b	a	*b	a	b	*c	a	b	*c
Unweighted Base	89	33	16	29	7	71	18	40	50	21	48	45	23
Effective base	38	15	7	13	4	32	6	17	19	7	20	18	9
Weighted Base	93	42	7	33	*	82	11	36	44	16	44	40	18
0-24%	61	31	3	28	*	57	5	27	35	16	31	34	18
	66%	76%	43%	84%	18%	69%	42%	76%	80%	96%	69%	86%	98%
25-49%	12	5	2	5	-	7	5	6	4	*	7	*	*
	13%	13%	37%	15%	-%	9%	45%	18%	10%	3%	16%	1%	1%
50-74%	9	4	1	*	*	8	1	2	2	-	4	3	-
	9%	11%	11%	1%	9%	10%	6%	6%	4%	-%	9%	8%	-%
75-100%	10	1	*	*	*	10	*	-	2	*	2	2	-
	11%	1%	2%	*%	25%	12%	1%	-%	5%	*%	5%	5%	-%
Don't know	1	*	1	-	*	*	1	*	*	*	*	*	*
	1%	*%	8%	-%	48%	*%	5%	1%	1%	1%	1%	1%	1%
Answered	93	42	7	33	*	82	11	36	44	16	44	40	18
Mean score	26.7	15.7	22.8	12.0	30.6	27.5	20.5	18.2	19.8	10.1	22.2	18.9	7.3

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	89	77	61	34	58	59	89	65	54	9
Effective base	38	33	29	14	23	24	38	26	21	2
Weighted Base	93	84	72	36	50	52	93	64	52	6
0-24%	61	58	57	31	37	38	61	47	43	6
	66%	69%	79%	85%	73%	74%	66%	75%	84%	98%
25-49%	12	10	5	1	9	7	12	8	4	*
	13%	12%	6%	3%	18%	14%	13%	12%	8%	*%
50-74%	9	7	4	4	2	4	9	4	2	*
	9%	9%	5%	11%	4%	7%	9%	6%	3%	1%
75-100%	10	8	6	*	2	2	10	5	2	-
	11%	10%	9%	*%	5%	4%	11%	7%	4%	-%
Don't know	1	1	*	*	*	*	1	*	*	*
	1%	1%	*%	1%	*%	*%	1%	*%	*%	1%
Answered	93	84	72	36	50	52	93	64	52	6
Mean score	26.7	24.7	22.1	14.9	21.0	20.7	26.7	22.0	17.7	5.8

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:		
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c
Unweighted Base	89	52	51	89	25	15	50	43	13	2	2
Effective base	38	22	22	38	10	6	21	16	5	1	2
Weighted Base	93	52	53	93	27	14	53	35	16	1	*
0-24%	61	47	48	61	22	13	42	29	16	-	-
	66%	90%	90%	66%	82%	95%	79%	82%	98%	-%	-%
		c	c								
25-49%	12	4	4	12	1	1	3	2	*	1	-
	13%	8%	7%	13%	2%	4%	6%	7%	*%	90%	-%
50-74%	9	1	1	9	4	-	3	1	-	-	-
	9%	1%	3%	9%	16%	-%	6%	4%	-%	-%	-%
75-100%	10	*	-	10	-	-	4	2	-	*	*
	11%	*%	-%	11%	-%	-%	8%	6%	-%	10%	100%
Don't know	1	*	*	1	*	*	*	*	*	-	-
	1%	*%	*%	1%	1%	1%	*%	1%	2%	-%	-%
Answered	93	52	53	93	27	14	53	35	16	1	*
Mean score	26.7	13.1	13.2	26.7	14.3	9.4	22.0	19.4	8.4	37.2	100.0
				ab							

Columns Tested:: a,b,c,d,e - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	*c	a	*b	*a	b	a	*b
Unweighted Base	89	80	62	84	78	59	59	77	28	82	2	29	60	41	2
Effective base	38	34	24	36	32	26	25	35	9	35	2	12	27	16	2
Weighted Base	93	79	51	83	78	59	59	83	16	88	2	30	62	41	1
0-24%	61	55	41	59	58	43	42	61	15	60	2	20	41	32	1
	66%	69%	79%	71%	74%	72%	72%	74%	89%	68%	74%	67%	66%	78%	75%
25-49%	12	9	5	9	10	7	8	8	1	11	1	7	5	7	*
	13%	12%	10%	11%	13%	12%	14%	9%	6%	13%	26%	24%	8%	18%	25%
50-74%	9	5	2	5	4	4	2	4	*	8	-	2	7	1	-
	9%	6%	4%	5%	5%	7%	4%	5%	2%	9%	-%	7%	11%	2%	-%
75-100%	10	10	3	10	5	5	5	10	*	9	-	1	10	*	-
	11%	12%	6%	12%	6%	9%	8%	12%	1%	11%	-%	2%	15%	1%	-%
Don't know	1	1	*	1	1	*	1	*	*	*	-	*	*	*	-
	1%	1%	*%	1%	1%	*%	1%	*%	1%	*%	-%	1%	*%	*%	-%
Answered	93	79	51	83	78	59	59	83	16	88	2	30	62	41	1
Mean score	26.7	26.0	20.0	25.8	21.3	22.6	21.4	24.8	10.8	26.4	8.6	20.8	29.6	13.8	11.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	b	*a	b	*c	*a	*b	c	a	b
Unweighted Base	89	17	32	20	46	23	20	13	56	35	54
Effective base	38	7	13	10	19	10	9	6	23	15	23
Weighted Base	93	10	38	29	39	25	18	16	58	34	59
0-24%	61	6	28	26	15	20	13	12	37	25	37
	66%	60%	74%	87%	40%	82%	70%	70%	64%	73%	62%
25-49%	12	3	5	3	7	3	4	3	5	4	8
	13%	30%	12%	9%	17%	11%	23%	17%	9%	12%	14%
50-74%	9	*	5	-	7	2	1	1	6	2	7
	9%	3%	13%	-%	18%	7%	6%	9%	11%	5%	12%
75-100%	10	*	*	1	9	*	-	*	10	3	7
	11%	3%	1%	2%	24%	*%	-%	2%	17%	8%	12%
Don't know	1	*	*	*	*	*	*	*	*	1	*
	1%	4%	*%	1%	*%	*%	1%	2%	*%	2%	*%
Answered	93	10	38	29	39	25	18	16	58	34	59
Mean score	26.7	18.2	16.3	14.0	44.9	13.4	15.0	23.0	31.3	20.8	30.0

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 84 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Parcelforce Worldwide

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b	*c	*d	a	b
Unweighted Base	89	20	22	25	22	42	47
Effective base	38	7	11	11	12	17	22
Weighted Base	93	19	29	28	17	48	45
0-24%	61	13	17	21	10	30	31
	66%	70%	59%	74%	60%	63%	69%
25-49%	12	3	5	1	2	9	3
	13%	19%	18%	3%	15%	18%	7%
50-74%	9	1	4	*	3	6	3
	9%	7%	15%	1%	15%	12%	6%
75-100%	10	*	2	6	2	3	8
	11%	2%	8%	21%	10%	5%	17%
Don't know	1	*	*	*	*	*	*
	1%	2%	*%	1%	*%	1%	*%
Answered	93	19	29	28	17	48	45
Mean score	26.7	19.3	26.3	29.7	30.5	23.5	30.0

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	*d	e
Unweighted Base	172	68	104	99	32	13	28	73
Effective base	67	23	45	60	20	8	19	32
Weighted Base	160	51	109	151	6	2	1	9
0-24%	62	7	54	59	1	1	*	2
	39%	15%	50%	39%	18%	42%	44%	25%
			a					
25-49%	19	4	15	18	1	*	*	1
	12%	8%	14%	12%	14%	10%	6%	12%
50-74%	23	12	11	21	2	*	*	2
	14%	23%	10%	14%	24%	14%	11%	21%
75-100%	53	28	25	49	3	1	*	3
	33%	54%	23%	33%	41%	25%	27%	36%
		b						
Don't know	4	-	4	3	*	*	*	*
	2%	-%	3%	2%	3%	9%	11%	5%
Answered	160	51	109	151	6	2	1	9
Mean score	48.5	71.1	38.0	48.2	59.2	39.6	41.2	53.5
		b						

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	*c	*d	*e	*f	g	h	i
Unweighted Base	172	61	33	5	19	26	28	99	32	41
Effective base	67	40	17	3	12	16	19	60	20	13
Weighted Base	160	99	46	6	4	5	1	151	6	3
0-24%	62	48	11	1	1	1	*	59	1	1
	39%	49% h	23%	11%	17%	29%	44%	39%	18%	42%
25-49%	19	12	4	3	*	1	*	18	1	*
	12%	12%	8%	45%	1%	22%	6%	12%	14%	9%
50-74%	23	10	11	-	1	1	*	21	2	*
	14%	10%	24%	-%	33%	12%	11%	14%	24%	14%
75-100%	53	26	21	3	2	2	*	49	3	1
	33%	26%	45%	44%	44%	32%	27%	33%	41%	25%
Don't know	4	3	-	-	*	*	*	3	*	*
	2%	3%	-%	-%	5%	5%	11%	2%	3%	10%
Answered	160	99	46	6	4	5	1	151	6	3
Mean score	48.5	40.4	62.9 ai	62.9	64.5	46.6	41.2	48.2	59.2 a	40.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e
Unweighted Base	172	67	25	11	7	28
Effective base	67	41	11	5	3	9
Weighted Base	160	110	25	6	2	2
0-24%	62	51	6	2	*	1
	39%	47%	25%	30%	20%	30%
25-49%	19	16	*	-	*	1
	12%	15%	1%	-%	15%	33%
50-74%	23	14	2	2	-	*
	14%	13%	9%	39%	-%	2%
75-100%	53	25	16	2	1	*
	33%	23%	65%	31%	54%	22%
Don't know	4	3	-	-	*	*
	2%	3%	-%	-%	11%	12%
Answered	160	110	25	6	2	2
Mean score	48.5	39.5	72.6	56.0	60.4	38.3

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted Base	172	16	9	16	8	9	14	8	12	10	102	23	24	23
Effective base	67	8	6	11	4	5	7	7	7	5	56	13	17	7
Weighted Base	160	18	14	27	9	10	20	25	15	7	145	7	5	3
0-24%	62	8	8	2	4	6	9	13	6	2	56	3	2	1
	39%	43%	55%	7%	44%	56%	44%	51%	41%	22%	39%	43%	28%	40%
25-49%	19	4	1	3	1	2	5	-	-	*	17	1	1	1
	12%	25%	10%	11%	15%	20%	23%	-%	-%	3%	12%	10%	21%	24%
50-74%	23	3	*	13	*	2	*	-	-	1	20	1	1	1
	14%	17%	3%	48%	5%	21%	1%	-%	-%	19%	14%	13%	12%	31%
75-100%	53	2	4	9	3	*	7	9	9	4	49	2	2	*
	33%	14%	32%	34%	37%	3%	33%	38%	58%	56%	34%	34%	32%	3%
Don't know	4	*	*	-	-	-	-	3	*	-	3	-	*	*
	2%	1%	*%	-%	-%	-%	-%	11%	1%	-%	2%	-%	6%	3%
Answered	160	18	14	27	9	10	20	25	15	7	145	7	5	3
Mean score	48.5	34.7	46.1	62.5	48.2	28.6	47.9	40.4	62.3	68.2	48.8	49.1	49.8	30.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted Base	172	7	20	3	12	38	5	12	63	133	39	153	19
Effective base	67	3	6	2	5	16	2	4	27	52	16	65	4
Weighted Base	160	3	18	1	9	47	3	12	53	130	30	157	3
0-24%	62	1	7	*	3	15	*	7	26	56	6	61	1
	39%	28%	40%	24%	34%	32%	7%	58%	49%	43%	19%	39%	23%
25-49%	19	2	4	-	-	5	-	1	5	9	11	18	1
	12%	58%	21%	-%	-%	10%	-%	5%	9%	7%	35% a	11%	51%
50-74%	23	*	1	-	*	12	1	-	7	18	5	22	*
	14%	2%	3%	-%	*%	25%	20%	-%	13%	14%	15%	14%	13%
75-100%	53	-	6	1	6	16	2	5	15	47	6	52	*
	33%	-%	35%	76%	66%	33%	72%	37%	28%	36%	21%	33%	12%
Don't know	4	*	*	-	-	*	-	-	*	*	3	4	*
	2%	12%	1%	-%	-%	*%	-%	-%	*%	*%	10% a	2%	1%
Answered	160	3	18	1	9	47	3	12	53	130	30	157	3
Mean score	48.5	24.6	46.8	79.9	69.2	52.7	83.4	44.6	43.5	49.9	42.5	48.7	38.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	172	169	3	61	52	59
Effective base	67	66	2	26	17	25
Weighted Base	160	158	2	52	42	66
0-24%	62	62	-	21	13	28
	39%	39%	-%	40%	32%	42%
25-49%	19	19	-	5	5	9
	12%	12%	-%	10%	12%	14%
50-74%	23	23	-	3	9	10
	14%	14%	-%	7%	21%	16%
75-100%	53	51	2	19	14	19
	33%	32%	99%	37%	34%	29%
Don't know	4	4	*	3	*	*
	2%	2%	1%	6%	1%	*%
Answered	160	158	2	52	42	66
Mean score	48.5	48.0	99.0	47.9	52.4	46.5

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Monthly postal spend										Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	h	*i	*j	*a	b	c
Unweighted Base	172	102	47	13	5	2	1	2	149	23	10	26	76	70
Effective base	67	50	14	5	2	1	1	1	64	5	3	15	36	18
Weighted Base	160	125	30	2	3	*	*	*	155	5	3	31	94	35
0-24%	62	49	11	1	*	-	*	*	60	2	*	14	36	12
	39%	40%	36%	66%	5%	-%	100%	100%	39%	30%	12%	45%	38%	35%
25-49%	19	13	5	*	1	-	-	-	18	1	1	5	8	6
	12%	11%	18%	13%	23%	-%	-%	-%	12%	17%	19%	16%	9%	18%
50-74%	23	17	6	*	-	*	-	-	22	*	*	3	14	6
	14%	13%	19%	1%	-%	79%	-%	-%	14%	6%	8%	9%	15%	17%
75-100%	53	42	8	*	2	*	-	-	50	2	2	9	34	10
	33%	34%	27%	18%	71%	21%	-%	-%	33%	46%	60%	29%	36%	30%
Don't know	4	3	*	*	*	-	-	-	3	*	*	*	3	*
	2%	3%	1%	2%	1%	-%	-%	-%	2%	1%	*%	1%	3%	1%
Answered	160	125	30	2	3	*	*	*	155	5	3	31	94	35
Mean score	48.5	48.8	45.8	32.2	79.8	60.3	10.0	9.6	48.2	58.5	71.9	45.6	49.8	47.7

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	172	121	111	142	172	55	67	90	19	10	14	5	2	2
Effective base	67	43	42	55	67	12	22	45	5	4	3	2	2	2
Weighted Base	160	97	92	125	160	24	54	103	13	1	3	3	*	*
0-24%	62	45	46	57	62	14	21	47	8	1	1	1	*	*
	39%	47%	50%	46%	39%	58%	40%	45%	60%	56%	15%	29%	71%	77%
25-49%	19	11	12	14	19	2	7	9	4	*	*	*	-	-
	12%	11%	13%	11%	12%	8%	14%	9%	34%	1%	9%	*%	-%	-%
50-74%	23	14	13	17	23	5	10	14	*	*	1	2	-	-
	14%	15%	14%	14%	14%	23%	19%	14%	3%	5%	16%	57%	-%	-%
75-100%	53	23	18	33	53	2	11	29	*	*	2	*	-	*
	33%	24%	20%	26%	33%	9%	20%	29%	*%	34%	60%	14%	-%	23%
Don't know	4	4	3	4	4	*	4	3	*	*	-	-	*	-
	2%	4%	3%	3%	2%	2%	7%	3%	2%	4%	-%	-%	29%	-%
Answered	160	97	92	125	160	24	54	103	13	1	3	3	*	*
Mean score	48.5	40.1	37.2	42.1	48.5	31.4	39.9	44.1	18.0	41.7	72.3	43.8	14.1	30.4
					be									

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	*b	c	d	*e
Unweighted Base	172	137	6	10	12	3	3	1	7	34	28	38	34	8
Effective base	67	59	2	2	4	2	2	1	3	19	13	18	6	3
Weighted Base	160	143	5	4	5	2	*	*	3	40	37	30	14	3
0-24%	62	56	4	*	*	1	*	*	1	22	13	16	5	*
	39%	39%	79%	13%	3%	42%	97%	100%	48%	55%	35%	55%	37%	8%
25-49%	19	14	1	3	*	1	*	-	1	4	6	4	*	*
	12%	10%	12%	69%	7%	55%	3%	-%	49%	9%	16%	12%	2%	8%
50-74%	23	19	*	1	2	-	-	-	-	5	5	7	*	1
	14%	13%	9%	16%	45%	-%	-%	-%	-%	12%	13%	22%	2%	25%
75-100%	53	50	-	*	2	*	-	-	*	7	13	3	8	2
	33%	35%	-%	*%	45%	3%	-%	-%	3%	16%	34%	11%	57% c	59%
Don't know	4	3	*	*	-	-	-	-	-	3	1	*	*	*
	2%	2%	*%	1%	-%	-%	-%	-%	-%	7%	1%	*%	2%	1%
Answered	160	143	5	4	5	2	*	*	3	40	37	30	14	3
Mean score	48.5	49.5	11.6	40.0	68.9	34.3	16.1	10.0	31.5	31.9	50.1	30.7	65.8 ac	77.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	172	49	34	58	24	7	104	14	54	158	14	131	11
Effective base	67	27	15	21	7	3	44	5	20	64	3	52	4
Weighted Base	160	63	39	53	5	1	114	11	35	150	10	113	11
0-24%	62	26	13	22	1	*	50	*	12	60	2	54	3
	39%	41%	32%	42%	18%	29%	43%	2%	34%	40%	18%	48%	30%
25-49%	19	5	3	9	2	*	15	*	4	19	*	14	*
	12%	8%	8%	17%	42%	28%	13%	*%	12%	13%	3%	12%	*%
50-74%	23	13	1	7	1	*	17	1	4	22	1	17	1
	14%	21%	1%	14%	25%	42%	15%	8%	12%	15%	5%	15%	6%
75-100%	53	16	22	14	1	-	29	10	15	46	7	25	7
	33%	26%	56%	27%	15%	-%	25%	89%	42%	30%	73%	22%	63%
Don't know	4	3	1	*	*	*	3	-	*	3	*	4	*
	2%	4%	1%	*%	*%	2%	3%	-%	*%	2%	2%	3%	*%
Answered	160	63	39	53	5	1	114	11	35	150	10	113	11
Mean score	48.5	44.5	62.3 ac	43.3	49.6	32.1	41.7	89.9	58.0 a	46.6	77.1	39.1	72.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	*c	a	b	*c
Unweighted Base	172	50	27	52	15	144	28	91	97	23	89	85	27
Effective base	67	20	7	22	3	59	9	34	33	5	35	30	10
Weighted Base	160	44	17	48	9	142	18	73	79	17	79	67	27
0-24%	62	26	5	29	1	57	5	38	43	11	42	42	19
	39%	60%	31%	60%	7%	40%	29%	52%	55%	69%	54%	62%	71%
25-49%	19	9	*	8	*	14	5	8	5	*	11	4	3
	12%	21%	*%	17%	*%	10%	29%	11%	7%	3%	13%	6%	12%
50-74%	23	4	4	6	1	19	4	12	12	*	12	7	-
	14%	8%	21%	12%	8%	13%	20%	17%	15%	*%	15%	11%	-%
75-100%	53	5	8	5	7	49	3	14	15	5	14	10	4
	33%	11%	46%	11%	83%	35%	19%	20%	19%	27%	17%	16%	16%
Don't know	4	*	*	*	*	3	*	*	4	*	*	3	*
	2%	*%	2%	*%	2%	2%	2%	1%	4%	1%	*%	5%	1%
Answered	160	44	17	48	9	142	18	73	79	17	79	67	27
Mean score	48.5	30.2	58.9	30.3	87.5	49.4	41.4	37.9	34.5	33.7	35.9	30.7	27.9

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	172	168	84	34	119	110	172	125	100	12
Effective base	67	65	33	13	43	41	67	47	34	3
Weighted Base	160	156	80	36	97	90	160	105	74	7
0-24%	62	60	49	19	45	46	62	53	50	7
	39%	39%	61%	53%	47%	51%	39%	50%	67%	91%
			a							
25-49%	19	19	7	6	11	12	19	14	10	*
	12%	12%	9%	17%	11%	13%	12%	13%	14%	4%
50-74%	23	20	15	3	14	13	23	15	2	*
	14%	13%	19%	9%	15%	14%	14%	14%	2%	4%
75-100%	53	53	9	7	23	16	53	20	9	-
	33%	34%	11%	21%	24%	18%	33%	19%	12%	-%
		b								
Don't know	4	4	*	*	4	3	4	4	4	*
	2%	2%	*%	1%	4%	4%	2%	3%	5%	1%
Answered	160	156	80	36	97	90	160	105	74	7
Mean score	48.5	49.0	30.2	36.2	40.1	35.9	48.5	36.3	25.2	19.8
		b					b	b		

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base	172	82	69	172	26	11	95	77	15	10	5	5
Effective base	67	30	24	67	14	3	35	27	5	3	2	3
Weighted Base	160	68	52	160	35	10	80	53	12	8	2	2
0-24%	62	54	43	62	19	10	51	37	10	*	*	-
	39%	79%	82%	39%	56%	98%	64%	70%	79%	4%	13%	-%
		c	c									
25-49%	19	6	6	19	9	*	6	5	2	*	1	1
	12%	9%	11%	12%	26%	*%	7%	10%	18%	3%	74%	28%
50-74%	23	5	*	23	3	*	12	4	*	1	*	*
	14%	7%	*%	14%	9%	*%	15%	7%	3%	7%	2%	21%
75-100%	53	-	-	53	3	-	10	4	-	7	*	1
	33%	-%	-%	33%	9%	-%	13%	7%	-%	86%	11%	51%
				ab								
Don't know	4	4	4	4	*	*	1	4	-	-	-	-
	2%	5%	7%	2%	1%	2%	1%	7%	-%	-%	-%	-%
Answered	160	68	52	160	35	10	80	53	12	8	2	2
Mean score	48.5	15.5	11.7	48.5	27.3	12.1	29.6	21.2	11.0	92.0	35.7	68.9
		b		ab			b					

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No	Satisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b	
Unweighted Base	172	152	121	162	147	117	135	145	33	1	157	9	50	122	64
Effective base	67	58	40	62	56	44	50	58	12	1	62	3	19	49	24
Weighted Base	160	140	97	146	134	106	118	140	33	1	146	11	41	119	56
0-24%	62	60	50	61	54	43	45	61	18	-	58	3	19	43	31
	39%	43%	51%	42%	40%	41%	38%	44%	54%	-%	40%	33%	46%	36%	55%
25-49%	19	13	7	13	17	13	18	13	5	-	19	*	5	14	9
	12%	9%	7%	9%	13%	12%	16%	9%	17%	-%	13%	*%	13%	12%	17%
50-74%	23	22	13	22	16	16	18	19	1	1	22	-	3	19	6
	14%	16%	13%	15%	12%	15%	16%	14%	3%	100%	15%	-%	9%	16%	11%
75-100%	53	41	25	46	43	31	35	45	9	-	43	7	13	40	9
	33%	29%	26%	31%	32%	29%	30%	32%	26%	-%	29%	67%	31%	34%	16%
Don't know	4	4	3	4	4	3	1	1	*	-	3	-	1	3	*
	2%	3%	3%	2%	3%	3%	1%	1%	1%	-%	2%	-%	1%	2%	*%
Answered	160	140	97	146	134	106	118	140	33	1	146	11	41	119	56
Mean score	48.5	45.4	40.4	46.6	47.0	45.8	47.0	47.5	37.0	50.0	45.7	73.1	45.6	49.5	34.4

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	b	a	b	c	*a	*b	c	a	b
Unweighted Base	172	20	57	31	88	53	25	24	117	75	97
Effective base	67	6	22	12	37	19	13	8	47	24	44
Weighted Base	160	9	52	30	81	49	22	21	116	47	113
0-24%	62	5	27	11	31	20	15	5	42	16	46
	39%	53%	51%	35%	39%	40%	67%	24%	36%	33%	41%
25-49%	19	3	6	7	7	5	2	5	12	3	16
	12%	37%	11%	23%	9%	10%	8%	25%	11%	6%	14%
50-74%	23	1	6	1	17	4	1	5	17	6	17
	14%	8%	12%	4%	21%	8%	5%	22%	14%	13%	15%
75-100%	53	*	13	11	24	17	4	6	42	19	34
	33%	*%	25%	37%	30%	35%	18%	28%	36%	40%	30%
Don't know	4	*	*	-	1	3	*	*	3	3	*
	2%	3%	*%	-%	1%	6%	1%	2%	3%	7%	*%
Answered	160	9	52	30	81	49	22	21	116	47	113
Mean score	48.5	24.4	40.6	53.5	47.4	47.2	31.0	48.9	51.5	53.6	46.4

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 86 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 24 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	*c	d	a	b
Unweighted Base	172	54	49	27	42	103	69
Effective base	67	19	22	9	19	41	27
Weighted Base	160	49	57	20	34	106	54
0-24%	62	13	19	11	19	32	29
	39%	28%	33%	53%	56%	30%	55%
							a
25-49%	19	5	7	3	5	12	8
	12%	10%	12%	15%	13%	11%	14%
50-74%	23	5	10	3	5	15	8
	14%	9%	17%	15%	15%	14%	15%
75-100%	53	26	19	3	5	45	8
	33%	53%	33%	14%	15%	42%	15%
		d				b	
Don't know	4	*	3	1	*	3	1
	2%	*%	5%	3%	*%	3%	1%
Answered	160	49	57	20	34	106	54
Mean score	48.5	65.1	48.4	33.1	33.7	56.1	33.5
		bd				b	

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	*b	*c	*d	e
Unweighted Base	161	40	121	116	18	14	13	45
Effective base	66	15	51	62	10	8	9	19
Weighted Base	171	36	134	164	4	2	*	6
0-24%	76	6	69	73	1	1	*	3
	44%	18%	52% a	44%	38%	63%	71%	48%
25-49%	18	2	16	18	*	*	-	1
	11%	6%	12%	11%	8%	22%	-%	12%
50-74%	32	13	19	32	1	-	*	1
	19%	37%	14%	19%	19%	-%	9%	12%
75-100%	42	15	27	40	1	*	*	1
	24%	40%	20%	25%	30%	5%	3%	21%
Don't know	3	-	3	2	*	*	*	*
	2%	-%	2%	1%	4%	10%	17%	7%
Answered	171	36	134	164	4	2	*	6
Mean score	42.8	62.0 b	37.6	42.9	50.5	21.7	16.9	39.6

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	161	71	35	10	8	24	13	116	18	27
Effective base	66	42	17	5	4	14	9	62	10	10
Weighted Base	171	113	45	6	2	4	*	164	4	2
0-24%	76	62	10	1	1	2	*	73	1	1
	44%	55%	21%	19%	30%	54%	71%	44%	38%	64%
		b								
25-49%	18	14	2	1	-	1	-	18	*	*
	11%	13%	4%	23%	-%	19%	-%	11%	8%	19%
50-74%	32	12	20	*	*	*	*	32	1	*
	19%	10%	44%	3%	22%	8%	9%	19%	19%	1%
			ag							
75-100%	42	25	12	3	1	1	*	40	1	*
	24%	22%	27%	55%	39%	14%	3%	25%	30%	5%
Don't know	3	*	2	-	*	*	*	2	*	*
	2%	*%	4%	-%	9%	5%	17%	1%	4%	11%
Answered	171	113	45	6	2	4	*	164	4	2
Mean score	42.8	37.7	53.0	66.0	54.1	34.6	16.9	42.9	50.5	21.1
			a							

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	*b	*c	*d	*e
Unweighted Base	161	81	19	8	5	21
Effective base	66	47	8	3	4	5
Weighted Base	171	129	16	4	1	2
0-24%	76	61	9	1	*	1
	44%	47%	54%	22%	33%	27%
25-49%	18	15	2	-	-	-
	11%	11%	10%	-%	-%	-%
50-74%	32	20	1	3	*	*
	19%	16%	3%	65%	22%	21%
75-100%	42	31	5	1	*	1
	24%	24%	33%	13%	28%	42%
Don't know	3	2	-	-	*	*
	2%	2%	-%	-%	17%	10%
Answered	171	129	16	4	1	2
Mean score	42.8	40.8	44.7	46.9	48.3	58.6

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted Base	161	15	4	16	8	4	13	12	10	4	86	23	27	25
Effective base	66	10	3	11	5	4	7	9	7	2	55	13	19	8
Weighted Base	171	22	7	36	11	8	20	33	15	2	153	7	8	3
0-24%	76	8	6	13	8	2	2	22	6	2	70	3	2	1
	44%	35%	86%	36%	80%	23%	12%	68%	42%	87%	46%	39%	24%	44%
25-49%	18	8	-	-	1	2	6	-	-	*	17	*	*	*
	11%	35%	-%	-%	12%	26%	30%	-%	-%	11%	11%	6%	3%	16%
50-74%	32	-	-	18	*	2	8	-	-	*	28	1	3	-
	19%	-%	-%	51%	3%	24%	40%	-%	-%	2%	19%	9%	43%	-%
75-100%	42	6	1	5	1	2	2	10	9	-	36	3	2	1
	24%	29%	14%	13%	5%	26%	12%	32%	57%	-%	24%	41%	20%	38%
Don't know	3	*	-	-	-	-	1	-	*	-	2	*	1	*
	2%	1%	-%	-%	-%	-%	6%	-%	1%	-%	1%	5%	9%	2%
Answered	171	22	7	36	11	8	20	33	15	2	153	7	8	3
Mean score	42.8	44.0	27.1	42.3	22.0	51.1	44.2	40.4	58.1	12.3	42.0	50.6	50.0	47.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	*b
Unweighted Base	161	10	20	1	7	36	6	11	60	121	40	141	20
Effective base	66	5	8	1	4	16	4	5	30	54	13	64	7
Weighted Base	171	6	23	*	5	53	2	10	55	143	27	166	4
0-24%	76	1	12	*	*	23	*	9	21	71	4	74	1
	44%	21%	51%	100%	*%	44%	3%	90%	38%	50% b	15%	45%	31%
25-49%	18	1	1	-	-	7	-	*	9	10	8	18	*
	11%	23%	2%	-%	-%	14%	-%	4%	16%	7%	30% a	11%	1%
50-74%	32	1	*	-	1	13	1	*	10	29	3	32	1
	19%	10%	2%	-%	13%	24%	26%	3%	19%	20%	11%	19%	13%
75-100%	42	2	10	-	4	9	2	*	13	31	11	40	1
	24%	40%	42%	-%	87%	18%	70%	4%	24%	21%	40%	24%	28%
Don't know	3	*	1	-	-	*	-	-	2	2	1	1	1
	2%	6%	2%	-%	-%	*%	-%	-%	3%	1%	3%	1%	27%
Answered	171	6	23	*	5	53	2	10	55	143	27	166	4
Mean score	42.8	58.5	52.8	16.0	93.3	39.1	82.3	12.5	43.3	39.6	59.8 a	42.9	38.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	161	159	2	64	45	52
Effective base	66	66	1	29	15	23
Weighted Base	171	168	2	79	33	58
0-24%	76	76	-	26	12	38
	44%	45%	-%	32%	36%	66%
						a
25-49%	18	18	-	10	3	5
	11%	11%	-%	13%	9%	9%
50-74%	32	32	-	17	7	8
	19%	19%	-%	22%	22%	14%
75-100%	42	40	2	25	11	6
	24%	23%	99%	31%	33%	10%
Don't know	3	3	*	2	*	*
	2%	2%	1%	2%	1%	1%
Answered	171	168	2	79	33	58
Mean score	42.8	42.1	99.2	49.5	50.1	29.3
				c	c	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Monthly postal spend									Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	g	*h	*i	a	b	c
Unweighted Base	161	105	39	10	4	2	1	144	17	7	34	71	56
Effective base	66	51	13	5	3	1	1	64	8	4	20	31	16
Weighted Base	171	137	30	3	1	*	*	167	4	1	55	82	33
0-24%	76	56	19	1	*	*	*	74	1	*	19	37	20
	44%	40%	63%	37%	17%	100%	100%	44%	37%	38%	34%	45%	60%
25-49%	18	16	2	-	-	-	-	18	-	-	7	10	2
	11%	12%	7%	-%	-%	-%	-%	11%	-%	-%	12%	12%	6%
50-74%	32	25	7	1	1	-	-	31	1	1	11	13	8
	19%	18%	22%	25%	81%	-%	-%	19%	35%	61%	20%	16%	24%
75-100%	42	39	2	1	-	-	-	41	1	-	18	21	3
	24%	28%	7%	37%	-%	-%	-%	24%	26%	-%	32%	25%	9%
Don't know	3	2	*	*	*	-	-	3	*	*	1	2	*
	2%	2%	1%	1%	2%	-%	-%	2%	1%	2%	1%	2%	1%
Answered	171	137	30	3	1	*	*	167	4	1	55	82	33
Mean score	42.8	45.8	28.0	51.8	53.8	20.0	20.0	42.6	49.8	45.2	50.7	42.5	30.3
		b						b			c	c	

Columns Tested:: a,b,c,d,e,f,g,h,i - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	161	107	98	123	161	35	58	85	13	6	9	6	2	2
Effective base	66	38	39	48	66	12	23	38	5	3	3	3	2	1
Weighted Base	171	94	97	127	171	20	53	98	19	2	3	4	*	2
0-24%	76	46	55	64	76	13	27	42	18	*	1	2	*	*
	44%	49%	57%	51%	44%	63%	50%	43%	95%	27%	51%	50%	34%	16%
25-49%	18	8	14	17	18	1	10	15	*	-	-	-	-	1
	11%	9%	14%	13%	11%	7%	20%	16%	*%	-%	-%	-%	-%	84%
50-74%	32	19	16	24	32	3	11	21	1	-	*	2	-	-
	19%	20%	17%	19%	19%	13%	21%	22%	3%	-%	10%	49%	-%	-%
75-100%	42	19	10	20	42	3	2	18	-	1	1	*	-	-
	24%	20%	10%	16%	24% f	15%	5%	18%	-%	71%	38%	1%	-%	-%
Don't know	3	2	2	2	3	*	3	2	*	*	-	-	*	-
	2%	2%	2%	2%	2%	2%	5%	2%	1%	2%	-%	-%	66%	-%
Answered	171	94	97	127	171	20	53	98	19	2	3	4	*	2
Mean score	42.8	38.7 b	29.4	35.2	42.8 bf	33.7	29.6	39.0	11.1	66.3	48.9	32.8	3.4	36.8

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	*b	c	*d	*e
Unweighted Base	161	127	15	5	7	3	2	2	7	34	18	47	20	4
Effective base	66	56	6	3	2	2	2	1	4	18	8	19	3	2
Weighted Base	171	146	17	1	3	2	*	2	4	49	25	43	8	2
0-24%	76	62	11	1	1	1	*	*	1	18	15	22	8	2
	44%	42%	65%	97%	22%	41%	100%	16%	31%	37%	60%	51%	94%	88%
25-49%	18	16	-	-	-	1	-	1	3	11	6	*	*	-
	11%	11%	-%	-%	-%	54%	-%	84%	66%	22% c	22%	1%	3%	-%
50-74%	32	29	1	-	2	-	-	-	-	13	3	8	*	*
	19%	20%	4%	-%	78%	-%	-%	-%	-%	27%	11%	19%	*%	12%
75-100%	42	36	5	-	-	*	-	-	*	6	1	13	*	-
	24%	25%	31%	-%	-%	5%	-%	-%	3%	12%	3%	30%	*%	-%
Don't know	3	3	*	*	-	-	-	-	-	1	1	*	*	-
	2%	2%	*%	3%	-%	-%	-%	-%	-%	2%	3%	*%	3%	-%
Answered	171	146	17	1	3	2	*	2	4	49	25	43	8	2
Mean score	42.8	43.7	38.3	12.7	44.3	33.1	12.8	36.8	34.6	36.4	26.2	44.1	12.6	18.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	*b	c	*d	*e	a	*b	c	a	*b	a	*b
Unweighted Base	161	54	26	59	13	9	104	10	46	147	14	118	5
Effective base	66	31	9	22	5	2	44	5	17	63	6	46	2
Weighted Base	171	88	22	50	5	6	118	12	40	164	6	122	5
0-24%	76	30	14	23	3	5	56	5	15	72	3	59	5
	44%	35%	65%	47%	58%	81%	48%	37%	36%	44%	55%	49%	92%
25-49%	18	12	4	1	1	-	6	4	8	18	-	17	-
	11%	13%	21%	1%	28%	-%	5%	33%	21%	11%	-%	14%	-%
50-74%	32	23	*	8	*	1	23	-	9	32	*	24	-
	19%	26%	1%	17%	7%	11%	19%	-%	22%	20%	5%	20%	-%
75-100%	42	23	1	17	*	*	30	4	8	39	2	19	*
	24%	26%	4%	34%	8%	8%	26%	30%	19%	24%	37%	16%	8%
Don't know	3	-	2	1	-	*	2	-	*	2	*	2	-
	2%	-%	9%	1%	-%	*%	2%	-%	1%	1%	3%	2%	-%
Answered	171	88	22	50	5	6	118	12	40	164	6	122	5
Mean score	42.8	47.6	20.5	47.7	29.9	22.7	42.3	44.8	43.4	42.7	43.5	36.0	15.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	a	*b	a	*b	a	b	*c	a	b	*c
Unweighted Base	161	50	27	54	5	135	26	87	86	22	74	77	24
Effective base	66	24	10	24	2	58	8	33	30	6	33	28	10
Weighted Base	171	63	14	64	1	151	19	78	77	15	74	75	26
0-24%	76	37	6	37	*	66	10	37	45	13	41	53	23
	44%	59%	44%	58%	5%	44%	50%	48%	59%	90%	56%	70%	87%
25-49%	18	9	2	10	-	15	3	8	5	*	14	5	3
	11%	14%	15%	16%	-%	10%	16%	11%	6%	1%	19%	7%	12%
50-74%	32	12	3	11	*	28	4	18	15	-	11	13	-
	19%	19%	25%	18%	7%	19%	21%	23%	20%	-%	14%	17%	-%
75-100%	42	5	2	5	*	39	2	13	10	1	7	3	-
	24%	8%	14%	8%	62%	26%	12%	16%	13%	7%	10%	4%	-%
Don't know	3	1	*	1	*	2	*	2	2	*	1	2	*
	2%	1%	3%	1%	26%	1%	2%	2%	2%	1%	1%	2%	1%
Answered	171	63	14	64	1	151	19	78	77	15	74	75	26
Mean score	42.8	30.6	36.8	30.0	51.5	43.9	33.8	37.5	31.5	15.9	29.6	22.0	12.8

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	161	155	83	34	107	98	161	106	89	10
Effective base	66	64	35	16	38	39	66	41	33	3
Weighted Base	171	165	94	36	94	97	171	108	78	7
0-24%	76	74	60	28	46	55	76	61	47	7
	44%	45%	63%	78% a	49%	57%	44%	57%	60%	95%
25-49%	18	18	5	4	8	14	18	11	12	-
	11%	11%	5%	12%	9%	14%	11%	10%	16%	-%
50-74%	32	30	27	*	19	16	32	23	6	*
	19%	18%	29% c	1%	20%	17%	19%	21%	8%	4%
75-100%	42	40	3	3	19	10	42	10	11	-
	24%	24% b	3%	8%	20%	10%	24%	10%	14%	-%
Don't know	3	3	*	*	2	2	3	2	2	*
	2%	2%	*%	1%	2%	2%	2%	2%	2%	1%
Answered	171	165	94	36	94	97	171	108	78	7
Mean score	42.8	42.7 bc	26.3	20.0	38.7 b	29.4	42.8 b	30.9	30.2	16.4

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base	161	72	71	161	25	7	83	71	21	2	2	7
Effective base	66	29	29	66	14	3	33	27	8	1	1	3
Weighted Base	171	78	67	171	34	9	93	60	23	4	1	3
0-24%	76	54	55	76	26	9	58	39	18	*	1	2
	44%	69%	83%	44%	74%	98%	63%	66%	76%	7%	100%	48%
		c	c									
25-49%	18	5	5	18	7	-	5	7	*	-	-	-
	11%	6%	8%	11%	21%	-%	5%	12%	1%	-%	-%	-%
50-74%	32	18	5	32	*	-	20	7	5	-	-	1
	19%	22%	8%	19%	1%	-%	22%	12%	20%	-%	-%	21%
75-100%	42	*	*	42	1	-	8	4	1	3	-	1
	24%	1%	1%	24%	3%	-%	8%	7%	2%	93%	-%	31%
				ab								
Don't know	3	2	1	3	*	*	2	2	-	-	-	-
	2%	2%	1%	2%	*%	2%	2%	3%	-%	-%	-%	-%
Answered	171	78	67	171	34	9	93	60	23	4	1	3
Mean score	42.8	22.1	16.6	42.8	17.2	7.4	28.6	23.3	22.9	93.5	4.3	50.6
				ab								

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	*c	a	*b	a	b	a	*b
Unweighted Base	161	142	108	148	134	104	119	139	26	150	5	44	117	63	6
Effective base	66	59	44	61	56	43	51	58	11	61	2	20	47	28	4
Weighted Base	171	156	104	160	143	105	117	155	30	156	4	48	122	67	4
0-24%	76	68	57	69	73	55	56	72	22	75	*	23	53	41	2
	44%	44%	55%	43%	51%	52%	48%	47%	72%	48%	12%	47%	43%	61%	45%
25-49%	18	18	10	18	15	9	18	13	*	18	-	3	15	10	*
	11%	12%	9%	11%	11%	9%	15%	9%	1%	12%	-%	6%	13%	16%	1%
50-74%	32	32	13	32	21	12	18	30	2	25	3	7	25	10	-
	19%	21%	12%	20%	15%	12%	15%	19%	8%	16%	70%	15%	21%	15%	-%
75-100%	42	35	23	38	32	27	23	37	5	35	1	14	27	5	2
	24%	22%	22%	24%	22%	25%	20%	24%	17%	22%	18%	30%	22%	7%	54%
Don't know	3	2	2	2	3	3	2	2	*	2	-	1	2	1	-
	2%	1%	2%	1%	2%	2%	2%	1%	2%	2%	-%	2%	1%	1%	-%
Answered	171	156	104	160	143	105	117	155	30	156	4	48	122	67	4
Mean score	42.8	41.8	37.4	42.8	39.2	40.2	39.0	41.9	27.1	40.1	53.3	44.7	42.0	28.8	61.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	b	a	b	c	*a	*b	c	a	b
Unweighted Base	161	21	56	34	83	43	26	24	108	62	99
Effective base	66	10	24	15	33	17	12	8	46	22	46
Weighted Base	171	13	64	34	89	46	20	21	124	44	126
0-24%	76	6	37	22	38	16	13	5	57	23	53
	44%	46%	58%	65%	42%	34%	63%	25%	46%	52%	42%
25-49%	18	2	8	2	9	8	*	3	15	8	11
	11%	17%	13%	5%	10%	18%	2%	15%	12%	18%	8%
50-74%	32	*	15	4	18	11	1	6	21	3	29
	19%	3%	23%	11%	20%	23%	5%	29%	17%	7%	23%
75-100%	42	4	3	6	23	11	6	5	30	10	32
	24%	29%	5%	19%	26%	24%	28%	25%	24%	22%	25%
Don't know	3	1	1	-	2	1	*	1	1	1	2
	2%	4%	1%	-%	2%	1%	2%	7%	*%	2%	1%
Answered	171	13	64	34	89	46	20	21	124	44	126
Mean score	42.8	44.2	29.1	34.2	43.7	45.7	37.3	45.2	42.8	38.2	44.4

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 88 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: Royal Mail Tracked 48 Hours

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	161	40	53	34	34	93	68
Effective base	66	13	23	13	18	37	31
Weighted Base	171	37	67	29	37	105	66
0-24%	76	11	32	13	19	44	32
	44%	30%	48%	44%	51%	42%	48%
25-49%	18	3	7	4	5	9	9
	11%	7%	10%	14%	14%	9%	14%
50-74%	32	12	13	6	1	25	7
	19%	33%	20%	21%	3%	24%	10%
		d					
75-100%	42	11	14	5	12	25	17
	24%	29%	21%	17%	32%	24%	26%
Don't know	3	*	1	1	*	1	1
	2%	1%	2%	4%	*%	1%	2%
Answered	171	37	67	29	37	105	66
Mean score	42.8	51.4	39.8	38.7	42.7	43.9	40.9

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 90

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1			
	Total base	CATI	CAWI	0-9	10-49	50-99	10+
Significance Level: 95%		*a	*b	*a	*b	*c	*d
Unweighted Base	24	4	20	19	4	1	5
Effective base	11	3	11	11	3	1	3
Weighted Base	33	1	32	32	*	*	1
0-24%	29	-	29	28	*	*	*
	87%	-%	90%	87%	28%	100%	59%
25-49%	1	1	*	1	*	-	*
	4%	81%	1%	4%	23%	-%	13%
50-74%	3	-	3	3	-	-	-
	8%	-%	8%	8%	-%	-%	-%
75-100%	*	*	-	*	-	-	-
	1%	19%	-%	1%	-%	-%	-%
Don't know	*	-	*	-	*	-	*
	1%	-%	1%	-%	50%	-%	28%
Answered	33	1	32	32	*	*	1
Mean score	13.4	46.4	12.1	13.3	10.8	20.0	14.8

Columns Tested:: a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 90 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								Turnover			
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d
Unweighted Base	24	12	4	3	1	4	19	4	1	16	1	2	4
Effective base	11	8	3	1	1	2	11	3	1	10	1	1	3
Weighted Base	33	27	3	2	*	*	32	*	*	30	1	1	1
0-24%	29	25	2	1	-	*	28	*	*	26	1	1	*
	87%	89%	71%	86%	-%	82%	87%	28%	100%	87%	100%	100%	57%
25-49%	1	1	*	-	-	*	1	*	-	1	-	-	*
	4%	4%	12%	-%	-%	18%	4%	23%	-%	5%	-%	-%	13%
50-74%	3	2	1	-	-	-	3	-	-	3	-	-	-
	8%	7%	17%	-%	-%	-%	8%	-%	-%	8%	-%	-%	-%
75-100%	*	-	-	*	-	-	*	-	-	-	-	-	-
	1%	-%	-%	14%	-%	-%	1%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	*	-	-	*	-	-	-	-	*
	1%	-%	-%	-%	100%	-%	-%	50%	-%	-%	-%	-%	29%
Answered	33	27	3	2	*	*	32	*	*	30	1	1	1
Mean score	13.4	12.9	16.2	15.1	-	20.6	13.3	10.8	20.0	13.5	5.0	1.3	14.6

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 90 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)									
	Total base	East of England	Greater London	North West	South East	South West	West Midlands	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Base	24	1	2	3	1	4	2	13	4	4	3
Effective base	11	1	2	3	1	3	2	10	3	3	2
Weighted Base	33	*	7	5	*	10	8	30	2	1	*
0-24%	29	-	7	3	*	10	8	28	-	1	*
	87%	-%	100%	58%	100%	100%	100%	93%	-%	67%	28%
25-49%	1	-	-	-	-	-	-	-	1	*	-
	4%	-%	-%	-%	-%	-%	-%	-%	65%	33%	-%
50-74%	3	-	-	2	-	-	-	2	1	-	-
	8%	-%	-%	42%	-%	-%	-%	7%	35%	-%	-%
75-100%	*	-	-	-	-	-	-	-	-	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	72%
Don't know	*	*	-	-	-	-	-	*	-	-	-
	1%	100%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Answered	33	*	7	5	*	10	8	30	2	1	*
Mean score	13.4	-	10.0	22.9	20.0	6.3	12.1	11.3	39.7	13.2	75.0

Columns Tested:: a,b,c,d,e,f,g,h,i,j

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 90 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry						Urbanity		Location		Internet connection
	Total base	Manufacturing	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*a	*b	
Unweighted Base	24	3	1	7	1	3	7	20	4	23	1	24
Effective base	11	2	1	4	1	2	3	10	2	11	1	11
Weighted Base	33	5	*	14	*	6	5	29	4	33	*	33
0-24%	29	5	*	14	*	5	4	24	4	29	*	29
	87%	99%	100%	97%	100%	93%	71%	85%	100%	87%	100%	87%
25-49%	1	*	-	*	-	*	1	1	-	1	-	1
	4%	1%	-%	3%	-%	7%	11%	5%	-%	4%	-%	4%
50-74%	3	-	-	-	-	-	1	3	-	3	-	3
	8%	-%	-%	-%	-%	-%	11%	9%	-%	8%	-%	8%
75-100%	*	-	-	-	-	-	*	*	-	*	-	*
	1%	-%	-%	-%	-%	-%	4%	1%	-%	1%	-%	1%
Don't know	*	-	-	-	-	-	*	*	-	*	-	*
	1%	-%	-%	-%	-%	-%	3%	1%	-%	1%	-%	1%
Answered	33	5	*	14	*	6	5	29	4	33	*	33
Mean score	13.4	4.4	10.0	11.2	5.0	9.2	19.8	14.2	8.1	13.4	10.0	13.4

Columns Tested:: a,b,c,d,e,f - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 90 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			Monthly postal spend							
	Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£10,000 -<£25,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base	24	4	6	14	10	10	2	1	1	20	4	2
Effective base	11	2	3	7	7	3	2	1	1	10	2	1
Weighted Base	33	5	7	21	20	10	3	*	*	30	3	*
0-24%	29	3	7	19	17	8	3	*	*	26	3	*
	87%	56%	92%	92%	86%	85%	100%	100%	100%	86%	100%	100%
25-49%	1	-	-	1	1	*	-	-	-	1	-	-
	4%	-%	-%	7%	5%	5%	-%	-%	-%	5%	-%	-%
50-74%	3	2	1	-	2	1	-	-	-	3	-	-
	8%	40%	8%	-%	10%	6%	-%	-%	-%	8%	-%	-%
75-100%	*	-	-	*	-	*	-	-	-	*	-	-
	1%	-%	-%	1%	-%	2%	-%	-%	-%	1%	-%	-%
Don't know	*	*	-	-	-	*	-	-	-	*	-	-
	1%	3%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%
Answered	33	5	7	21	20	10	3	*	*	30	3	*
Mean score	13.4	25.8	10.5	11.5	12.5	17.9	3.0	20.0	20.0	14.2	4.6	20.0

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 90 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent				
	Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	100-249	250-499	5,000+
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base	24	2	8	14	11	18	18	24	9	12	12	1	1	3	1
Effective base	11	1	5	5	4	8	8	11	4	6	7	1	1	2	1
Weighted Base	33	3	17	13	11	25	25	33	2	16	22	*	1	1	*
0-24%	29	3	15	11	10	22	22	29	1	15	19	*	1	1	*
	87%	83%	86%	89%	90%	88%	88%	87%	58%	93%	87%	100%	100%	81%	100%
25-49%	1	1	*	*	1	1	1	1	1	1	1	-	-	-	-
	4%	17%	2%	4%	6%	3%	3%	4%	26%	6%	3%	-%	-%	-%	-%
50-74%	3	-	2	1	-	2	2	3	-	-	2	-	-	-	-
	8%	-%	12%	4%	-%	8%	8%	8%	-%	-%	9%	-%	-%	-%	-%
75-100%	*	-	-	*	*	*	*	*	*	-	-	-	-	*	-
	1%	-%	-%	2%	2%	1%	1%	1%	10%	-%	-%	-%	-%	19%	-%
Don't know	*	-	-	*	*	*	*	*	*	*	*	-	-	-	-
	1%	-%	-%	1%	2%	1%	1%	1%	7%	1%	1%	-%	-%	-%	-%
Answered	33	3	17	13	11	25	25	33	2	16	22	*	1	1	*
Mean score	13.4	10.1	12.9	14.8	11.2	13.8	13.8	13.4	23.3	8.3	14.0	10.0	1.0	23.4	20.0

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 90 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of packets and parcels sent						Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	250-499	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base	24	19	1	1	1	2	3	3	1	8	5	1
Effective base	11	9	1	1	1	1	2	2	1	3	3	1
Weighted Base	33	28	1	3	1	*	1	5	*	10	9	*
0-24%	29	23	1	3	1	*	1	3	-	10	9	*
	87%	84%	100%	100%	100%	100%	100%	52%	-%	100%	97%	100%
25-49%	1	1	-	-	-	-	-	1	-	-	*	-
	4%	5%	-%	-%	-%	-%	-%	11%	-%	-%	1%	-%
50-74%	3	3	-	-	-	-	-	2	-	-	-	-
	8%	9%	-%	-%	-%	-%	-%	37%	-%	-%	-%	-%
75-100%	*	*	-	-	-	-	-	-	-	-	*	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%
Don't know	*	*	-	-	-	-	-	-	*	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
Answered	33	28	1	3	1	*	1	5	*	10	9	*
Mean score	13.4	14.5	1.0	10.0	5.0	20.0	8.3	25.0	-	8.7	12.9	20.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 90 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	Main Postal provider - volume: parcels and packets	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b		*a	*b
Unweighted Base	24	3	4	12	4	1	19	1	4	22	2	18	13	3
Effective base	11	2	1	5	3	1	11	1	4	11	1	8	6	2
Weighted Base	33	5	3	14	10	*	33	*	*	33	*	25	16	*
0-24%	29	3	3	13	10	*	28	*	*	29	*	22	13	*
	87%	52%	83%	93%	98%	100%	87%	100%	40%	87%	10%	88%	80%	40%
25-49%	1	1	-	1	-	-	1	-	*	1	-	1	*	-
	4%	11%	-%	6%	-%	-%	4%	-%	19%	4%	-%	3%	3%	-%
50-74%	3	2	1	-	-	-	3	-	-	3	-	2	3	-
	8%	37%	17%	-%	-%	-%	8%	-%	-%	8%	-%	8%	16%	-%
75-100%	*	-	-	-	*	-	*	-	-	*	-	*	*	-
	1%	-%	-%	-%	2%	-%	1%	-%	-%	1%	-%	1%	1%	-%
Don't know	*	-	-	*	-	-	-	-	*	-	*	*	-	*
	1%	-%	-%	1%	-%	-%	-%	-%	41%	-%	90%	1%	-%	60%
Answered	33	5	3	14	10	*	33	*	*	33	*	25	16	*
Mean score	13.4	25.0	16.7	12.2	7.6	20.0	13.4	20.0	9.1	13.4	2.1	13.8	15.7	3.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 90 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			Types of services used: parcels and packets		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base	24	10	2	18	6	10	10	10	15	16	16	23	20	24
Effective base	11	4	2	10	1	4	3	4	6	7	8	11	10	11
Weighted Base	33	10	*	28	5	10	10	10	17	23	24	33	30	33
0-24%	29	8	*	24	4	10	9	10	15	22	22	29	29	29
	87%	78%	31%	87%	86%	92%	89%	92%	84%	95%	90%	87%	94%	87%
25-49%	1	*	-	1	-	1	1	1	1	1	*	1	1	1
	4%	1%	-%	5%	-%	6%	7%	6%	4%	3%	*%	4%	5%	4%
50-74%	3	2	-	2	1	-	-	-	2	-	2	3	-	3
	8%	19%	-%	7%	11%	-%	-%	-%	11%	-%	8%	8%	-%	8%
75-100%	*	*	-	*	-	-	*	-	-	*	*	-	*	*
	1%	2%	-%	1%	-%	-%	2%	-%	-%	1%	1%	-%	1%	1%
Don't know	*	-	*	-	*	*	*	*	*	*	*	*	*	*
	1%	-%	69%	-%	3%	2%	2%	2%	1%	1%	1%	1%	1%	1%
Answered	33	10	*	28	5	10	10	10	17	23	24	33	30	33
Mean score	13.4	17.6	3.1	13.3	14.0	9.2	11.8	9.2	14.2	10.7	13.3	12.8	10.3	13.4

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 90 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e
Unweighted Base	24	11	17	24	15	10	2	17	12	17	24	13
Effective base	11	4	8	11	7	4	2	8	5	8	11	6
Weighted Base	33	11	25	33	22	9	*	23	13	26	33	19
0-24%	29	10	22	29	19	8	*	22	13	25	29	18
	87%	90%	88%	87%	87%	95%	100%	95%	96%	96%	87%	94%
25-49%	1	1	1	1	1	-	-	1	*	*	1	*
	4%	6%	3%	4%	3%	-%	-%	4%	3%	2%	4%	2%
50-74%	3	-	2	3	2	-	-	-	-	1	3	1
	8%	-%	8%	8%	9%	-%	-%	-%	-%	2%	8%	3%
75-100%	*	*	*	*	-	*	-	-	-	-	*	-
	1%	2%	1%	1%	-%	3%	-%	-%	-%	-%	1%	-%
Don't know	*	*	*	*	*	*	-	*	*	*	*	*
	1%	2%	1%	1%	1%	2%	-%	1%	1%	1%	1%	1%
Answered	33	11	25	33	22	9	*	23	13	26	33	19
Mean score	13.4	11.2	13.8	13.4	13.3	8.8	17.8	10.0	6.6	9.8	13.4	11.1

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 90 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used to send standard letters:		RM product changes:			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	
	Total base	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b
Unweighted Base	24	15	10	9	2	2	21	18	22	23	19	18	22	17	18	3
Effective base	11	7	4	4	2	1	11	9	11	11	9	8	11	9	8	2
Weighted Base	33	20	9	15	3	3	28	25	33	32	28	20	33	25	21	5
0-24%	29	19	8	14	-	3	24	21	29	28	26	17	29	24	20	4
	87%	95%	95%	97%	-%	100%	86%	84%	88%	87%	90%	84%	88%	95%	92%	88%
25-49%	1	1	-	*	-	-	1	1	1	1	*	1	1	*	1	-
	4%	3%	-%	3%	-%	-%	4%	4%	3%	4%	2%	4%	3%	2%	7%	-%
50-74%	3	-	-	-	3	-	3	3	3	3	2	2	3	1	-	1
	8%	-%	-%	-%	100%	-%	9%	10%	8%	8%	7%	10%	8%	2%	-%	12%
75-100%	*	*	*	-	-	-	*	*	*	*	*	*	*	-	*	-
	1%	1%	3%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%
Don't know	*	*	*	-	-	-	*	*	*	*	*	*	*	*	-	-
	1%	1%	2%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%
Answered	33	20	9	15	3	3	28	25	33	32	28	20	33	25	21	5
Mean score	13.4	10.8	8.8	6.0	50.0	10.9	14.2	14.9	13.1	13.5	12.3	14.6	13.1	9.7	10.1	19.4

Columns Tested:: a,b - a,b,c - a,b,c,d,e - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 90 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Satisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base	24	13	11	16	5	11	8	8	8	9	4	11	9	15
Effective base	11	6	5	6	3	4	5	3	3	3	2	7	3	8
Weighted Base	33	19	14	16	5	11	13	10	11	8	7	19	9	24
0-24%	29	16	13	13	3	10	12	7	10	5	6	17	8	21
	87%	83%	91%	79%	57%	88%	92%	75%	91%	64%	94%	94%	89%	86%
25-49%	1	1	1	*	-	*	1	*	*	*	*	1	-	1
	4%	3%	6%	3%	-%	4%	8%	1%	4%	6%	6%	3%	-%	6%
50-74%	3	3	-	3	2	1	-	2	1	2	-	1	1	2
	8%	14%	-%	16%	43%	5%	-%	20%	5%	25%	-%	3%	6%	8%
75-100%	*	-	*	*	-	*	-	*	-	*	-	-	*	-
	1%	-%	2%	1%	-%	2%	-%	2%	-%	3%	-%	-%	3%	-%
Don't know	*	-	*	*	-	*	-	*	-	*	-	-	*	-
	1%	-%	1%	1%	-%	1%	-%	2%	-%	2%	-%	-%	2%	-%
Answered	33	19	14	16	5	11	13	10	11	8	7	19	9	24
Mean score	13.4	14.8	11.5	15.5	24.1	12.1	7.9	20.3	13.5	20.9	7.1	12.5	12.0	13.8

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 90 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked (previously Airsure)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	24	8	7	6	3	15	9
Effective base	11	5	5	4	2	8	4
Weighted Base	33	5	15	13	1	20	13
0-24%	29	3	13	13	*	16	13
	87%	70%	84%	99%	14%	81%	95%
25-49%	1	1	*	-	*	1	*
	4%	12%	3%	-%	86%	5%	3%
50-74%	3	1	2	-	-	3	-
	8%	12%	13%	-%	-%	13%	-%
75-100%	*	*	-	-	-	*	-
	1%	5%	-%	-%	-%	1%	-%
Don't know	*	-	-	*	-	-	*
	1%	-%	-%	1%	-%	-%	1%
Answered	33	5	15	13	1	20	13
Mean score	13.4	18.7	17.8	5.7	29.8	18.0	6.6

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	*e
Unweighted Base	38	6	32	26	7	3	2	12
Effective base	19	4	16	18	4	2	1	7
Weighted Base	50	8	43	48	2	1	*	2
0-24%	39	4	36	37	1	1	*	2
	79%	52%	83%	78%	88%	100%	85%	92%
25-49%	1	1	1	1	*	-	-	*
	3%	7%	2%	3%	2%	-%	-%	1%
50-74%	6	*	6	6	-	-	-	-
	13%	4%	14%	13%	-%	-%	-%	-%
75-100%	3	3	*	3	-	-	*	*
	6%	37%	*%	6%	-%	-%	15%	*%
Don't know	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	11%	-%	-%	7%
Answered	50	8	43	48	2	1	*	2
Mean score	18.3	45.0	13.5	18.7	11.2	9.4	19.4	10.8

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									Turnover			
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*a	*b	*c	*d
Unweighted Base	38	20	4	2	4	6	2	26	7	5	20	4	3	8
Effective base	19	13	3	2	3	4	1	18	4	3	14	3	2	4
Weighted Base	50	36	10	2	1	1	*	48	2	1	41	4	2	1
0-24%	39	29	6	2	1	1	*	37	1	1	31	4	2	1
	79%	82%	59%	100%	84%	100%	85%	78%	88%	99%	74%	100%	100%	83%
25-49%	1	1	-	-	*	-	-	1	*	-	1	-	-	*
	3%	4%	-%	-%	2%	-%	-%	3%	2%	-%	3%	-%	-%	2%
50-74%	6	2	4	-	-	-	-	6	-	-	6	-	-	-
	13%	6%	41%	-%	-%	-%	-%	13%	-%	-%	16%	-%	-%	-%
75-100%	3	3	-	-	-	-	*	3	-	*	3	-	-	*
	6%	8%	-%	-%	-%	-%	15%	6%	-%	1%	7%	-%	-%	1%
Don't know	*	-	-	-	*	-	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	14%	-%	-%	-%	11%	-%	-%	-%	-%	14%
Answered	50	36	10	2	1	1	*	48	2	1	41	4	2	1
Mean score	18.3	17.9	24.6	4.4	8.7	12.5	19.4	18.7	11.2	9.9	20.7	6.7	3.3	5.2

Columns Tested:: a,b,c,d,e,f,g,h,i - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)											
	Total base	East of England	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	38	4	6	3	4	2	1	5	2	27	3	3	5
Effective base	19	1	4	3	4	1	1	4	2	17	3	3	3
Weighted Base	50	4	11	4	7	5	3	14	1	47	1	1	*
0-24%	39	4	7	4	5	5	3	11	1	38	1	1	*
	79%	96%	62%	100%	71%	100%	100%	79%	100%	81%	39%	39%	85%
25-49%	1	-	-	-	-	-	-	-	-	-	1	1	*
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	39%	61%	12%
50-74%	6	-	4	-	2	-	-	-	-	6	*	-	-
	13%	-%	38%	-%	29%	-%	-%	-%	-%	13%	22%	-%	-%
75-100%	3	-	-	-	-	-	-	3	-	3	-	-	*
	6%	-%	-%	-%	-%	-%	-%	21%	-%	6%	-%	-%	3%
Don't know	*	*	-	-	-	-	-	-	-	*	-	-	-
	*%	4%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Answered	50	4	11	4	7	5	3	14	1	47	1	1	*
Mean score	18.3	6.8	22.1	10.0	15.8	10.0	10.0	25.5	15.2	18.0	27.5	20.2	21.4

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry						Urbanity		Location		Internet connection
	Total base	Manufacturing	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%		*a	*b	*c	*d	*e	*f	a	*b	a	*b	
Unweighted Base	38	5	1	10	1	4	15	35	3	32	6	38
Effective base	19	2	1	5	1	2	9	17	2	18	3	19
Weighted Base	50	6	*	16	*	5	22	46	4	48	2	50
0-24%	39	1	*	15	-	5	18	35	4	38	2	39
	79%	26%	100%	97%	-%	100%	82%	77%	100%	78%	100%	79%
25-49%	1	*	-	*	-	-	1	1	-	1	-	1
	3%	1%	-%	3%	-%	-%	4%	3%	-%	3%	-%	3%
50-74%	6	4	-	-	*	-	-	6	-	6	-	6
	13%	74%	-%	-%	100%	-%	-%	14%	-%	13%	-%	13%
75-100%	3	*	-	-	-	-	3	3	-	3	*	3
	6%	*%	-%	-%	-%	-%	13%	6%	-%	6%	*%	6%
Don't know	*	-	-	-	-	-	*	*	-	*	-	*
	*%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%	*%
Answered	50	6	*	16	*	5	22	46	4	48	2	50
Mean score	18.3	37.4	15.0	6.5	50.0	6.0	21.1	19.2	8.3	18.4	14.6	18.3

Columns Tested:: a,b,c,d,e,f - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			Monthly postal spend								
	Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£10,000 -<£25,000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	38	13	10	15	20	10	5	1	1	1	30	8	3
Effective base	19	8	4	9	12	5	4	1	1	1	17	4	1
Weighted Base	50	13	10	27	31	14	4	*	*	*	46	4	*
0-24%	39	11	10	19	25	10	4	*	-	*	35	4	*
	79%	81%	96%	70%	79%	70%	100%	100%	-%	100%	77%	100%	97%
25-49%	1	*	*	1	1	-	-	-	-	-	1	-	-
	3%	*%	4%	4%	4%	-%	-%	-%	-%	-%	3%	-%	-%
50-74%	6	2	-	4	2	4	-	-	-	-	6	-	-
	13%	17%	-%	15%	7%	29%	-%	-%	-%	-%	14%	-%	-%
75-100%	3	-	*	3	3	-	-	-	*	-	3	*	*
	6%	-%	*%	11%	9%	-%	-%	-%	100%	-%	6%	*%	3%
Don't know	*	*	-	-	-	*	-	-	-	-	*	-	-
	*%	1%	-%	-%	-%	1%	-%	-%	-%	-%	*%	-%	-%
Answered	50	13	10	27	31	14	4	*	*	*	46	4	*
Mean score	18.3	15.8	9.7	22.8	19.1	20.6	4.1	20.0	100.0	10.0	19.6	4.7	13.0

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent				
	Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	100-249	250-499	5,000+
Significance Level: 95%		*a	*b	*c	*a	*b	*c	d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base	38	2	18	18	19	25	27	38	13	17	17	5	3	1	1
Effective base	19	2	11	8	8	13	13	19	5	8	9	3	3	1	1
Weighted Base	50	1	31	19	16	31	35	50	14	19	26	6	3	*	*
0-24%	39	-	25	15	15	28	32	39	9	18	23	6	3	*	*
	79%	-%	82%	77%	93%	90%	91%	79%	66%	95%	88%	100%	100%	100%	100%
25-49%	1	1	1	-	1	1	1	1	1	1	1	-	-	-	-
	3%	63%	3%	-%	6%	3%	3%	3%	4%	4%	4%	-%	-%	-%	-%
50-74%	6	*	2	4	-	2	2	6	4	-	2	-	-	-	-
	13%	37%	6%	22%	-%	6%	6%	13%	29%	-%	8%	-%	-%	-%	-%
75-100%	3	-	3	*	-	-	-	3	-	-	-	-	-	-	-
	6%	-%	9%	*%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	*	*	*	*	*	*	*	*	-	-	-	-
	*%	-%	-%	1%	1%	1%	*%	*%	1%	1%	1%	-%	-%	-%	-%
Answered	50	1	31	19	16	31	35	50	14	19	26	6	3	*	*
Mean score	18.3	43.7	18.4	16.9	9.5	9.7	9.7	18.3	21.5	7.9	10.6	8.0	5.3	20.0	10.0

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Number of packets and parcels sent						Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	250-499	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base	38	29	4	2	1	2	3	5	2	13	5	2
Effective base	19	15	3	1	1	1	1	2	1	8	3	1
Weighted Base	50	42	4	3	1	*	2	3	5	15	10	2
0-24%	39	31	4	3	1	*	2	*	4	15	10	2
	79%	74%	100%	100%	100%	100%	100%	4%	96%	100%	100%	100%
25-49%	1	1	-	-	-	-	-	1	-	-	-	-
	3%	3%	-%	-%	-%	-%	-%	32%	-%	-%	-%	-%
50-74%	6	6	-	-	-	-	-	2	-	-	-	-
	13%	15%	-%	-%	-%	-%	-%	64%	-%	-%	-%	-%
75-100%	3	3	*	-	-	-	-	-	-	-	-	-
	6%	7%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	-	-	-	-	-	*	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%
Answered	50	42	4	3	1	*	2	3	5	15	10	2
Mean score	18.3	20.3	7.1	10.0	10.0	10.7	10.1	43.6	9.6	6.4	4.5	10.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	a	*b	*a	*b
Unweighted Base	38	12	8	9	7	2	29	3	6	33	5	26	1
Effective base	19	7	5	5	3	1	17	1	4	18	1	13	1
Weighted Base	50	10	14	16	10	*	46	1	4	48	2	33	2
0-24%	39	7	7	16	10	*	36	1	3	38	2	30	2
	79%	67%	50%	96%	100%	97%	78%	100%	86%	78%	90%	91%	100%
25-49%	1	1	-	*	-	-	1	-	-	1	*	1	-
	3%	10%	-%	2%	-%	-%	3%	-%	-%	3%	1%	3%	-%
50-74%	6	2	4	-	-	-	6	-	*	6	-	2	-
	13%	23%	30%	-%	-%	-%	13%	-%	9%	13%	-%	6%	-%
75-100%	3	-	3	-	-	*	3	-	-	3	*	-	-
	6%	-%	20%	-%	-%	3%	6%	-%	-%	6%	*%	-%	-%
Don't know	*	-	-	*	-	-	-	-	*	-	*	*	-
	*%	-%	-%	1%	-%	-%	-%	-%	5%	-%	8%	1%	-%
Answered	50	10	14	16	10	*	46	1	4	48	2	33	2
Mean score	18.3	21.6	37.9	8.3	4.3	12.5	18.8	3.0	14.6	18.7	9.8	9.7	10.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*a	*b	a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base	38	15	8	16	2	31	7	16	19	16	21	23	19
Effective base	19	9	3	9	2	18	2	8	8	6	11	12	10
Weighted Base	50	21	4	17	*	47	3	10	16	14	26	29	25
0-24%	39	15	3	15	*	37	3	9	15	13	23	28	23
	79%	71%	94%	88%	31%	78%	93%	89%	93%	92%	88%	96%	90%
25-49%	1	-	*	*	-	1	*	1	1	1	1	1	*
	3%	-%	1%	*%	-%	3%	1%	10%	6%	7%	4%	3%	2%
50-74%	6	6	-	2	-	6	-	-	-	-	2	-	2
	13%	29%	-%	12%	-%	14%	-%	-%	-%	-%	8%	-%	8%
75-100%	3	-	*	-	-	3	*	-	-	-	-	-	-
	6%	-%	*%	-%	-%	6%	*%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	*	-	*	*	*	*	*	*	*
	*%	-%	5%	-%	69%	-%	6%	2%	1%	1%	1%	1%	1%
Answered	50	21	4	17	*	47	3	10	16	14	26	29	25
Mean score	18.3	18.2	10.7	11.6	4.6	18.8	10.0	9.7	9.5	9.8	10.3	6.9	9.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	*b	c	*a	*b	c	*a	*b	*c
Unweighted Base	38	37	29	38	19	24	38	24	19	3
Effective base	19	18	15	19	8	13	19	12	9	2
Weighted Base	50	47	37	50	16	31	50	31	23	1
0-24%	39	39	36	39	15	28	39	28	22	1
	79%	83%	96%	79%	93%	90%	79%	90%	98%	100%
25-49%	1	1	1	1	1	1	1	1	*	-
	3%	3%	4%	3%	6%	3%	3%	3%	2%	-%
50-74%	6	6	-	6	-	2	6	2	-	-
	13%	14%	-%	13%	-%	6%	13%	6%	-%	-%
75-100%	3	*	-	3	-	-	3	-	-	-
	6%	*%	-%	6%	-%	-%	6%	-%	-%	-%
Don't know	*	*	*	*	*	*	*	*	*	-
	*%	*%	*%	*%	1%	1%	*%	1%	1%	-%
Answered	50	47	37	50	16	31	50	31	23	1
Mean score	18.3	13.5	7.8	18.3	9.5	9.7	18.3	10.1	7.5	10.5

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	d	*e	*a	*b	*a	*b	*c	*d
Unweighted Base	38	26	21	26	38	19	21	18	10	1	2	1
Effective base	19	12	12	13	19	10	10	10	4	1	1	1
Weighted Base	50	32	22	36	50	27	27	18	10	2	3	2
0-24%	39	30	21	32	39	26	26	18	10	-	3	2
	79%	95%	96%	87%	79%	96%	96%	97%	96%	-%	100%	100%
25-49%	1	1	1	*	1	1	1	*	*	-	-	-
	3%	4%	4%	*%	3%	3%	4%	2%	4%	-%	-%	-%
50-74%	6	-	-	4	6	-	-	-	-	2	-	-
	13%	-%	-%	12%	13%	-%	-%	-%	-%	100%	-%	-%
75-100%	3	-	-	-	3	-	-	-	*	-	-	-
	6%	-%	-%	-%	6%	-%	-%	-%	*%	-%	-%	-%
Don't know	*	*	*	*	*	*	*	*	-	-	-	-
	*%	1%	1%	*%	*%	1%	1%	1%	-%	-%	-%	-%
Answered	50	32	22	36	50	27	27	18	10	2	3	2
Mean score	18.3	7.4	6.9	11.5	18.3	6.1	7.3	6.8	5.6	50.0	10.0	10.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	*e	*a	b	*c	a	*b	*a	*b	*a	*b
Unweighted Base	38	33	33	36	33	28	27	34	18	33	2	15	23	21	1
Effective base	19	18	17	19	17	14	12	18	9	16	2	7	12	11	1
Weighted Base	50	41	42	46	43	37	29	45	25	39	4	18	32	19	1
0-24%	39	34	36	39	37	31	24	38	25	30	4	15	25	17	1
	79%	84%	84%	86%	85%	85%	80%	85%	99%	78%	100%	83%	76%	89%	100%
25-49%	1	1	1	1	1	*	*	1	*	1	-	1	*	*	-
	3%	3%	3%	3%	2%	1%	1%	3%	*%	4%	-%	5%	1%	*%	-%
50-74%	6	2	2	2	2	2	2	2	-	4	-	2	4	2	-
	13%	6%	5%	5%	5%	6%	8%	5%	-%	11%	-%	11%	14%	10%	-%
75-100%	3	3	3	3	3	3	3	3	-	3	-	*	3	*	-
	6%	7%	7%	6%	7%	8%	10%	6%	-%	7%	-%	*%	9%	*%	-%
Don't know	*	*	*	*	*	*	*	*	*	-	-	-	*	*	-
	*%	*%	*%	*%	*%	*%	1%	*%	1%	-%	-%	-%	1%	1%	-%
Answered	50	41	42	46	43	37	29	45	25	39	4	18	32	19	1
Mean score	18.3	17.1	16.1	15.5	15.9	16.4	20.7	15.6	5.9	19.9	8.5	11.2	22.2	10.4	10.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base	38	8	15	11	15	12	11	5	22	12	26
Effective base	19	4	8	8	6	7	6	2	12	5	15
Weighted Base	50	5	19	13	17	21	9	8	33	8	42
0-24%	39	3	15	13	10	17	7	7	25	8	31
	79%	59%	78%	96%	60%	83%	76%	95%	75%	98%	75%
25-49%	1	*	-	1	*	1	*	*	1	*	1
	3%	1%	-%	4%	*%	4%	*%	5%	3%	*%	3%
50-74%	6	2	4	-	6	-	2	-	4	-	6
	13%	40%	21%	-%	39%	-%	22%	-%	13%	-%	15%
75-100%	3	*	-	-	*	3	*	-	3	*	3
	6%	*%	-%	-%	*%	14%	*%	-%	8%	*%	7%
Don't know	*	-	*	-	*	-	*	-	-	*	-
	*%	-%	1%	-%	1%	-%	2%	-%	-%	2%	-%
Answered	50	5	19	13	17	21	9	8	33	8	42
Mean score	18.3	23.9	15.4	7.7	23.9	20.6	16.0	4.5	22.1	9.6	20.0

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 92 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	38	13	11	7	7	24	14
Effective base	19	6	6	3	4	12	7
Weighted Base	50	14	17	10	9	32	19
0-24%	39	11	11	9	9	21	18
	79%	74%	62%	95%	100%	67%	97%
25-49%	1	1	*	-	-	1	-
	3%	7%	3%	-%	-%	4%	-%
50-74%	6	-	6	*	-	6	*
	13%	-%	35%	3%	-%	19%	2%
75-100%	3	3	-	-	-	3	-
	6%	20%	-%	-%	-%	9%	-%
Don't know	*	-	-	*	-	-	*
	*%	-%	-%	2%	-%	-%	1%
Answered	50	14	17	10	9	32	19
Mean score	18.3	26.5	24.1	6.1	7.5	25.2	6.8

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 94

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	*e
Unweighted Base	36	3	33	28	4	2	2	8
Effective base	18	2	17	17	3	1	1	4
Weighted Base	45	3	43	44	1	*	*	2
0-24%	39	3	37	38	1	*	*	1
	87%	100%	86%	87%	85%	100%	100%	89%
25-49%	2	-	2	2	-	-	-	-
	4%	-%	4%	4%	-%	-%	-%	-%
50-74%	4	-	4	4	-	-	-	-
	9%	-%	9%	9%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	15%	-%	-%	11%
Answered	45	3	43	44	1	*	*	2
Mean score	13.6	3.6	14.2	13.9	4.2	5.1	20.0	4.9

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 94 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2									Turnover			
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*a	*b	*c	*d
Unweighted Base	36	24	2	2	2	4	2	28	4	4	25	3	2	6
Effective base	18	15	2	1	2	2	1	17	3	1	15	1	2	3
Weighted Base	45	40	2	1	1	1	*	44	1	*	40	2	2	1
0-24%	39	35	2	1	1	1	*	38	1	*	35	2	2	1
	87%	86%	100%	100%	77%	100%	100%	87%	85%	100%	86%	100%	100%	86%
25-49%	2	2	-	-	-	-	-	2	-	-	2	-	-	-
	4%	4%	-%	-%	-%	-%	-%	4%	-%	-%	4%	-%	-%	-%
50-74%	4	4	-	-	-	-	-	4	-	-	4	-	-	-
	9%	10%	-%	-%	-%	-%	-%	9%	-%	-%	10%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	*	-	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	23%	-%	-%	-%	15%	-%	-%	-%	-%	14%
Answered	45	40	2	1	1	1	*	44	1	*	40	2	2	1
Mean score	13.6	14.6	9.5	1.3	1.5	7.0	20.0	13.9	4.2	6.4	14.7	6.5	1.9	4.8

Columns Tested:: a,b,c,d,e,f,g,h,i - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 94 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)											
	Total base	East of England	East Midlands	Greater London	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base	36	2	1	4	6	3	2	2	1	21	3	9	3
Effective base	18	1	1	2	5	3	2	2	1	15	3	8	1
Weighted Base	45	3	2	5	9	9	5	8	*	40	2	3	*
0-24%	39	3	2	5	5	9	3	8	*	35	2	2	*
	87%	95%	100%	100%	60%	100%	61%	100%	100%	87%	100%	83%	100%
25-49%	2	-	-	-	-	-	2	-	-	2	-	-	-
	4%	-%	-%	-%	-%	-%	39%	-%	-%	4%	-%	-%	-%
50-74%	4	-	-	-	3	-	-	-	-	3	-	1	-
	9%	-%	-%	-%	40%	-%	-%	-%	-%	9%	-%	17%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	-	-	-	-	-	-	*	-	-	-
	*%	5%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Answered	45	3	2	5	9	9	5	8	*	40	2	3	*
Mean score	13.6	4.7	10.0	13.1	21.4	15.9	14.8	5.7	5.0	13.4	13.3	17.0	5.8

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 94 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry						Urbanity		Location		Internet connection	
	Total base	Manufacturing	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	a	*b	a	*b
Unweighted Base	36	4	1	9	1	4	15	28	8	35	1	35	1
Effective base	18	2	1	4	1	3	8	14	5	18	1	18	1
Weighted Base	45	5	*	12	*	6	19	36	9	45	*	45	*
0-24%	39	5	*	12	*	6	16	30	9	39	*	39	*
	87%	100%	100%	96%	100%	100%	82%	84%	100%	87%	100%	87%	100%
25-49%	2	-	-	-	-	-	2	2	-	2	-	2	-
	4%	-%	-%	-%	-%	-%	9%	5%	-%	4%	-%	4%	-%
50-74%	4	-	-	1	-	-	1	4	-	4	-	4	-
	9%	-%	-%	4%	-%	-%	8%	11%	-%	9%	-%	9%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	-	-	*	*	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%	*%	-%
Answered	45	5	*	12	*	6	19	36	9	45	*	45	*
Mean score	13.6	4.6	5.0	8.4	5.0	11.1	16.6	15.2	7.5	13.6	5.0	13.6	20.0

Columns Tested:: a,b,c,d,e,f - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 94 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			Monthly postal spend					Monthly Postal Spend (size)		
	Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*a	*b	*c	d	*e	*a	*b	*c
Unweighted Base	36	8	9	19	22	9	5	31	5	1	21	14
Effective base	18	4	4	10	14	3	3	16	3	1	13	5
Weighted Base	45	8	13	24	37	5	3	42	3	2	35	9
0-24%	39	8	11	20	31	5	3	36	3	-	31	8
	87%	98%	86%	84%	86%	87%	100%	86%	100%	-%	91%	92%
25-49%	2	-	2	-	2	-	-	2	-	-	2	-
	4%	-%	14%	-%	5%	-%	-%	4%	-%	-%	5%	-%
50-74%	4	-	-	4	3	1	-	4	-	2	1	1
	9%	-%	-%	16%	9%	9%	-%	9%	-%	100%	4%	6%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	-	-	*	-	*	-	-	-	*
	*%	2%	-%	-%	-%	3%	-%	*%	-%	-%	-%	2%
Answered	45	8	13	24	37	5	3	42	3	2	35	9
Mean score	13.6	6.8	20.0	12.6	14.3	14.9	3.0	14.4	3.0	50.0	12.3	10.4

Columns Tested:: a,b,c - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 94 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of mail sent						Number of letters/ large letters sent				Number of packets and parcels sent					
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	100-249	250-499	1-24	25-49	50-99	100-249	500-4,999	250+
Significance Level: 95%		*a	*b	*c	d	*e	*f	*a	*b	*c	*d	a	*b	*c	*d	*e	*f
Unweighted Base	36	19	26	28	36	10	21	22	1	4	1	31	1	2	1	1	1
Effective base	18	8	13	14	18	3	10	13	1	2	1	17	1	2	1	1	1
Weighted Base	45	20	30	36	45	10	22	34	*	2	*	43	1	1	*	*	*
0-24%	39	20	26	32	39	10	22	30	*	2	*	37	1	1	*	*	*
	87%	99%	87%	89%	87%	98%	99%	88%	100%	100%	100%	86%	100%	100%	100%	100%	100%
25-49%	2	-	-	-	2	-	-	-	-	-	-	2	-	-	-	-	-
	4%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%
50-74%	4	-	4	4	4	-	-	4	-	-	-	4	-	-	-	-	-
	9%	-%	13%	11%	9%	-%	-%	11%	-%	-%	-%	9%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	*	*	*	*	*	*	-	-	-	*	-	-	-	-	-
	*%	1%	1%	*%	*%	2%	1%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Answered	45	20	30	36	45	10	22	34	*	2	*	43	1	1	*	*	*
Mean score	13.6	10.9	14.1	14.4	13.6	13.3	11.6	15.1	5.0	3.0	20.0	14.1	1.0	6.9	10.0	20.0	20.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 94 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels		
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c
Unweighted Base	36	4	2	17	4	1	9	8	13	5	1	29	1	6
Effective base	18	3	1	9	3	1	6	5	6	2	1	16	1	2
Weighted Base	45	7	5	16	10	*	12	10	17	7	*	40	1	5
0-24%	39	5	4	14	9	*	8	8	16	7	*	34	1	5
	87%	78%	96%	87%	95%	100%	71%	81%	99%	93%	100%	86%	100%	97%
25-49%	2	-	-	-	-	-	-	2	-	-	-	2	-	-
	4%	-%	-%	-%	-%	-%	-%	19%	-%	-%	-%	4%	-%	-%
50-74%	4	1	-	2	1	-	3	-	-	1	-	4	-	-
	9%	22%	-%	13%	5%	-%	29%	-%	-%	7%	-%	10%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	-	-	-	-	*	-	-	-	-	*
	*%	-%	4%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	3%
Answered	45	7	5	16	10	*	12	10	17	7	*	40	1	5
Mean score	13.6	17.0	19.3	15.9	8.0	20.0	20.2	10.2	14.0	6.8	20.0	14.8	3.0	5.2

Columns Tested:: a,b,c,d,e - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 94 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	*a	*b	*a	*b	*a	*b	a	*b	*a	*b	*c
Unweighted Base	36	34	2	27	1	13	5	10	4	30	6	14	18	17
Effective base	18	18	1	14	1	8	2	7	2	17	2	6	8	7
Weighted Base	45	45	*	36	*	11	2	9	*	43	2	12	20	19
0-24%	39	39	*	32	*	10	2	8	*	38	2	12	20	18
	87%	87%	1%	89%	100%	95%	91%	94%	33%	87%	92%	99%	99%	99%
25-49%	2	2	-	-	-	-	-	-	-	2	-	-	-	-
	4%	4%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%
50-74%	4	4	-	4	-	1	-	1	-	4	-	-	-	-
	9%	9%	-%	11%	-%	5%	-%	6%	-%	9%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	*	-	-	*	-	*	-	*	*	*	*
	*%	-%	99%	*%	-%	-%	9%	-%	67%	-%	8%	1%	1%	1%
Answered	45	45	*	36	*	11	2	9	*	43	2	12	20	19
Mean score	13.6	13.6	.2	14.4	20.0	7.2	10.8	9.0	1.9	13.6	14.3	7.7	10.9	10.9

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 94 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	*a	b	c	*a	*b	c	*a	*b	*c
Unweighted Base	36	17	25	24	27	33	35	18	26	36	26	21	3
Effective base	18	7	13	12	13	18	18	8	13	18	13	9	1
Weighted Base	45	17	30	30	34	45	45	20	30	45	33	21	1
0-24%	39	17	26	26	33	39	39	20	26	39	30	20	1
	87%	96%	87%	86%	98%	87%	87%	99%	87%	87%	89%	97%	100%
25-49%	2	-	-	-	-	2	2	-	-	2	-	-	-
	4%	-%	-%	-%	-%	4%	4%	-%	-%	4%	-%	-%	-%
50-74%	4	1	4	4	1	4	4	-	4	4	3	1	-
	9%	3%	13%	13%	2%	9%	9%	-%	13%	9%	10%	2%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	*	*	*	*	*	*	*	*	*	*	-
	*%	1%	1%	1%	*%	*%	*%	1%	1%	*%	1%	1%	-%
Answered	45	17	30	30	34	45	45	20	30	45	33	21	1
Mean score	13.6	6.9	14.1	14.3	10.2	13.5	13.6	10.9	14.1	13.6	13.3	12.4	5.1

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 94 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:	
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/ special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost
Significance Level: 95%		*a	*b	*c	*d	e	*a	*b	*a	*b
Unweighted Base	36	28	25	21	23	36	23	17	8	1
Effective base	18	14	13	10	10	18	12	8	2	1
Weighted Base	45	35	25	28	27	45	33	14	7	1
0-24%	39	30	22	28	25	39	29	13	7	1
	87%	85%	90%	99%	92%	87%	89%	95%	100%	100%
25-49%	2	2	2	-	-	2	-	-	-	-
	4%	5%	7%	-%	-%	4%	-%	-%	-%	-%
50-74%	4	3	1	-	2	4	3	1	-	-
	9%	10%	2%	-%	7%	9%	10%	4%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	*	*	*	*	*	*	-	-
	*%	*%	1%	1%	1%	*%	1%	1%	-%	-%
Answered	45	35	25	28	27	45	33	14	7	1
Mean score	13.6	13.7	10.1	10.0	12.3	13.6	13.3	10.5	2.7	20.0

Columns Tested:: a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 94 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied
Significance Level: 95%		a	*b	c	*d	*e	*a	b	*c	*a	*b	*a	*b	
Unweighted Base	36	30	27	33	29	26	19	34	18	29	3	14	22	17
Effective base	18	16	14	17	14	13	8	17	10	15	2	7	12	10
Weighted Base	45	38	36	43	38	34	21	44	25	33	5	17	28	13
0-24%	39	34	35	39	36	33	21	39	22	27	5	14	25	12
	87%	91%	98%	91%	93%	98%	97%	91%	90%	83%	100%	81%	91%	95%
25-49%	2	-	-	-	-	-	-	-	-	2	-	-	2	-
	4%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	6%	-%
50-74%	4	3	1	4	2	1	1	4	2	4	-	3	1	1
	9%	9%	1%	9%	6%	1%	2%	9%	10%	12%	-%	19%	2%	4%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	*	*	*	*	*	*	*	-	-	-	*	*
	*%	*%	*%	*%	*%	*%	1%	*%	1%	-%	-%	-%	1%	1%
Answered	45	38	36	43	38	34	21	44	25	33	5	17	28	13
Mean score	13.6	13.6	10.4	13.0	11.9	10.3	11.1	12.9	12.0	16.4	9.8	14.0	13.3	7.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 94 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base	36	3	15	9	13	14	7	6	23	13	23
Effective base	18	2	8	6	7	7	4	2	14	5	14
Weighted Base	45	2	11	12	12	21	4	7	35	8	38
0-24%	39	2	10	11	7	21	4	7	29	7	32
	87%	100%	94%	96%	56%	100%	96%	100%	84%	91%	86%
25-49%	2	-	-	-	2	-	-	-	2	-	2
	4%	-%	-%	-%	15%	-%	-%	-%	5%	-%	5%
50-74%	4	-	1	1	3	-	-	-	4	1	3
	9%	-%	5%	4%	28%	-%	-%	-%	11%	7%	9%
75-100%	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	*	-	*	-	-	*	-
	*%	-%	2%	-%	1%	-%	4%	-%	-%	2%	-%
Answered	45	2	11	12	12	21	4	7	35	8	38
Mean score	13.6	2.0	8.7	13.0	21.6	9.3	5.4	2.6	16.6	11.4	14.0

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 94 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Standard Mail (previously Airmail)

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	36	12	7	10	7	19	17
Effective base	18	5	4	5	5	9	9
Weighted Base	45	12	11	15	7	23	23
0-24%	39	12	9	15	4	21	19
	87%	100%	82%	96%	56%	91%	83%
25-49%	2	-	-	-	2	-	2
	4%	-%	-%	-%	24%	-%	8%
50-74%	4	-	2	1	1	2	2
	9%	-%	18%	3%	20%	9%	9%
75-100%	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	*	-	-	*
	*%	-%	-%	1%	-%	-%	1%
Answered	45	12	11	15	7	23	23
Mean score	13.6	10.7	17.9	9.4	20.5	14.2	13.0

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	*b	*c	*d	*e
Unweighted Base	40	2	38	30	6	3	1	10
Effective base	22	1	20	20	4	1	1	5
Weighted Base	57	3	54	55	1	*	*	2
0-24%	46	2	44	45	1	*	*	2
	81%	82%	81%	81%	85%	100%	100%	89%
25-49%	3	-	3	3	-	-	-	-
	5%	-%	5%	5%	-%	-%	-%	-%
50-74%	3	*	3	3	-	-	-	-
	6%	18%	5%	6%	-%	-%	-%	-%
75-100%	5	-	5	5	-	-	-	-
	8%	-%	9%	8%	-%	-%	-%	-%
Don't know	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	15%	-%	-%	11%
Answered	57	3	54	55	1	*	*	2
Mean score	17.3	10.8	17.6	17.7	5.5	5.1	-	5.4

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base	40	23	5	2	2	7	1	30	6	4
Effective base	22	16	3	2	2	3	1	20	4	1
Weighted Base	57	42	11	2	1	1	*	55	1	*
0-24%	46	37	5	2	1	1	*	45	1	*
	81%	89%	47%	100%	77%	97%	100%	81%	85%	100%
25-49%	3	1	1	-	-	-	-	3	-	-
	5%	3%	12%	-%	-%	-%	-%	5%	-%	-%
50-74%	3	3	-	-	-	-	-	3	-	-
	6%	8%	-%	-%	-%	-%	-%	6%	-%	-%
75-100%	5	-	5	-	-	-	-	5	-	-
	8%	-%	42%	-%	-%	-%	-%	8%	-%	-%
Don't know	*	-	-	-	*	*	-	-	*	-
	*%	-%	-%	-%	23%	3%	-%	-%	15%	-%
Answered	57	42	11	2	1	1	*	55	1	*
Mean score	17.3	12.1	41.4	2.5	1.5	8.0	-	17.7	5.5	5.1

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e
Unweighted Base	40	27	2	2	1	7
Effective base	22	19	2	2	1	3
Weighted Base	57	53	1	2	*	1
0-24%	46	42	1	2	*	1
	81%	80%	100%	100%	100%	81%
25-49%	3	3	-	-	-	-
	5%	5%	-%	-%	-%	-%
50-74%	3	3	-	-	-	-
	6%	6%	-%	-%	-%	-%
75-100%	5	5	-	-	-	-
	8%	9%	-%	-%	-%	-%
Don't know	*	-	-	-	-	*
	*%	-%	-%	-%	-%	19%
Answered	57	53	1	2	*	1
Mean score	17.3	18.4	5.0	1.9	-	2.9

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted Base	40	8	1	3	2	4	1	3	3	1	26	3	5	6
Effective base	22	5	1	2	2	4	1	3	3	1	18	2	5	1
Weighted Base	57	13	1	3	2	6	3	11	11	*	52	3	2	1
0-24%	46	13	1	3	2	4	-	7	11	*	41	3	2	*
	81%	99%	100%	100%	100%	56%	-%	58%	100%	100%	80%	100%	100%	14%
25-49%	3	-	-	-	-	3	-	-	-	-	3	-	-	-
	5%	-%	-%	-%	-%	44%	-%	-%	-%	-%	5%	-%	-%	-%
50-74%	3	-	-	-	-	-	3	-	-	-	3	-	-	*
	6%	-%	-%	-%	-%	-%	100%	-%	-%	-%	5%	-%	-%	81%
75-100%	5	-	-	-	-	-	-	5	-	-	5	-	-	-
	8%	-%	-%	-%	-%	-%	-%	42%	-%	-%	9%	-%	-%	-%
Don't know	*	*	-	-	-	-	-	-	-	-	*	-	-	*
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	5%
Answered	57	13	1	3	2	6	3	11	11	*	52	3	2	1
Mean score	17.3	10.6	10.0	4.5	8.3	13.9	60.0	36.2	5.6	5.0	17.6	14.1	6.2	41.7

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry						Urbanity		Location		Internet connection	
	Total base	Agriculture	Manufacturing	Construction	Retail/ Distribution	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	a	*b	a	*b	a	*b
Unweighted Base	40	1	4	1	15	5	11	30	10	36	4	39	1
Effective base	22	1	3	1	9	3	7	15	7	21	2	21	1
Weighted Base	57	*	7	*	29	7	12	42	15	56	1	52	5
0-24%	46	*	7	*	23	7	8	35	11	45	1	46	-
	81%	100%	93%	100%	79%	100%	65%	84%	73%	80%	100%	88%	-%
25-49%	3	-	-	-	1	-	1	1	1	3	-	3	-
	5%	-%	-%	-%	5%	-%	12%	3%	9%	5%	-%	5%	-%
50-74%	3	-	*	-	-	-	3	*	3	3	-	3	-
	6%	-%	7%	-%	-%	-%	22%	1%	18%	6%	-%	6%	-%
75-100%	5	-	-	-	5	-	-	5	-	5	-	-	5
	8%	-%	-%	-%	16%	-%	-%	11%	-%	8%	-%	-%	100%
Don't know	*	-	-	-	*	-	*	*	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	1%	*%	-%	*%	-%	*%	-%
Answered	57	*	7	*	29	7	12	42	15	56	1	52	5
Mean score	17.3	-	10.6	10.0	21.1	5.0	20.3	14.6	24.6	17.5	7.7	11.7	80.0

Columns Tested:: a,b,c,d,e,f - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Role of mail services			Monthly postal spend							Monthly Postal Spend (size)		
	Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£50,000 - <£100,000	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	e	*f	*g	*a	*b	*c
Unweighted Base	40	7	6	27	21	11	7	1	32	8	1	1	20	19
Effective base	22	4	3	15	15	4	4	1	19	4	1	1	14	7
Weighted Base	57	8	7	42	39	14	4	*	53	4	*	3	36	18
0-24%	46	8	7	31	34	9	3	*	43	3	*	3	31	12
	81%	98%	100%	74%	88%	65%	69%	100%	82%	69%	100%	100%	87%	66%
25-49%	3	-	-	3	1	-	1	-	1	1	-	-	1	1
	5%	-%	-%	7%	4%	-%	31%	-%	3%	31%	-%	-%	4%	7%
50-74%	3	-	-	3	3	-	-	-	3	-	-	-	3	-
	6%	-%	-%	8%	8%	-%	-%	-%	6%	-%	-%	-%	9%	-%
75-100%	5	-	-	5	-	5	-	-	5	-	-	-	-	5
	8%	-%	-%	11%	-%	34%	-%	-%	9%	-%	-%	-%	-%	26%
Don't know	*	*	-	*	-	*	-	-	*	-	-	-	-	*
	*%	2%	-%	*%	-%	1%	-%	-%	*%	-%	-%	-%	-%	1%
Answered	57	8	7	42	39	14	4	*	53	4	*	3	36	18
Mean score	17.3	12.1	5.5	20.2	12.8	31.2	12.6	5.0	17.7	12.6	5.0	5.0	13.4	26.8

Columns Tested:: a,b,c - a,b,c,d,e,f,g - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of mail sent						Number of letters/ large letters sent				Number of packets and parcels sent					
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	100-249	250-499	1-24	25-49	50-99	100-249	500-4,999	250+
Significance Level: 95%		*a	*b	c	d	*e	*f	*a	*b	*c	*d	a	*b	*c	*d	*e	*f
Unweighted Base	40	18	29	31	40	12	25	17	6	5	3	33	3	1	2	1	1
Effective base	22	9	15	16	22	5	12	11	3	4	1	20	2	1	2	1	1
Weighted Base	57	13	40	42	57	7	31	28	10	4	1	50	7	*	*	*	*
0-24%	46	11	32	34	46	7	24	25	5	4	1	44	2	*	*	*	*
	81%	88%	81%	82%	81%	97%	78%	90%	51%	100%	100%	87%	32%	100%	100%	100%	100%
25-49%	3	1	3	3	3	-	1	3	-	-	-	3	-	-	-	-	-
	5%	10%	7%	7%	5%	-%	4%	10%	-%	-%	-%	6%	-%	-%	-%	-%	-%
50-74%	3	-	-	-	3	-	*	-	-	-	-	3	-	-	-	-	-
	6%	-%	-%	-%	6%	-%	2%	-%	-%	-%	-%	7%	-%	-%	-%	-%	-%
75-100%	5	-	5	5	5	-	5	-	5	-	-	-	5	-	-	-	-
	8%	-%	12%	11%	8%	-%	15%	-%	48%	-%	-%	-%	68%	-%	-%	-%	-%
Don't know	*	*	*	*	*	*	*	*	*	-	-	*	-	-	-	-	-
	*%	2%	1%	*%	*%	3%	1%	1%	*%	-%	-%	*%	-%	-%	-%	-%	-%
Answered	57	13	40	42	57	7	31	28	10	4	1	50	7	*	*	*	*
Mean score	17.3	9.7	17.8	17.3	17.3	6.5	21.7	11.0	41.3	3.5	5.0	12.1	55.4	5.0	7.5	5.0	5.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	a	*b
Unweighted Base	40	7	2	14	6	2	9	5	18	6	2	36	4
Effective base	22	6	1	6	3	2	6	3	9	3	2	21	3
Weighted Base	57	11	3	17	11	*	14	7	25	11	*	56	1
0-24%	46	10	3	11	11	*	10	7	19	11	*	45	1
	81%	87%	95%	64%	100%	100%	69%	93%	75%	100%	100%	81%	81%
25-49%	3	1	-	1	-	-	1	-	1	-	-	3	-
	5%	13%	-%	8%	-%	-%	11%	-%	5%	-%	-%	5%	-%
50-74%	3	-	-	-	-	-	3	*	-	-	-	3	-
	6%	-%	-%	-%	-%	-%	20%	7%	-%	-%	-%	6%	-%
75-100%	5	-	-	5	-	-	-	-	5	-	-	5	-
	8%	-%	-%	28%	-%	-%	-%	-%	19%	-%	-%	8%	-%
Don't know	*	-	*	*	-	-	-	-	*	-	-	*	*
	*%	-%	5%	*%	-%	-%	-%	-%	1%	-%	-%	*%	19%
Answered	57	11	3	17	11	*	14	7	25	11	*	56	1
Mean score	17.3	11.3	18.9	28.0	6.1	2.8	21.1	16.5	21.0	4.9	2.8	17.5	4.5

Columns Tested:: a,b,c,d,e - a,b,c,d,e - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	*a	*b	*a	*b	*a	*b	a	*b	*a	*b	*c
Unweighted Base	40	35	5	29	2	18	10	17	5	31	9	16	16	14
Effective base	22	20	2	16	1	12	4	11	2	19	3	7	8	6
Weighted Base	57	55	2	42	*	26	3	20	*	51	6	11	12	10
0-24%	46	45	1	34	*	25	3	19	*	41	5	9	11	8
	81%	81%	65%	82%	8%	95%	80%	94%	30%	80%	89%	86%	88%	85%
25-49%	3	3	-	3	-	1	-	1	-	3	-	1	1	1
	5%	5%	-%	7%	-%	5%	-%	6%	-%	5%	-%	12%	11%	13%
50-74%	3	3	*	-	-	-	*	-	-	3	*	-	-	-
	6%	5%	26%	-%	-%	-%	14%	-%	-%	5%	8%	-%	-%	-%
75-100%	5	5	-	5	-	-	-	-	-	5	-	-	-	-
	8%	8%	-%	11%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%
Don't know	*	*	*	*	*	-	*	-	*	-	*	*	*	*
	*%	*%	9%	*%	92%	-%	6%	-%	70%	-%	3%	2%	2%	2%
Answered	57	55	2	42	*	26	3	20	*	51	6	11	12	10
Mean score	17.3	17.3	15.6	17.3	-	10.1	11.6	10.5	2.9	17.3	17.2	10.0	9.8	10.5

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		*a	*b	*c	a	*b	c	*a	*b	c	*a	*b	*c
Unweighted Base	40	25	26	25	37	28	37	18	29	40	28	23	4
Effective base	22	12	12	12	19	16	20	9	15	22	14	11	1
Weighted Base	57	33	29	34	53	36	52	13	40	57	36	23	1
0-24%	46	27	26	27	43	34	42	11	32	46	29	23	1
	81%	81%	90%	78%	82%	92%	79%	88%	81%	81%	79%	99%	100%
25-49%	3	1	3	3	1	3	3	1	3	3	3	-	-
	5%	4%	9%	8%	2%	8%	5%	10%	7%	5%	8%	-%	-%
50-74%	3	-	-	-	3	-	3	-	-	3	-	-	-
	6%	-%	-%	-%	6%	-%	6%	-%	-%	6%	-%	-%	-%
75-100%	5	5	-	5	5	-	5	-	5	5	5	-	-
	8%	14%	-%	14%	9%	-%	9%	-%	12%	8%	13%	-%	-%
Don't know	*	*	*	*	*	*	*	*	*	*	*	*	-
	*%	1%	1%	1%	*%	*%	*%	2%	1%	*%	1%	1%	-%
Answered	57	33	29	34	53	36	52	13	40	57	36	23	1
Mean score	17.3	19.2	7.9	18.8	17.6	8.2	17.5	9.7	17.8	17.3	18.5	7.4	5.8

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	c	d	*e	*a	*b	*a	*b	*c	*d
Unweighted Base	40	26	26	36	40	17	25	22	13	1	1	1
Effective base	22	13	13	20	22	8	12	11	6	1	1	1
Weighted Base	57	30	27	53	57	20	28	20	17	*	1	2
0-24%	46	27	27	45	46	17	25	20	17	*	1	2
	81%	90%	99%	85%	81%	85%	89%	99%	100%	100%	100%	100%
25-49%	3	3	-	-	3	3	3	-	-	-	-	-
	5%	9%	-%	-%	5%	14%	10%	-%	-%	-%	-%	-%
50-74%	3	-	-	3	3	-	-	-	-	-	-	-
	6%	-%	-%	6%	6%	-%	-%	-%	-%	-%	-%	-%
75-100%	5	-	-	5	5	-	-	-	-	-	-	-
	8%	-%	-%	9%	8%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	*	*	*	*	*	*	-	-	-	-
	*%	1%	1%	*%	*%	1%	1%	1%	-%	-%	-%	-%
Answered	57	30	27	53	57	20	28	20	17	*	1	2
Mean score	17.3	8.4	5.1	16.8	17.3	8.7	8.2	5.5	4.6	-	10.0	10.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	*b	c	d	e	a	b	*c	a	*b	*a	*b	*a	*b
Unweighted Base	40	32	28	37	37	30	32	36	23	35	3	18	22	22	1
Effective base	22	18	14	19	20	18	16	20	12	19	3	9	13	12	1
Weighted Base	57	45	37	51	55	49	43	49	36	46	6	24	33	26	1
0-24%	46	37	31	43	45	40	33	43	26	37	5	21	25	24	1
	81%	83%	83%	85%	83%	81%	78%	88%	74%	80%	78%	88%	76%	94%	100%
25-49%	3	3	1	3	1	1	1	3	1	1	1	3	-	1	-
	5%	6%	4%	5%	2%	3%	3%	6%	4%	3%	22%	12%	-%	5%	-%
50-74%	3	-	-	-	3	3	3	3	3	3	-	-	3	-	-
	6%	-%	-%	-%	6%	7%	8%	6%	9%	7%	-%	-%	10%	-%	-%
75-100%	5	5	5	5	5	5	5	-	5	5	-	-	5	-	-
	8%	10%	13%	9%	9%	10%	11%	-%	13%	10%	-%	-%	14%	-%	-%
Don't know	*	*	*	*	*	*	*	*	*	*	-	*	*	*	-
	*%	*%	1%	*%	*%	*%	*%	*%	1%	*%	-%	*%	1%	1%	-%
Answered	57	45	37	51	55	49	43	49	36	46	6	24	33	26	1
Mean score	17.3	16.9	16.6	15.5	17.4	18.9	20.7	11.9	21.2	18.5	18.3	9.3	23.1	9.2	5.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base	40	9	19	12	14	14	10	7	23	13	27
Effective base	22	5	10	7	7	8	5	3	15	6	16
Weighted Base	57	5	24	17	20	20	10	8	39	12	45
0-24%	46	5	22	17	10	19	10	8	28	11	35
	81%	99%	92%	100%	52%	93%	98%	100%	72%	99%	76%
25-49%	3	-	1	-	1	1	-	-	3	-	3
	5%	-%	5%	-%	7%	6%	-%	-%	7%	-%	6%
50-74%	3	-	*	-	3	-	-	-	3	-	3
	6%	-%	2%	-%	16%	-%	-%	-%	8%	-%	7%
75-100%	5	-	-	-	5	-	-	-	5	-	5
	8%	-%	-%	-%	23%	-%	-%	-%	12%	-%	10%
Don't know	*	*	*	-	*	*	*	*	-	*	*
	*%	1%	1%	-%	1%	*%	2%	*%	-%	1%	*%
Answered	57	5	24	17	20	20	10	8	39	12	45
Mean score	17.3	8.4	10.6	5.0	32.2	12.7	6.1	7.2	22.4	8.5	19.6

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 96 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Tracked and Signed

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	40	8	11	12	9	19	21
Effective base	22	6	6	6	5	11	11
Weighted Base	57	9	15	19	15	23	34
0-24%	46	8	15	15	9	22	24
	81%	85%	100%	82%	59%	94%	72%
25-49%	3	1	-	-	1	1	1
	5%	15%	-%	-%	10%	6%	4%
50-74%	3	-	-	3	-	-	3
	6%	-%	-%	18%	-%	-%	10%
75-100%	5	-	-	-	5	-	5
	8%	-%	-%	-%	31%	-%	14%
Don't know	*	-	*	*	-	*	*
	*%	-%	*%	1%	-%	*%	*%
Answered	57	9	15	19	15	23	34
Mean score	17.3	10.0	10.2	14.8	31.5	10.1	22.3

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 98

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Method		Business Size 1				Business Size 2						
	Total base	CATI	CAWI	0-9	10-49	100-249	10+	0	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		*a	*b	*a	*b	*c	*d	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	12	3	9	7	4	1	5	7	1	3	1	7	4	1
Effective base	5	2	3	5	3	1	3	5	1	2	1	5	3	1
Weighted Base	13	3	10	13	*	*	1	13	*	*	*	13	*	*
0-24%	13	3	10	13	*	-	*	13	-	*	-	13	*	-
	98%	100%	98%	100%	57%	-%	52%	100%	-%	90%	-%	100%	57%	-%
25-49%	*	-	*	-	-	*	*	-	-	-	*	-	-	*
	*%	-%	*%	-%	-%	100%	9%	-%	-%	-%	100%	-%	-%	100%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	*	-	*	-	*	*	-	-	*	-
	2%	-%	2%	-%	43%	-%	40%	-%	100%	10%	-%	-%	43%	-%
Answered	13	3	10	13	*	*	1	13	*	*	*	13	*	*
Mean score	8.1	3.3	9.7	8.1	5.2	30.0	7.3	8.1	-	8.2	30.0	8.1	5.2	30.0

Columns Tested:: a,b - a,b,c,d - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 98 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Turnover			GOR (QC3)								
	Total base	£0-£99,999	£100,000 -£499,999	£1,500,000 +	East of England	Greater London	North West	South West	West Midlands	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	12	6	1	3	2	2	1	1	1	7	1	2	2
Effective base	5	4	1	2	1	2	1	1	1	4	1	1	1
Weighted Base	13	12	*	*	*	7	2	*	2	12	1	1	*
0-24%	13	12	*	*	-	7	2	*	2	11	1	1	*
	98%	100%	100%	18%	-%	100%	100%	100%	100%	98%	100%	100%	79%
25-49%	*	*	-	-	*	-	-	-	-	*	-	-	-
	*%	*%	-%	-%	21%	-%	-%	-%	-%	*%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	*	*	-	-	-	-	*	-	-	*
	2%	-%	-%	82%	79%	-%	-%	-%	-%	1%	-%	-%	21%
Answered	13	12	*	*	*	7	2	*	2	12	1	1	*
Mean score	8.1	8.1	20.0	.9	6.2	10.0	1.0	10.0	10.0	8.2	7.0	5.0	15.9

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 98 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Industry				Urbanity	Location		Internet connection	Role of mail services		
	Total base	Agriculture	Retail/ Distribution	Financial	Non Financial	Urban	Head office	Branch / local office	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c	*d		*a	*b		*a	*b	*c
Unweighted Base	12	1	4	1	5	12	11	1	12	2	6	4
Effective base	5	1	2	1	2	5	5	1	5	1	2	2
Weighted Base	13	*	6	3	5	13	13	*	13	2	4	7
0-24%	13	-	6	3	4	13	13	*	13	2	4	7
	98%	-%	99%	100%	96%	98%	98%	100%	98%	92%	99%	100%
25-49%	*	*	-	-	-	*	*	-	*	-	*	-
	*%	100%	-%	-%	-%	*%	*%	-%	*%	-%	1%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	*	*	*	-	*	*	-	*
	2%	-%	1%	-%	4%	2%	2%	-%	2%	8%	-%	*%
Answered	13	*	6	3	5	13	13	*	13	2	4	7
Mean score	8.1	30.0	9.0	10.0	5.3	8.1	8.1	5.0	8.1	9.2	9.7	6.7

Columns Tested:: a,b,c,d - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 98 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Monthly postal spend			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent			Number of packets and parcels sent	
	Total base	<£100	£100 -<£1000	0-<£1000	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	100-249	1-24	50-99
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b
Unweighted Base	12	6	6	12	1	5	6	7	10	11	12	4	8	8	2	1	11	1
Effective base	5	3	2	5	1	3	2	2	3	4	5	1	4	4	2	1	4	1
Weighted Base	13	7	6	13	*	7	6	7	10	11	13	2	12	11	*	*	12	1
0-24%	13	7	6	13	-	7	6	7	10	11	13	2	11	11	-	*	12	1
	98%	99%	97%	98%	-%	100%	97%	97%	98%	98%	98%	90%	98%	98%	-%	100%	98%	100%
25-49%	*	*	-	*	*	-	-	-	*	*	*	*	-	-	*	-	*	-
	*%	1%	-%	*%	100%	-%	-%	-%	*%	*%	*%	2%	-%	-%	59%	-%	*%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	*	-	-	*	*	*	*	*	*	*	*	*	-	*	-
	2%	-%	3%	2%	-%	-%	3%	3%	2%	2%	2%	8%	2%	2%	41%	-%	2%	-%
Answered	13	7	6	13	*	7	6	7	10	11	13	2	12	11	*	*	12	1
Mean score	8.1	7.5	8.7	8.1	30.0	7.4	8.7	9.5	9.7	9.5	8.1	1.4	8.1	9.5	17.6	5.0	8.1	7.0

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e,f - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 98 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Frequency - letters/large letters sent				Frequency - parcels and packets				Use of parcels			Main Postal provider used: all items	
	Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*a	*b
Unweighted Base	12	2	3	4	2	3	1	5	3	9	1	2	10	2
Effective base	5	1	2	3	1	1	1	2	2	5	1	1	5	1
Weighted Base	13	1	*	9	1	2	2	7	2	13	*	*	13	*
0-24%	13	1	*	9	1	2	2	7	2	13	-	*	13	-
	98%	100%	51%	100%	100%	98%	100%	97%	100%	100%	-%	20%	100%	-%
25-49%	*	-	*	-	-	*	-	-	-	-	*	-	-	*
	*%	-%	10%	-%	-%	2%	-%	-%	-%	-%	100%	-%	-%	21%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	*	-	-	-	*	-	*	-	*	*	*
	2%	-%	39%	*%	-%	-%	-%	3%	-%	*%	-%	80%	*%	79%
Answered	13	1	*	9	1	2	2	7	2	13	*	*	13	*
Mean score	8.1	8.4	8.1	10.0	5.0	10.9	1.0	9.7	6.3	8.1	30.0	1.0	8.1	6.2

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 98 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base	12	9	2	4	4	3	4	8	4	6	7	5
Effective base	5	4	2	3	2	2	2	4	1	2	2	2
Weighted Base	13	11	*	9	*	7	*	9	4	7	7	6
0-24%	13	11	-	9	*	7	*	9	4	6	7	6
	98%	98%	-%	100%	15%	100%	15%	100%	96%	97%	97%	97%
25-49%	*	-	*	-	*	-	*	*	-	-	-	-
	*%	-%	59%	-%	15%	-%	15%	*%	-%	-%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	*	-	*	-	*	-	*	*	*	*
	2%	2%	41%	-%	70%	-%	70%	-%	4%	3%	3%	3%
Answered	13	11	*	9	*	7	*	9	4	7	7	6
Mean score	8.1	9.4	17.6	7.5	5.3	9.6	5.3	7.3	9.5	9.8	9.5	9.9

Columns Tested:: a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 98 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters	
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base	12	7	10	9	11	10	12	7	10	12	8	9
Effective base	5	2	3	3	5	5	5	2	3	5	3	3
Weighted Base	13	3	10	10	13	13	13	7	10	13	8	7
0-24%	13	3	10	10	13	13	13	7	10	13	7	6
	98%	92%	98%	98%	98%	99%	98%	97%	98%	98%	97%	96%
25-49%	*	*	*	-	*	-	*	-	*	*	*	*
	*%	1%	*%	-%	*%	-%	*%	-%	*%	*%	1%	1%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	*	*	*	*	*	*	*	*	*	*
	2%	7%	2%	2%	2%	1%	2%	3%	2%	2%	3%	3%
Answered	13	3	10	10	13	13	13	7	10	13	8	7
Mean score	8.1	9.1	9.7	9.6	8.0	8.0	8.1	9.5	9.7	8.1	9.6	9.1

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 98 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:	
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/ special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Changed from RM to new provider
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b
Unweighted Base	12	6	10	7	8	12	7	8	1	1
Effective base	5	2	5	3	4	5	2	4	1	1
Weighted Base	13	7	9	9	12	13	7	7	2	*
0-24%	13	7	9	9	12	13	6	6	2	-
	98%	97%	98%	97%	98%	98%	96%	97%	100%	-%
25-49%	*	-	-	*	-	*	*	-	-	*
	*%	-%	-%	*%	-%	*%	1%	-%	-%	100%
50-74%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	*	*	*	*	*	*	-	-
	2%	3%	2%	2%	2%	2%	3%	3%	-%	-%
Answered	13	7	9	9	12	13	7	7	2	*
Mean score	8.1	6.9	7.0	7.7	8.0	8.1	10.0	8.8	10.0	30.0

Columns Tested:: a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 98 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c		*a	*b		*a	*b
Unweighted Base	12	10	10	12	11	10	7	12	9	11	3	9	7	2	6
Effective base	5	5	4	5	5	5	3	5	3	5	1	4	3	2	3
Weighted Base	13	13	12	13	13	13	2	13	7	13	2	11	9	*	9
0-24%	13	12	12	13	13	13	2	13	6	13	2	11	9	-	9
	98%	98%	98%	98%	98%	99%	87%	98%	96%	99%	97%	98%	98%	-%	98%
25-49%	*	-	*	*	*	-	*	*	*	*	*	-	*	*	-
	*%	-%	*%	*%	*%	-%	2%	*%	1%	*%	2%	-%	*%	59%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
	2%	2%	2%	2%	2%	1%	11%	2%	3%	*%	1%	2%	2%	41%	2%
Answered	13	13	12	13	13	13	2	13	7	13	2	11	9	*	9
Mean score	8.1	8.1	8.1	8.1	8.0	8.0	7.0	8.1	9.1	8.2	1.5	9.4	7.4	17.6	7.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 98 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			
	Total base	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*c	*d
Unweighted Base	12	5	4	3	2	4	6	7	5	1	7	3	1
Effective base	5	3	1	1	1	1	3	3	3	1	3	2	1
Weighted Base	13	6	5	2	2	1	10	4	9	2	8	3	*
0-24%	13	6	5	2	2	1	10	4	9	2	8	2	*
	98%	99%	96%	99%	92%	94%	100%	94%	100%	100%	99%	94%	100%
25-49%	*	*	-	-	-	*	-	*	-	-	*	-	-
	*%	1%	-%	-%	-%	4%	-%	1%	-%	-%	1%	-%	-%
50-74%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
75-100%	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	*	*	*	-	*	*	-	*	*	-
	2%	-%	4%	1%	8%	3%	-%	4%	*%	-%	*%	6%	-%
Answered	13	6	5	2	2	1	10	4	9	2	8	3	*
Mean score	8.1	6.2	9.9	9.7	9.2	9.0	7.7	8.6	7.8	1.0	9.8	8.4	10.0

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 98 (continuation)

QV6d.2: Approximately what percentage of your monthly postal spend is allocated to each of the following types for parcels and packets: International Economy

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Half	
	Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b
Unweighted Base	12	8	4
Effective base	5	3	2
Weighted Base	13	10	3
0-24%	13	10	3
	98%	99%	94%
25-49%	*	*	-
	*%	*%	-%
50-74%	-	-	-
	-%	-%	-%
75-100%	-	-	-
	-%	-%	-%
Don't know	*	*	*
	2%	*%	6%
Answered	13	10	3
Mean score	8.1	7.9	8.5

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	2	-	2	2	-	-	-	-
		*%	-%	*%	*%	-%	-%	-%	-%
Not very important	(-1)	20	17	4	18	2	*	-	2
		3%	9%	1%	3%	10%	8%	-%	9%
			b			ad			a
Neither important nor unimportant	(0)	48	23	25	45	2	*	*	3
		7%	12%	5%	7%	12%	13%	4%	11%
			b						
Important	(1)	295	95	200	282	11	2	1	14
		44%	50%	41%	43%	55%	47%	55%	54%
Very important	(2)	311	57	254	305	5	1	1	7
		46%	30%	52%	47%	23%	32%	41%	25%
				a	be			b	
Don't know		1	1	-	1	-	-	-	-
		*%	*%	-%	*%	-%	-%	-%	-%
NET Important		607	152	455	586	16	3	2	21
		90%	79%	94%	90%	78%	79%	96%	80%
				a	be			bce	
NET Not Important		22	17	6	20	2	*	-	2
		3%	9%	1%	3%	10%	8%	-%	9%
			b			ad			a
Answered		677	192	485	651	21	3	2	26
Mean score		1.3	1.0	1.4	1.3	.9	1.0	1.4	1.0
				a	be			be	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	2	2	1	-	-	-	-	2	-	-
		*%	*%	*%	-%	-%	-%	-%	*%	-%	-%
Not very important	(-1)	20	5	9	4	2	1	-	18	2	*
		3%	1%	6%	9%	13%	5%	-%	3%	10%	5%
				a	a	afg				afg	
Neither important nor unimportant	(0)	48	22	19	3	1	1	*	45	2	1
		7%	5%	13%	8%	10%	15%	4%	7%	12%	10%
				a			a				
Important	(1)	295	188	76	17	7	6	1	282	11	3
		44%	41%	51%	39%	52%	57%	55%	43%	55%	50%
Very important	(2)	311	242	44	19	4	2	1	305	5	2
		46%	53%	29%	44%	25%	23%	41%	47%	23%	35%
			bdeh		h			h	bdeh		
Don't know		1	1	-	-	-	-	-	1	-	-
		*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		607	430	120	37	11	8	2	586	16	4
		90%	94%	81%	83%	77%	80%	96%	90%	78%	85%
			bdeh					bdeh	bdh		
NET Not Important		22	7	9	4	2	1	-	20	2	*
		3%	1%	6%	9%	13%	5%	-%	3%	10%	5%
					a	afg				afg	
Answered		677	459	149	44	14	10	2	651	21	5
Mean score		1.3	1.4	1.0	1.2	.9	1.0	1.4	1.3	.9	1.2
			bdehi					bdeh	bdeh		

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	2	2	1	-	-	*
		*%	*%	1%	-%	-%	*%
Not very important	(-1)	20	8	3	1	*	3
		3%	2%	5%	4%	5%	23% a
Neither important nor unimportant	(0)	48	26	11	*	*	3
		7%	5%	16% a	1%	4%	18%
Important	(1)	295	204	25	4	3	6
		44%	42%	37%	23%	86%	37%
Very important	(2)	311	240	28	13	*	3
		46%	50%	41%	72% e	5%	21%
Don't know		1	1	-	-	-	-
		*%	*%	-%	-%	-%	-%
NET Important		607	443	54	17	3	9
		90%	92% be	78%	95%	91%	58%
NET Not Important		22	10	4	1	*	4
		3%	2%	5%	4%	5%	23% a
Answered		677	479	68	18	4	15
Mean score		1.3	1.4 e	1.1	1.6 e	.9	.6

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	2	-	-	-	-	-	-	-	-	2	2	1	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	3%	*%	1%	-%	1%
Not very important	(-1)	20	3	*	3	-	-	2	5	*	1	16	3	1	*
		3%	5%	1%	2%	-%	-%	3%	5%	1%	3%	3%	7%	4%	4%
Neither important nor unimportant	(0)	48	5	-	11	-	1	11	4	5	2	40	6	2	*
		7%	7%	-%	10%	-%	2%	16% m	4%	8%	4%	7%	15% jm	8%	2%
Important	(1)	295	21	22	47	13	30	25	43	32	28	261	18	10	6
		44%	33%	45%	40%	44%	65% afl	35%	40%	46%	55%	43%	49%	40%	65% acfgjl
Very important	(2)	311	35	26	56	17	16	33	55	31	18	287	11	11	3
		46%	55% km	54% km	48%	56%	34%	46%	51% k	45%	35%	47% km	28%	45% k	28%
Don't know		1	-	-	-	-	-	-	-	-	-	-	-	1	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2% j	-%
NET Important		607	55	48	104	30	46	58	97	62	46	548	29	22	9
		90%	87%	99% fk	88%	100%	98% k	81%	91%	92%	90%	91% k	77%	85%	93% k
NET Not Important		22	3	*	3	-	-	2	5	*	3	17	3	1	*
		3%	5%	1%	2%	-%	-%	3%	5%	1%	6%	3%	9% j	4%	5%
Answered		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Mean score		1.3	1.4 k	1.5 k	1.3 k	1.6	1.3	1.2	1.4 k	1.4 k	1.2	1.3 k	.9	1.3 k	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry									Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272	526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123	220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240	564	113	651	27
Not at all important	(-2)	2	-	-	-	*	-	-	-	2	2	-	2	-
		*%	-%	-%	-%	*%	-%	-%	-%	1%	*%	-%	*%	-%
Not very important	(-1)	20	-	*	*	*	12	1	-	6	19	2	20	-
		3%	-%	1%	21%	*%	6%	4%	-%	3%	3%	1%	3%	-%
Neither important nor unimportant	(0)	48	2	8	-	1	6	*	5	21	34	13	44	3
		7%	12%	9%	-%	4%	3%	2%	13%	9%	6%	12%	7%	12%
Important	(1)	295	8	30	1	19	97	6	23	100	243	52	281	15
		44%	54%	36%	79%	51%	48%	45%	59%	41%	43%	46%	43%	56%
Very important	(2)	311	5	46	-	17	86	6	11	111	266	45	303	9
		46%	34%	55%	-%	45%	43%	49%	28%	46%	47%	40%	47%	32%
Don't know		1	-	-	-	-	1	-	-	-	-	1	1	-
		*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	1%	*%	-%
NET Important		607	13	76	1	36	183	12	34	211	509	98	583	23
		90%	88%	91%	79%	96%	91%	94%	87%	88%	90%	86%	90%	88%
NET Not Important		22	-	*	*	*	12	1	-	8	21	2	22	-
		3%	-%	1%	21%	*%	6%	4%	-%	3%	4%	1%	3%	-%
Answered		677	15	84	1	37	201	13	39	240	564	112	650	27
Mean score		1.3	1.2	1.4	.6	1.4	1.3	1.4	1.2	1.3	1.3	1.3	1.3	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	2	2	-	1	*	2
		*%	*%	-%	*%	*%	1%
Not very important	(-1)	20	20	-	8	1	11
		3%	3%	-%	3%	1%	4%
Neither important nor unimportant	(0)	48	48	-	18	14	16
		7%	7%	-%	6%	12%	6%
Important	(1)	295	288	7	127	46	122
		44%	43%	82%	43%	38%	47%
Very important	(2)	311	310	2	140	61	110
		46%	46%	18%	48%	50%	42%
Don't know		1	1	-	1	-	-
		*%	*%	-%	*%	-%	-%
NET Important		607	598	9	267	108	232
		90%	89%	100%	91%	88%	89%
NET Not Important		22	22	-	9	1	13
		3%	3%	-%	3%	1%	5%
Answered		677	668	9	293	123	260
Mean score		1.3	1.3	1.2	1.4	1.4	1.3

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	2	2	-	-	-	*	-	-	-	2	*	*	-	2	*
		*%	*%	-%	-%	-%	3%	-%	-%	-%	*%	*%	1%	-%	1%	*%
Not very important	(-1)	20	17	2	-	-	1	-	-	-	19	1	1	4	13	3
		3%	3%	2%	-%	-%	42%	-%	-%	-%	3%	4%	12%	2%	4%	2%
Neither important nor unimportant	(0)	48	44	4	*	-	*	*	-	-	47	*	*	11	32	4
		7%	8%	3%	1%	-%	1%	8%	-%	-%	7%	1%	*%	6%	9%	3%
Important	(1)	295	222	62	7	3	1	*	*	*	283	12	5	77	145	74
		44%	42%	51%	49%	59%	51%	40%	76%	96%	43%	53%	58%	43%	41%	51%
Very important	(2)	311	247	55	7	2	*	*	*	*	302	10	2	88	159	64
		46%	46%	45%	50%	41%	3%	52%	24%	4%	46%	42%	29%	49%	45%	44%
Don't know		1	1	-	-	-	-	-	-	-	1	-	-	-	1	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
NET Important		607	469	116	15	6	1	*	*	*	585	22	7	164	305	138
		90%	88%	95%	99%	100%	54%	92%	100%	100%	89%	95%	87%	92%	86%	95%
NET Not Important		22	19	2	-	-	1	-	-	-	21	1	1	4	15	3
		3%	4%	2%	-%	-%	45%	-%	-%	-%	3%	5%	13%	2%	4%	2%
Answered		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Mean score		1.3	1.3	1.4	1.5	1.4	.1	1.4	1.2	1.0	1.3	1.3	1.0	1.4	1.3	1.4

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	2	2	2	2	2	*	-	2	-	-	-	-	-	*
		*%	1%	1%	*%	*%	*%	-%	1%	-%	-%	-%	-%	-%	4%
Not very important	(-1)	20	9	11	13	20	2	8	13	*	-	*	*	-	-
		3%	3%	3%	3%	3%	2%	4%	3%	*%	-%	3%	5%	-%	-%
Neither important nor unimportant	(0)	48	28	28	32	48	5	21	22	5	3	*	*	*	1
		7%	8%	8%	7%	7%	6%	11%	6%	9%	26% a	1%	4%	*%	69%
Important	(1)	295	146	152	205	295	40	82	168	23	5	4	*	5	*
		44%	44%	42%	43%	44%	47%	45%	43%	44%	37%	46%	1%	99%	13%
Very important	(2)	311	149	165	222	311	39	73	185	24	5	4	4	*	*
		46%	45%	46%	47%	46%	45%	40%	47%	46%	37%	50%	90%	1%	15%
Don't know		1	-	-	-	1	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		607	295	317	427	607	79	156	353	46	9	8	4	5	1
		90%	88%	89%	90%	90%	92%	84%	91%	90%	74%	96%	90%	100%	28%
NET Not Important		22	11	13	15	22	2	8	15	*	-	*	*	-	*
		3%	3%	4%	3%	3%	2%	4%	4%	*%	-%	3%	5%	-%	4%
Answered		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Mean score		1.3	1.3	1.3	1.3	1.3	1.3	1.2	1.3	1.4	1.1	1.4	1.7	1.0	.3

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	2	2	-	-	-	*	-	-	*	2	-	*	-	-
		*%	*%	-%	-%	-%	3%	-%	-%	1%	1%	-%	*%	-%	-%
Not very important	(-1)	20	19	-	1	*	-	-	-	-	3	4	3	2	1
		3%	3%	-%	8%	2%	-%	-%	-%	-%	2%	4%	2%	3%	8%
Neither important nor unimportant	(0)	48	39	4	1	2	*	*	1	2	11	4	8	9	*
		7%	6%	14%	3%	19%	10%	*%	41%	24%	7%	3%	5%	18%	2%
Important	(1)	295	266	12	11	3	1	1	1	4	62	48	73	16	6
		44%	44%	37%	66%	27%	53%	91%	43%	52%	42%	44%	46%	31%	57%
Very important	(2)	311	284	16	4	6	1	*	1	2	67	53	74	24	4
		46%	47%	50%	24%	52%	35%	9%	15%	23%	46%	49%	47%	47%	34%
Don't know		1	1	-	-	-	-	-	-	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		607	550	28	15	9	2	1	2	5	129	100	147	41	10
		90%	90%	86%	89%	79%	88%	100%	59%	75%	89%	93%	93%	78%	91%
NET Not Important		22	21	-	1	*	*	-	-	*	6	4	3	2	1
		3%	3%	-%	8%	2%	3%	-%	-%	1%	4%	4%	2%	3%	8%
Answered		677	609	32	16	12	3	1	3	7	145	108	158	52	11
Mean score		1.3	1.3	1.4	1.0	1.3	1.2	1.1	.7	1.0	1.3	1.4	1.4	1.2	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	2	2	-	*	-	-	2	-	1	2	-	2	-
		*%	1%	-%	*%	-%	-%	*%	-%	*%	*%	-%	*%	-%
Not very important	(-1)	20	6	4	7	3	-	11	1	9	19	1	13	1
		3%	2%	2%	4%	7%	-%	2%	1%	5%	3%	2%	3%	3%
Neither important nor unimportant	(0)	48	22	8	11	6	*	26	4	18	42	6	24	7
		7%	8%	5%	6%	14%	3%	6%	9%	10%	6%	18%	5%	30%
Important	(1)	295	129	64	87	14	2	182	21	92	287	8	205	*
		44%	44%	43%	48%	31%	22%	40%	47%	54% a	44%	28%	46%	*%
Very important	(2)	311	131	74	78	21	7	239	19	52	296	16	206	16
		46%	45%	49%	43%	48%	75%	52% c	43%	31%	46%	52%	46%	67%
Don't know		1	-	1	-	-	-	1	-	-	1	-	-	-
		*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
NET Important		607	260	139	165	35	9	422	40	144	583	24	410	16
		90%	89%	92%	90%	79%	97%	92%	90%	84%	90%	79%	91%	67%
NET Not Important		22	9	4	7	3	-	12	1	9	22	1	15	1
		3%	3%	2%	4%	7%	-%	3%	1%	6%	3%	2%	3%	3%
Answered		677	291	151	183	44	9	460	45	171	646	30	449	24
Mean score		1.3	1.3	1.4	1.3	1.2	1.7	1.4 c	1.3	1.1	1.3	1.3	1.3	1.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	2	1	-	1	-	2	-	2	2	-	2	2	-
		*%	*%	-%	*%	-%	*%	-%	1%	1%	-%	1%	1%	-%
Not very important	(-1)	20	6	1	6	1	19	1	4	9	2	4	10	1
		3%	3%	2%	3%	5%	3%	2%	2%	3%	3%	2%	3%	1%
Neither important nor unimportant	(0)	48	3	15	12	4	43	4	19	26	7	20	26	8
		7%	2%	27% a	8%	35%	7%	8%	10%	9%	12%	10%	9%	9%
Important	(1)	295	83	15	63	2	274	22	72	135	21	71	132	29
		44%	46%	26%	38%	18%	44%	40%	37%	45%	38%	34%	43%	34%
Very important	(2)	311	87	26	82	5	285	27	98	125	26	108	139	47
		46%	48%	46%	50%	43%	46%	49%	50%	42%	47%	53%	45%	56%
Don't know		1	-	-	-	-	1	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
NET Important		607	170	41	145	8	559	48	170	261	47	179	271	76
		90%	95% b	72%	89%	60%	90%	90%	87%	88%	84%	87%	88%	90%
NET Not Important		22	7	1	6	1	21	1	6	11	2	6	12	1
		3%	4%	2%	4%	5%	3%	2%	3%	4%	3%	3%	4%	1%
Answered		677	179	57	164	13	623	54	195	297	56	206	310	84
Mean score		1.3	1.4	1.2	1.3	1.0	1.3	1.4	1.3	1.3	1.3	1.4	1.3	1.4

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	2	2	2	-	-	2	2	2	1	1	-
		*%	*%	*%	-%	-%	1%	1%	*%	*%	*%	-%
Not very important	(-1)	20	15	9	2	-	9	11	20	13	4	*
		3%	3%	2%	2%	-%	3%	3%	3%	3%	1%	4%
Neither important nor unimportant	(0)	48	41	30	7	-	28	25	48	23	17	-
		7%	9%	6%	5%	-%	8%	7%	7%	6%	6%	-%
Important	(1)	295	189	216	66	1	145	145	295	157	118	1
		44%	41%	45%	49%	100%	44%	42%	44%	43%	40%	11%
Very important	(2)	311	216	222	60	-	148	162	311	172	156	6
		46%	47%	46%	45%	-%	45%	47%	46%	47%	53%	85%
Don't know		1	1	1	-	-	-	-	1	-	-	-
		*%	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%
NET Important		607	404	438	126	1	293	307	607	329	274	7
		90%	87%	91%	93%	100%	88%	89%	90%	90%	93%	96%
NET Not Important		22	17	11	2	-	11	13	22	13	5	*
		3%	4%	2%	2%	-%	3%	4%	3%	4%	2%	4%
Answered		677	462	479	135	1	332	345	677	365	295	8
Mean score		1.3	1.3	1.4	1.4	1.0	1.3	1.3	1.3	1.3	1.4	1.8

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	2	2	1	1	-	-	2	1	-	*	-	-
		*%	1%	*%	*%	-%	-%	1%	*%	-%	*%	-%	-%
Not very important	(-1)	20	13	3	10	1	1	12	2	*	1	1	-
		3%	4%	1%	3%	1%	3%	4%	1%	*%	3%	5%	-%
Neither important nor unimportant	(0)	48	23	19	34	1	1	21	18	3	8	*	3
		7%	7%	6%	10%	2%	2%	7%	7%	5%	42%	*%	30%
Important	(1)	295	151	151	134	39	28	137	116	13	6	3	5
		44%	44%	43%	40%	43%	54%	45%	44%	20%	31%	22%	49%
Very important	(2)	311	157	179	158	50	22	130	129	47	4	11	2
		46%	45%	51%	47%	55%	42%	43%	49%	74%	23%	73%	22%
Don't know		1	1	-	-	-	-	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		607	308	329	292	89	51	267	244	60	10	14	7
		90%	89%	94% c	87%	98%	96%	88%	92%	95%	54%	95%	70%
NET Not Important		22	15	3	11	1	1	14	3	*	1	1	-
		3%	4%	1%	3%	1%	3%	5%	1%	*%	3%	5%	-%
Answered		677	346	352	337	91	53	301	265	63	19	15	10
Mean score		1.3	1.3	1.4	1.3	1.5	1.3	1.3	1.4	1.7	.7	1.6	.9

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	2	1	1	1	1	1	1	1	-	-	2	-	*	2
		*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%
Not very important	(-1)	20	19	19	19	19	18	18	20	4	-	20	-	5	15
		3%	3%	5%	3%	4%	5%	5%	3%	4%	-%	3%	-%	2%	3%
Neither important nor unimportant	(0)	48	42	29	42	41	41	28	39	6	-	36	7	10	37
		7%	7%	8%	7%	8%	10%	8%	6%	6%	-%	6%	17%	5%	8%
Important	(1)	295	245	153	257	227	166	152	269	42	1	244	18	87	209
		44%	43%	40%	43%	42%	42%	43%	44%	42%	100%	42%	44%	39%	46%
Very important	(2)	311	256	178	278	252	167	153	288	48	-	277	16	120	191
		46%	45%	47%	47%	47%	42%	43%	47%	48%	-%	48%	39%	54%	42%
Don't know		1	1	1	1	1	1	-	1	-	-	1	-	-	1
		*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%
NET Important		607	501	331	535	479	333	304	558	90	1	521	34	207	400
		90%	89%	87%	89%	89%	85%	87%	90%	90%	100%	90%	83%	93%	88%
NET Not Important		22	20	19	20	20	19	19	20	4	-	22	-	5	17
		3%	4%	5%	3%	4%	5%	5%	3%	4%	-%	4%	-%	2%	4%
Answered		677	563	379	597	539	393	352	617	101	1	579	41	222	454
Mean score		1.3	1.3	1.3	1.3	1.3	1.2	1.2	1.3	1.3	1.0	1.3	1.2	1.4	1.3

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	2	1	-	-	1	2	-	1	*	-	2	*	2
		*%	*%	-%	-%	*%	1%	-%	*%	*%	-%	*%	*%	*%
Not very important	(-1)	20	6	-	1	6	6	9	4	4	1	13	5	16
		3%	3%	-%	1%	4%	6%	2%	2%	4%	1%	3%	2%	3%
Neither important nor unimportant	(0)	48	14	4	6	12	5	20	21	7	1	40	28	20
		7%	7%	35%	9%	7%	4%	5%	12%	7%	1%	8%	15% b	4%
Important	(1)	295	84	5	27	71	36	182	77	29	39	220	66	229
		44%	42%	45%	42%	41%	31%	48% a	43%	31%	43%	46%	36%	47%
Very important	(2)	311	96	2	30	83	66	168	78	52	51	198	86	225
		46%	48%	21%	48%	48%	57%	44%	43%	57%	56%	42%	47%	46%
Don't know		1	-	-	-	-	1	-	-	1	-	-	1	-
		*%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	*%	-%
NET Important		607	179	7	57	153	102	349	156	81	90	418	152	455
		90%	90%	65%	90%	89%	88%	92%	86%	88%	98%	88%	82%	92% a
NET Not Important		22	7	-	1	7	8	9	5	4	1	15	5	18
		3%	3%	-%	1%	4%	7%	2%	3%	4%	1%	3%	3%	4%
Answered		677	200	11	64	172	115	378	182	91	91	473	185	492
Mean score		1.3	1.3	.9	1.4	1.3	1.4	1.3	1.3	1.4	1.5 c	1.3	1.3	1.3

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 100 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	2	1	*	2	-	1	2
		*%	*%	*%	1%	-%	*%	*%
Not very important	(-1)	20	8	4	3	6	12	8
		3%	4%	2%	2%	4%	3%	3%
Neither important nor unimportant	(0)	48	16	12	10	10	28	19
		7%	9%	7%	6%	7%	8%	6%
Important	(1)	295	76	82	73	65	158	137
		44%	43%	44%	42%	45%	44%	43%
Very important	(2)	311	76	86	85	65	162	149
		46%	43%	47%	49%	45%	45%	47%
Don't know		1	-	-	1	-	-	1
		*%	-%	-%	*%	-%	-%	*%
NET Important		607	153	168	157	129	320	286
		90%	86%	91%	92%	89%	89%	91%
NET Not Important		22	8	4	4	6	12	10
		3%	5%	2%	2%	4%	3%	3%
Answered		677	176	185	171	145	361	316
Mean score		1.3	1.2	1.4	1.4	1.3	1.3	1.3

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	12	1	11	12	-	*	-	*
		2%	*%	2%	2%	-%	1%	-%	*%
Not very important	(-1)	33	18	16	33	1	*	-	1
		5%	9%	3%	5%	4%	2%	-%	3%
			b						
Neither important nor unimportant	(0)	65	9	56	63	1	*	*	1
		10%	5%	12%	10%	6%	7%	5%	6%
Important	(1)	280	102	178	269	9	2	1	11
		41%	53%	37%	41%	43%	52%	44%	44%
			b						
Very important	(2)	286	63	223	274	10	1	1	12
		42%	33%	46%	42%	47%	38%	52%	46%
				a					
Don't know		1	-	1	1	*	-	-	*
		*%	-%	*%	*%	*%	-%	-%	*%
NET Important		566	165	401	543	19	3	2	23
		84%	86%	83%	83%	90%	90%	95%	91%
								a	
NET Not Important		45	18	27	44	1	*	-	1
		7%	10%	6%	7%	4%	3%	-%	3%
Answered		676	192	484	650	21	3	2	26
Mean score		1.2	1.1	1.2	1.2	1.3	1.2	1.5	1.3
								a	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	12	12	*	-	-	*	-	12	-	*
		2%	3%	*%	-%	-%	*%	-%	2%	-%	1%
Not very important	(-1)	33	25	6	1	1	*	-	33	1	*
		5%	6%	4%	2%	4%	4%	-%	5%	4%	1%
Neither important nor unimportant	(0)	65	56	4	3	1	1	*	63	1	*
		10%	12% b	3%	7%	5%	7%	5%	10%	6%	6%
Important	(1)	280	172	80	17	6	5	1	269	9	3
		41%	37%	54% a	38%	39%	51%	44%	41%	43%	50%
Very important	(2)	286	194	57	23	7	4	1	274	10	2
		42%	42%	39%	53%	52%	37%	52%	42%	47%	42%
Don't know		1	1	-	-	*	-	-	1	*	-
		*%	*%	-%	-%	*%	-%	-%	*%	*%	-%
NET Important		566	365	138	40	13	9	2	543	19	5
		84%	80%	93% a	91%	92%	89%	95% ag	83%	90%	92%
NET Not Important		45	37	7	1	1	*	-	44	1	*
		7%	8%	4%	2%	4%	4%	-%	7%	4%	2%
Answered		676	458	149	44	14	10	2	650	21	5
Mean score		1.2	1.1	1.3	1.4	1.4	1.2	1.5 ag	1.2	1.3	1.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	12	11	*	-	-	-
		2%	2%	*%	-%	-%	-%
Not very important	(-1)	33	23	4	-	-	-
		5%	5%	5%	-%	-%	-%
Neither important nor unimportant	(0)	65	52	7	*	1	1
		10%	11%	10%	2%	20%	9%
Important	(1)	280	190	31	3	1	6
		41%	40%	46%	16%	26%	42%
Very important	(2)	286	203	27	15	2	7
		42%	42%	39%	83%	54%	48%
					ab		
Don't know		1	1	-	-	-	-
		*%	*%	-%	-%	-%	-%
NET Important		566	392	58	18	3	14
		84%	82%	85%	98%	80%	91%
NET Not Important		45	34	4	-	-	-
		7%	7%	6%	-%	-%	-%
Answered		676	479	68	18	4	15
Mean score		1.2	1.1	1.2	1.8	1.3	1.4
					ab		

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	12	-	-	8	-	-	-	-	-	3	11	1	-	*
		2%	-%	-%	7% l	-%	-%	-%	-%	-%	5%	2%	2%	-%	3%
Not very important	(-1)	33	-	-	7	-	-	4	4	4	10	30	2	1	*
		5%	-%	-%	6%	-%	-%	6%	4%	6%	20% abejlm	5%	6%	3%	2%
Neither important nor unimportant	(0)	65	13	2	5	3	4	6	12	11	3	59	3	3	*
		10%	20% cm	5%	4%	9%	8%	8%	11%	16% m	7%	10%	7%	13%	2%
Important	(1)	280	28	18	45	19	20	19	44	36	18	248	18	11	3
		41%	45%	38%	38%	61%	43%	27%	41%	54%	34%	41%	47%	45%	37%
Very important	(2)	286	22	28	52	9	23	43	47	17	18	258	13	10	5
		42%	35%	57% h	44%	30%	49%	60% hk	44%	24%	34%	43%	35%	39%	56% h
Don't know		1	-	-	-	-	-	-	-	-	-	-	1	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3% j	*%	-%
NET Important		566	50	46	97	28	43	62	91	53	35	505	31	21	9
		84%	80%	95% i	82%	91%	92%	87%	85%	78%	69%	84%	82%	85%	92% i
NET Not Important		45	-	-	16	-	-	4	4	4	13	41	3	1	1
		7%	-%	-%	13% al	-%	-%	6%	4%	6%	25% abegjklm	7%	8%	3%	6%
Answered		676	63	48	118	30	47	72	107	68	51	605	36	25	9
Mean score		1.2	1.1	1.5 ahik	1.1	1.2	1.4 hi	1.4 i	1.2	1.0	.7	1.2 i	1.1	1.2 i	1.4 i

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272	526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123	220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240	564	113	651	27
Not at all important	(-2)	12	*	4	-	-	7	-	-	1	12	-	12	*
		2%	*%	5% h	-%	-%	4%	-%	-%	*%	2%	-%	2%	*%
Not very important	(-1)	33	*	4	*	1	11	*	*	15	27	6	33	1
		5%	1%	4%	8%	2%	5%	2%	1%	6%	5%	5%	5%	3%
Neither important nor unimportant	(0)	65	1	6	-	4	21	5	6	20	47	18	64	*
		10%	5%	8%	-%	11%	10%	42%	14%	8%	8%	16%	10%	1%
Important	(1)	280	7	23	1	8	96	4	18	107	241	39	267	13
		41%	44%	27%	78%	23%	48%	28%	47%	44%	43%	35%	41%	50%
Very important	(2)	286	7	47	*	24	65	3	15	99	237	49	274	12
		42%	49%	56% e	14%	64% e	32%	27%	38%	41%	42%	43%	42%	46%
Don't know		1	-	*	-	-	1	-	-	-	*	1	1	-
		*%	-%	*%	-%	-%	1%	-%	-%	-%	*%	1%	*%	-%
NET Important		566	14	70	1	32	162	7	33	205	478	88	541	25
		84%	94%	83%	92%	87%	80%	55%	84%	85%	85%	78%	83%	96%
NET Not Important		45	*	8	*	1	18	*	*	15	39	6	44	1
		7%	1%	9%	8%	2%	9%	2%	1%	6%	7%	5%	7%	3%
Answered		676	15	84	1	37	201	13	39	240	564	112	650	27
Mean score		1.2	1.4	1.2	1.0	1.5	1.0	.8	1.2	1.2	1.2	1.2	1.2	1.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	12	12	-	4	-	8
		2%	2%	-%	1%	-%	3%
Not very important	(-1)	33	33	-	17	2	14
		5%	5%	-%	6%	2%	6%
Neither important nor unimportant	(0)	65	64	1	32	4	28
		10%	10%	7%	11%	3%	11%
Important	(1)	280	278	2	130	46	104
		41%	42%	23%	44%	37%	40%
Very important	(2)	286	280	6	111	71	104
		42%	42%	71%	38%	58% ac	40%
Don't know		1	1	-	*	-	1
		*%	*%	-%	*%	-%	*%
NET Important		566	558	8	241	117	208
		84%	83%	93%	82%	95% ac	80%
NET Not Important		45	45	-	21	2	23
		7%	7%	-%	7%	2%	9%
Answered		676	667	9	294	123	259
Mean score		1.2	1.2	1.6	1.1	1.5 ac	1.1

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	12	4	4	4	-	-	-	-	-	8	4	-	3	*	8
		2%	1%	3%	28%	-%	-%	-%	-%	-%	1%	18%	-%	2%	*%	6%
					abi							ai				b
Not very important	(-1)	33	31	2	1	-	-	-	-	-	33	1	-	13	17	3
		5%	6%	2%	4%	-%	-%	-%	-%	-%	5%	3%	-%	7%	5%	2%
Neither important nor unimportant	(0)	65	56	5	1	-	2	-	*	-	61	3	2	21	35	9
		10%	11%	4%	9%	-%	90%	-%	76%	-%	9%	15%	25%	12%	10%	6%
Important	(1)	280	209	68	2	*	*	*	*	*	278	2	1	74	136	71
		41%	39%	56%	11%	7%	6%	8%	24%	100%	42%	10%	9%	41%	38%	49%
			j	acjk							j					
Very important	(2)	286	231	42	7	5	*	*	-	-	273	13	6	68	163	55
		42%	43%	35%	48%	93%	4%	92%	-%	-%	42%	54%	65%	38%	46%	38%
Don't know		1	1	-	-	-	-	-	-	-	1	-	-	-	1	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
NET Important		566	441	111	9	6	*	*	*	*	551	15	6	141	299	125
		84%	83%	91%	59%	100%	10%	100%	24%	100%	84%	65%	75%	79%	85%	87%
				cj												
NET Not Important		45	34	6	5	-	-	-	-	-	40	5	-	16	18	11
		7%	6%	5%	32%	-%	-%	-%	-%	-%	6%	21%	-%	9%	5%	8%
					abi											
Answered		676	531	122	15	6	2	*	*	*	653	23	8	179	352	145
Mean score		1.2	1.2	1.2	.5	1.9	.1	1.9	.2	1.0	1.2	.8	1.4	1.1	1.3	1.1
			c								c					

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	12	7	4	7	12	-	4	7	-	*	-	-	-	-
		2%	2%	1%	1%	2%	-%	2%	2%	-%	*%	-%	-%	-%	-%
Not very important	(-1)	33	13	11	18	33	4	5	16	1	2	-	-	-	-
		5%	4%	3%	4%	5%	5%	3%	4%	2%	12%	-%	-%	-%	-%
Neither important nor unimportant	(0)	65	26	39	46	65	5	8	34	5	2	*	*	5	-
		10%	8%	11%	10%	10%	6%	4%	9%	10%	16%	4%	4%	86%	-%
Important	(1)	280	130	143	188	280	30	71	158	23	2	3	*	1	*
		41%	39%	40%	40%	41%	35%	39%	41%	45%	19%	36%	6%	11%	15%
Very important	(2)	286	156	160	214	286	46	95	175	22	6	5	4	*	2
		42%	47%	44%	45%	42%	54%	52%	45%	43%	52%	60%	90%	2%	85%
Don't know		1	1	1	1	1	-	1	1	-	-	-	-	-	-
		*%	*%	*%	*%	*%	-%	1%	*%	-%	-%	-%	-%	-%	-%
NET Important		566	287	303	402	566	76	166	333	45	9	8	4	1	2
		84%	86%	84%	85%	84%	89%	90%	85%	88%	72%	96%	96%	14%	100%
NET Not Important		45	20	15	25	45	4	9	22	1	2	-	-	-	-
		7%	6%	4%	5%	7%	5%	5%	6%	2%	13%	-%	-%	-%	-%
Answered		676	333	357	473	676	86	183	389	51	12	8	4	5	2
Mean score		1.2	1.3	1.2	1.2	1.2	1.4	1.4	1.2	1.3	1.1	1.6	1.9	.2	1.9

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	12	12	*	-	-	-	-	-	-	-	3	4	-	-
		2%	2%	*%	-%	-%	-%	-%	-%	-%	-%	2%	3%	-%	-%
Not very important	(-1)	33	33	*	1	-	-	-	-	-	7	2	8	2	-
		5%	5%	1%	3%	-%	-%	-%	-%	-%	5%	1%	5%	3%	-%
Neither important nor unimportant	(0)	65	54	2	6	1	*	*	1	1	12	12	11	5	5
		10%	9%	5%	36% a	12%	6%	7%	34%	19%	8%	12%	7%	9%	46%
Important	(1)	280	257	10	8	3	1	1	*	2	57	44	60	25	2
		41%	42%	31%	48%	30%	47%	81%	10%	33%	39%	41%	38%	48%	17%
Very important	(2)	286	253	20	2	7	1	*	2	3	69	47	73	20	4
		42%	42%	63% c	12%	58%	47%	12%	56%	47%	47%	44%	47%	39%	37%
Don't know		1	1	-	-	-	-	-	-	-	-	-	1	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
NET Important		566	510	31	10	10	3	1	2	6	126	91	133	45	6
		84%	84%	94%	61%	88%	94%	93%	66%	81%	87%	85%	85%	87%	54%
NET Not Important		45	44	*	1	-	-	-	-	-	7	4	12	2	-
		7%	7%	1%	3%	-%	-%	-%	-%	-%	5%	4%	7%	3%	-%
Answered		676	609	32	16	12	3	1	3	7	145	108	157	52	11
Mean score		1.2	1.2	1.6 c	.7	1.5	1.4	1.1	1.2	1.3	1.3	1.2	1.2	1.2	.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	12	3	-	9	-	-	9	3	-	12	-	7	-
		2%	1%	-%	5%	-%	-%	2%	6% c	-%	2%	-%	2%	-%
Not very important	(-1)	33	21	4	7	1	-	24	*	9	33	-	18	-
		5%	7%	3%	4%	3%	-%	5%	1%	5%	5%	-%	4%	-%
Neither important nor unimportant	(0)	65	27	19	11	7	*	40	2	23	63	2	46	*
		10%	9%	13%	6%	16%	2%	9%	4%	13%	10%	6%	10%	1%
Important	(1)	280	117	58	87	17	2	181	20	78	271	10	179	9
		41%	40%	39%	47%	38%	22%	39%	45%	46%	42%	32%	40%	35%
Very important	(2)	286	122	69	69	19	7	204	20	61	267	19	199	15
		42%	42%	46%	38%	43%	76%	44%	45%	36%	41%	63%	44%	63%
Don't know		1	1	*	-	-	-	1	-	-	1	-	1	-
		*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
NET Important		566	239	128	155	36	9	385	40	140	538	29	378	24
		84%	82%	85%	85%	81%	98%	84%	90%	82%	83%	94%	84%	99%
NET Not Important		45	24	4	16	1	-	34	3	9	45	-	25	-
		7%	8%	3%	9%	3%	-%	7%	6%	5%	7%	-%	6%	-%
Answered		676	289	151	183	44	9	459	45	171	646	30	448	24
Mean score		1.2	1.2	1.3	1.1	1.2	1.7	1.2	1.2	1.1	1.2	1.6	1.2	1.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	12	4	-	4	-	8	4	4	7	4	-	4	4
		2%	2%	-%	3%	-%	1%	8% a	2%	2%	8%	-%	1%	5% a
Not very important	(-1)	33	9	-	5	-	31	2	8	13	2	3	11	*
		5%	5%	-%	3%	-%	5%	4%	4%	4%	3%	1%	4%	*%
Neither important nor unimportant	(0)	65	15	2	12	1	62	3	8	25	5	18	38	13
		10%	8%	4%	7%	11%	10%	5%	4%	8%	8%	9%	12%	15%
Important	(1)	280	63	23	58	5	261	19	60	122	14	73	128	23
		41%	35%	41%	35%	38%	42%	35%	31%	41%	25%	35%	41%	27%
Very important	(2)	286	88	30	83	7	261	25	115	130	31	112	127	43
		42%	49%	53%	51%	51%	42%	46%	59% b	44%	56%	55% b	41%	51%
Don't know		1	-	1	1	-	*	1	-	1	-	-	1	1
		*%	-%	2%	1%	-%	*%	2%	-%	*%	-%	-%	*%	1%
NET Important		566	151	54	141	11	522	44	175	252	45	185	255	66
		84%	84%	94%	86%	89%	84%	81%	90%	85%	81%	90%	82%	78%
NET Not Important		45	14	-	9	-	39	6	13	20	6	3	15	4
		7%	8%	-%	6%	-%	6%	11%	6%	7%	11%	1%	5%	5%
Answered		676	179	56	163	13	623	53	195	296	56	206	309	83
Mean score		1.2	1.2	1.5	1.3	1.4	1.2	1.1	1.4	1.2	1.2	1.4 b	1.2	1.2

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	12	7	9	4	-	7	4	12	4	3	-
		2%	1%	2%	3%	-%	2%	1%	2%	1%	1%	-%
Not very important	(-1)	33	19	32	2	-	13	11	33	14	18	-
		5%	4%	7%	1%	-%	4%	3%	5%	4%	6%	-%
Neither important nor unimportant	(0)	65	33	51	17	-	26	38	65	37	33	*
		10%	7%	11%	12%	-%	8%	11%	10%	10%	11%	4%
Important	(1)	280	184	190	54	1	130	141	280	139	109	1
		41%	40%	40%	40%	100%	39%	41%	41%	38%	37%	7%
Very important	(2)	286	219	196	57	-	154	150	286	169	132	7
		42%	47%	41%	42%	-%	46%	43%	42%	46%	45%	89%
Don't know		1	-	1	1	-	1	1	1	1	1	-
		*%	-%	*%	1%	-%	*%	*%	*%	*%	*%	-%
NET Important		566	404	386	111	1	285	291	566	308	241	7
		84%	87%	81%	82%	100%	86%	84%	84%	85%	82%	96%
NET Not Important		45	26	42	6	-	20	15	45	18	20	-
		7%	6%	9%	4%	-%	6%	4%	7%	5%	7%	-%
Answered		676	463	479	134	1	331	344	676	364	294	8
Mean score		1.2	1.3	1.1	1.2	1.0	1.2	1.2	1.2	1.3	1.2	1.9

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	12	9	7	4	4	4	4	3	-	-	-	-
		2%	3%	2%	1%	5%	8% c	1%	1%	-%	-%	-%	-%
Not very important	(-1)	33	22	32	6	-	2	10	16	1	-	3	-
		5%	6%	9% c	2%	-%	3%	3%	6%	1%	-%	18%	-%
Neither important nor unimportant	(0)	65	25	42	20	8	14	32	29	9	3	2	1
		10%	7%	12%	6%	8%	26% ac	11%	11%	14%	15%	13%	10%
Important	(1)	280	145	132	135	37	16	121	107	10	6	5	5
		41%	42%	37%	40%	41%	29%	40%	40%	17%	34%	32%	50%
Very important	(2)	286	144	139	171	42	16	133	110	44	9	6	4
		42%	41%	40%	51%	46%	31%	44%	42%	69%	51%	37%	40%
Don't know		1	1	1	-	-	1	1	-	-	-	-	-
		*%	*%	*%	-%	-%	2%	*%	-%	-%	-%	-%	-%
NET Important		566	289	271	307	79	32	254	217	54	16	10	9
		84%	83% e	77%	91% be	87% e	60%	84%	82%	86%	85%	69%	90%
NET Not Important		45	31	38	10	4	6	15	19	1	-	3	-
		7%	9% c	11% c	3%	5%	11%	5%	7%	1%	-%	18%	-%
Answered		676	346	351	337	91	52	300	265	63	19	15	10
Mean score		1.2	1.1	1.0	1.4 abe	1.2	.7	1.2	1.2	1.5	1.4	.9	1.3

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	12	12	5	12	5	5	1	12	-	-	8	-	4	8
		2%	2%	1%	2%	1%	1%	*%	2%	-%	-%	1%	-%	2%	2%
Not very important	(-1)	33	29	20	30	21	30	11	33	5	-	26	5	17	17
		5%	5%	5%	5%	4%	8%	3%	5%	5%	-%	4%	11%	8%	4%
Neither important nor unimportant	(0)	65	52	32	59	53	38	22	63	13	-	49	3	25	40
		10%	9%	8%	10%	10%	10%	6%	10%	13%	-%	8%	8%	11%	9%
Important	(1)	280	224	155	239	225	155	148	247	44	-	242	16	76	204
		41%	40%	41%	40%	42%	39%	42%	40%	44%	-%	42%	39%	34%	45%
Very important	(2)	286	246	166	256	235	164	169	262	39	1	255	17	101	185
		42%	44%	44%	43%	44%	42%	48%	42%	38%	100%	44%	42%	45%	41%
Don't know		1	1	1	1	1	1	-	1	-	-	1	-	-	1
		*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%
NET Important		566	470	321	496	460	319	318	509	83	1	496	33	177	389
		84%	83%	85%	83%	85%	81%	90% b	82%	82%	100%	86%	81%	79%	86%
NET Not Important		45	40	25	42	26	36	12	45	5	-	33	5	21	24
		7%	7%	7%	7%	5%	9%	3%	7%	5%	-%	6%	11%	9%	5%
Answered		676	563	379	596	538	393	352	617	101	1	578	41	222	454
Mean score		1.2	1.2	1.2	1.2	1.2	1.1	1.3 b	1.2	1.2	2.0	1.2	1.1	1.1	1.2

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	12	4	-	-	4	1	11	*	-	*	12	*	12
		2%	2%	-%	-%	2%	1%	3%	*%	-%	*%	2%	*%	2%
Not very important	(-1)	33	9	-	-	9	2	23	9	5	5	21	2	31
		5%	5%	-%	-%	5%	2%	6%	5%	5%	5%	4%	1%	6% a
Neither important nor unimportant	(0)	65	14	1	3	13	5	35	25	8	13	42	13	51
		10%	7%	9%	5%	8%	5%	9%	14%	9%	14%	9%	7%	10%
Important	(1)	280	72	5	29	58	45	170	63	42	43	187	68	212
		41%	36%	45%	45%	33%	39%	45%	35%	46%	47%	40%	37%	43%
Very important	(2)	286	100	5	32	86	61	140	85	37	31	210	102	184
		42%	50%	46%	49%	50%	52%	37%	47%	41%	33%	44%	55% b	37%
Don't know		1	1	-	-	1	1	*	-	-	-	1	-	1
		*%	1%	-%	-%	1%	1%	*%	-%	-%	-%	*%	-%	*%
NET Important		566	172	10	61	144	106	310	149	80	73	397	170	397
		84%	86%	91%	95%	84%	92%	82%	82%	86%	80%	84%	92% b	81%
NET Not Important		45	14	-	-	14	3	34	9	5	5	33	2	43
		7%	7%	-%	-%	8%	3%	9%	5%	5%	6%	7%	1%	9% a
Answered		676	199	11	64	171	114	378	182	92	91	472	185	491
Mean score		1.2	1.3	1.4	1.4	1.2	1.4 b	1.1	1.2	1.2	1.1	1.2	1.5 b	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 101 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	12	3	9	*	-	12	*
		2%	1%	5%	*%	-%	3%	*%
Not very important	(-1)	33	3	6	11	13	9	24
		5%	2%	3%	7%	9%	3%	8%
						a		a
Neither important nor unimportant	(0)	65	12	15	27	11	27	38
		10%	7%	8%	16%	8%	7%	12%
Important	(1)	280	76	78	63	64	154	126
		41%	43%	42%	37%	44%	43%	40%
Very important	(2)	286	84	76	69	57	160	126
		42%	47%	41%	40%	39%	44%	40%
Don't know		1	-	-	1	-	-	1
		*%	-%	-%	1%	-%	-%	*%
NET Important		566	159	154	132	121	314	252
		84%	90%	84%	77%	83%	87%	80%
			c					
NET Not Important		45	5	15	12	13	21	25
		7%	3%	8%	7%	9%	6%	8%
Answered		676	176	185	170	145	361	315
Mean score		1.2	1.3	1.1	1.1	1.1	1.2	1.1

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	6	*	6	6	-	*	*	*
		1%	*%	1%	1%	-%	1%	2%	*%
Not very important	(-1)	39	25	14	37	2	*	*	2
		6%	13% b	3%	6%	8%	5%	5%	8%
Neither important nor unimportant	(0)	86	19	67	83	2	*	*	3
		13%	10%	14%	13% d	12%	4%	3%	10%
Important	(1)	281	85	196	270	9	1	1	11
		41%	44%	40%	41%	42%	34%	56%	42%
Very important	(2)	266	63	203	256	8	2	1	10
		39%	33%	42%	39%	38%	55%	34%	40%
Don't know		-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
NET Important		547	148	399	526	16	3	2	21
		81%	77%	82%	81%	80%	90%	90%	82%
NET Not Important		45	25	19	43	2	*	*	2
		7%	13% b	4%	7%	8%	6%	8%	8%
Answered		677	192	485	652	21	3	2	26
Mean score		1.1	1.0	1.2 a	1.1	1.1	1.4	1.1	1.1

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	6	5	-	1	-	*	*	6	-	*
		1%	1%	-%	3%	-%	*%	2%	1%	-%	1%
Not very important	(-1)	39	24	10	3	1	1	*	37	2	*
		6%	5%	7%	7%	6%	10%	5%	6%	8%	5%
Neither important nor unimportant	(0)	86	67	14	3	2	*	*	83	2	*
		13%	15%	9%	6%	15%	4%	3%	13%	12%	4%
			f			f			f		
Important	(1)	281	175	77	18	6	4	1	270	9	2
		41%	38%	52%	41%	41%	40%	56%	41%	42%	42%
								a			
Very important	(2)	266	188	48	19	5	5	1	256	8	2
		39%	41%	33%	44%	37%	46%	34%	39%	38%	48%
Don't know		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		547	363	125	37	11	9	2	526	16	5
		81%	79%	84%	85%	78%	86%	90%	81%	80%	90%
NET Not Important		45	29	10	4	1	1	*	43	2	*
		7%	6%	7%	9%	6%	10%	8%	7%	8%	7%
Answered		677	459	149	44	14	10	2	652	21	5
Mean score		1.1	1.1	1.1	1.2	1.1	1.2	1.1	1.1	1.1	1.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	6	5	*	-	-	1
		1%	1%	*%	-%	-%	7%
Not very important	(-1)	39	25	1	1	-	*
		6%	5%	1%	3%	-%	2%
Neither important nor unimportant	(0)	86	67	5	1	*	1
		13%	14%	7%	3%	7%	4%
Important	(1)	281	188	36	6	3	5
		41%	39%	53%	35%	74%	33%
Very important	(2)	266	196	26	11	1	8
		39%	41%	39%	59%	20%	54%
Don't know		-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
NET Important		547	384	62	17	3	13
		81%	80%	91%	94%	93%	87%
NET Not Important		45	29	1	1	-	1
		7%	6%	1%	3%	-%	9%
Answered		677	480	68	18	4	15
Mean score		1.1	1.1	1.3	1.5	1.1	1.2

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	6	*	-	5	-	-	-	-	-	-	5	*	*	*
		1%	*%	-%	4%	-%	-%	-%	-%	-%	-%	1%	1%	2%	*%
Not very important	(-1)	39	5	-	8	2	2	1	2	5	8	34	4	1	*
		6%	7%	-%	7%	8%	4%	2%	2%	8%	15% m	6%	10%	4%	2%
Neither important nor unimportant	(0)	86	9	13	10	1	8	9	13	6	9	77	4	4	*
		13%	14%	26% m	9%	4%	16%	12%	12%	8%	17%	13%	12%	16%	4%
Important	(1)	281	14	18	57	16	19	30	41	33	25	253	15	9	4
		41%	23%	36%	48% a	53%	41%	42%	39%	48%	48%	42%	39%	36%	41%
Very important	(2)	266	35	18	37	11	18	31	50	24	10	236	15	11	5
		39%	56% ci	37%	31%	35%	39%	43%	47% i	36%	20%	39%	39%	42%	53% i
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		547	50	36	94	27	37	62	92	57	35	489	29	20	9
		81%	79%	74%	80%	88%	79%	86%	86%	84%	68%	81%	78%	78%	95% bikl
NET Not Important		45	5	-	14	2	2	1	2	5	8	39	4	1	*
		7%	7%	-%	12%	8%	4%	2%	2%	8%	15% m	6%	11%	6%	2%
Answered		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Mean score		1.1	1.3 i	1.1	.9	1.1	1.1	1.3 i	1.3 i	1.1	.7	1.1 i	1.1	1.1	1.5 cijk

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry									Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial		Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h		a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272		526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123		220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240		564	113	651	27
Not at all important	(-2)	6	*	4	-	-	-	-	-	2		6	*	6	*
		1%	*%	5%	-%	-%	-%	-%	-%	1%		1%	*%	1%	*%
Not very important	(-1)	39	1	10	*	*	10	1	3	11		33	5	39	*
		6%	6%	11%	53%	1%	5%	8%	7%	5%		6%	5%	6%	*%
Neither important nor unimportant	(0)	86	2	7	-	5	25	6	*	35		67	19	85	1
		13%	14%	8%	-%	14%	12%	44%	1%	15%		12%	17%	13%	5%
Important	(1)	281	5	21	*	13	104	4	23	95		238	43	263	18
		41%	32%	25%	29%	36%	51%	30%	58%	39%		42%	38%	40%	68%
							b		b						a
Very important	(2)	266	7	42	*	18	63	2	13	98		220	46	259	7
		39%	47%	50%	19%	49%	31%	17%	34%	41%		39%	41%	40%	27%
Don't know		-	-	-	-	-	-	-	-	-		-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%
NET Important		547	12	64	*	32	166	6	36	192		458	89	521	25
		81%	79%	76%	47%	85%	82%	48%	92%	80%		81%	79%	80%	95%
NET Not Important		45	1	14	*	*	10	1	3	13		39	5	45	*
		7%	6%	16%	53%	1%	5%	8%	7%	5%		7%	5%	7%	*%
				h											
Answered		677	15	84	1	37	202	13	39	240		564	113	651	27
Mean score		1.1	1.2	1.0	.1	1.3	1.1	.6	1.2	1.1		1.1	1.1	1.1	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	6	6	-	*	*	5
		1%	1%	-%	*%	*%	2%
Not very important	(-1)	39	39	-	14	5	20
		6%	6%	-%	5%	4%	8%
Neither important nor unimportant	(0)	86	86	*	36	11	39
		13%	13%	4%	12%	9%	15%
Important	(1)	281	279	2	133	59	89
		41%	42%	25%	45%	48%	34%
Very important	(2)	266	260	6	111	48	107
		39%	39%	71%	38%	39%	41%
Don't know		-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
NET Important		547	538	9	244	107	196
		81%	81%	96%	83%	87%	75%
NET Not Important		45	45	-	14	5	25
		7%	7%	-%	5%	4%	10%
Answered		677	668	9	294	123	260
Mean score		1.1	1.1	1.7	1.2	1.2	1.0

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	6	1	*	4	-	1	-	-	-	1	5	1	1	-	5
		1%	*%	*%	28% abi	-%	48%	-%	-%	-%	*%	23% abi	13% abi	*%	-%	4%
Not very important	(-1)	39	33	5	1	-	-	-	-	-	38	1	-	10	23	6
		6%	6%	4%	8%	-%	-%	-%	-%	-%	6%	5%	-%	5%	7%	4%
Neither important nor unimportant	(0)	86	74	11	1	-	*	*	*	-	85	1	*	20	54	12
		13%	14%	9%	4%	-%	1%	8%	76%	-%	13%	3%	1%	11%	15%	8%
Important	(1)	281	216	58	4	3	*	*	*	*	273	8	4	84	131	65
		41%	40%	47%	26%	59%	6%	45%	16%	100%	42%	33%	45%	47%	37%	45%
Very important	(2)	266	209	49	5	2	1	*	*	-	258	8	3	64	145	57
		39%	39%	40%	34%	41%	45%	48%	8%	-%	39%	36%	41%	36%	41%	39%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		547	425	106	9	6	1	*	*	*	531	16	7	148	276	122
		81%	80%	87%	60%	100%	51%	92%	24%	100%	81%	70%	86%	83%	78%	84%
NET Not Important		45	33	5	5	-	1	-	-	-	38	6	1	10	23	11
		7%	6%	4%	36% abi	-%	48%	-%	-%	-%	6%	28% abi	13%	6%	7%	8%
Answered		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Mean score		1.1	1.1 cj	1.2 cj	.3	1.4	*	1.4	.3	1.0	1.1 cj	.6	1.0	1.1	1.1	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	6	1	1	1	6	*	1	*	1	*	-	-	-	-
		1%	*%	*%	*%	1%	*%	*%	*%	2%	*%	-%	-%	-%	-%
Not very important	(-1)	39	12	18	26	39	4	6	17	6	2	*	*	*	-
		6%	4%	5%	5%	6%	5%	3%	4%	12%	17%	*%	4%	*%	-%
Neither important nor unimportant	(0)	86	41	39	54	86	12	19	43	4	*	*	*	5	*
		13%	12%	11%	11%	13%	14%	10%	11%	9%	3%	6%	1%	97%	*%
Important	(1)	281	143	145	197	281	38	68	172	19	4	2	*	*	*
		41%	43%	41%	42%	41%	45%	37%	44%	37%	30%	29%	1%	*%	19%
Very important	(2)	266	136	154	195	266	31	90	158	20	6	5	4	*	2
		39%	41%	43%	41%	39%	36%	49%	40%	40%	49%	65%	94%	2%	81%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		547	279	299	393	547	69	159	330	39	10	8	4	*	2
		81%	84%	83%	83%	81%	81%	86%	84%	77%	79%	94%	95%	2%	100%
NET Not Important		45	14	20	27	45	4	7	17	7	2	*	*	*	-
		7%	4%	6%	6%	7%	5%	4%	4%	15%	18%	*%	4%	*%	-%
Answered		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Mean score		1.1	1.2	1.2	1.2	1.1	1.1	1.3	1.2	1.0	1.1	1.6	1.9	*	1.8

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	6	5	*	-	-	-	-	1	1	1	*	-	-	-
		1%	1%	*%	-%	-%	-%	-%	34%	16% a	1%	*%	-%	-%	-%
Not very important	(-1)	39	34	3	1	1	*	-	-	*	4	2	11	8	1
		6%	6%	10%	3%	9%	6%	-%	-%	2%	3%	2%	7%	15%	7%
Neither important nor unimportant	(0)	86	79	1	5	*	*	1	-	1	9	13	25	2	5
		13%	13%	3%	34%	*%	1%	79%	-%	9%	6%	12%	16%	4%	42%
Important	(1)	281	257	11	7	5	1	*	*	2	70	47	59	21	1
		41%	42%	33%	42%	42%	48%	8%	10%	25%	48%	43%	37%	40%	5%
Very important	(2)	266	236	17	3	6	1	*	2	3	60	46	63	21	5
		39%	39%	54%	21%	48%	45%	13%	56%	47%	41%	43%	40%	41%	46%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		547	493	28	10	11	3	*	2	5	130	93	121	42	6
		81%	81%	87%	63%	90%	93%	21%	66%	72%	90%	86%	77%	81%	51%
NET Not Important		45	38	3	1	1	*	-	1	1	6	2	11	8	1
		7%	6%	10%	3%	9%	6%	-%	34%	19%	4%	2%	7%	15%	7%
Answered		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Mean score		1.1	1.1	1.3	.8	1.3	1.3	.3	.5	.8	1.3	1.3	1.1	1.1	.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	6	1	-	5	-	-	6	*	-	6	*	1	*
		1%	*%	-%	3%	-%	-%	1%	*%	-%	1%	*%	*%	*%
Not very important	(-1)	39	16	9	8	5	*	26	1	12	39	-	23	3
		6%	5%	6%	5%	11%	2%	6%	1%	7%	6%	-%	5%	12%
Neither important nor unimportant	(0)	86	36	18	31	2	*	61	2	23	84	2	54	*
		13%	12%	12%	17%	4%	*%	13%	5%	14%	13%	7%	12%	*%
Important	(1)	281	120	62	76	22	1	184	17	79	267	14	188	9
		41%	41%	41%	42%	51%	9%	40%	38%	46%	41%	46%	42%	38%
Very important	(2)	266	119	63	62	15	8	183	25	57	252	14	183	12
		39%	41%	41%	34%	34%	89%	40%	56%	34%	39%	47%	41%	50%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		547	238	124	138	37	9	368	42	136	518	28	371	21
		81%	82%	82%	76%	85%	98%	80%	94%	80%	80%	93%	83%	88%
NET Not Important		45	17	9	14	5	*	32	1	12	45	*	24	3
		7%	6%	6%	7%	11%	2%	7%	2%	7%	7%	*%	5%	12%
Answered		677	291	151	183	44	9	461	45	171	647	30	449	24
Mean score		1.1	1.2	1.2	1.0	1.1	1.9	1.1	1.5	1.1	1.1	1.4	1.2	1.3
									c					

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	6	1	*	*	1	6	-	1	*	*	1	1	*
		1%	1%	*%	*%	9%	1%	-%	1%	*%	*%	1%	*%	*%
Not very important	(-1)	39	3	3	6	-	38	*	3	12	4	6	18	7
		6%	2%	6%	4%	-%	6%	*%	2%	4%	7%	3%	6%	8%
Neither important nor unimportant	(0)	86	20	4	16	-	82	4	12	38	3	12	39	6
		13%	11%	6%	10%	-%	13%	7%	6%	13%	6%	6%	13%	7%
Important	(1)	281	69	22	62	3	256	25	73	134	23	64	137	27
		41%	38%	38%	38%	26%	41%	46%	37%	45%	41%	31%	44% a	32%
Very important	(2)	266	86	28	79	8	241	25	106	113	26	123	114	44
		39%	48%	50%	48%	65%	39%	47%	54% b	38%	46%	60% b	37%	52%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		547	155	50	142	12	497	50	179	247	48	187	251	71
		81%	86%	88%	86%	91%	80%	93%	92%	83%	87%	91% b	81%	84%
NET Not Important		45	4	3	6	1	44	*	4	12	4	7	20	7
		7%	2%	6%	4%	9%	7%	*%	2%	4%	7%	3%	6%	9%
Answered		677	179	57	164	13	624	54	195	297	56	206	310	84
Mean score		1.1	1.3	1.3	1.3	1.4	1.1	1.4	1.4 b	1.2	1.2	1.5 b	1.1	1.3

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	6	1	6	*	-	1	1	6	1	1	-
		1%	*%	1%	*%	-%	*%	*%	1%	*%	*%	-%
Not very important	(-1)	39	9	32	9	-	12	16	39	19	17	-
		6%	2%	7% a	7%	-%	4%	4%	6%	5%	6%	-%
Neither important nor unimportant	(0)	86	33	79	10	-	41	39	86	40	40	-
		13%	7%	16% a	7%	-%	12%	11%	13%	11%	13%	-%
Important	(1)	281	201	198	56	-	142	140	281	147	118	4
		41%	43%	41%	42%	-%	43%	40%	41%	40%	40%	50%
Very important	(2)	266	218	165	59	1	135	149	266	158	118	4
		39%	47% b	34%	44%	100%	41%	43%	39%	43%	40%	50%
Don't know		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		547	419	363	115	1	278	289	547	304	237	8
		81%	90% b	76%	86%	100%	84%	84%	81%	83%	80%	100%
NET Not Important		45	11	38	9	-	14	17	45	20	19	-
		7%	2%	8% a	7%	-%	4%	5%	7%	6%	6%	-%
Answered		677	463	480	135	1	332	345	677	365	295	8
Mean score		1.1	1.3 b	1.0	1.2	2.0	1.2	1.2	1.1	1.2	1.1	1.5

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	6	6	6	*	-	*	1	*	-	1	*	-
		1%	2%	2%	*%	-%	*%	*%	*%	-%	6%	*%	-%
Not very important	(-1)	39	18	27	4	3	4	17	16	-	1	-	3
		6%	5%	8% c	1%	4%	7%	6%	6%	-%	4%	-%	30%
Neither important nor unimportant	(0)	86	47	67	17	3	6	32	37	4	*	*	*
		13%	13% c	19% cd	5%	3%	11%	11%	14%	6%	1%	*%	4%
Important	(1)	281	147	128	152	38	36	131	115	19	8	6	3
		41%	42%	36%	45%	41%	67% ab	43%	43%	31%	41%	37%	33%
Very important	(2)	266	129	124	165	47	8	121	97	40	9	10	3
		39%	37% e	35%	49% be	52% e	15%	40%	36%	63%	48%	63%	34%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		547	276	252	317	84	43	251	212	59	17	15	7
		81%	80%	72%	94% ab	93% b	82%	83%	80%	94%	89%	100%	66%
NET Not Important		45	24	33	4	3	4	18	16	-	2	*	3
		7%	7% c	9% c	1%	4%	7%	6%	6%	-%	10%	*%	30%
Answered		677	347	352	337	91	53	301	265	63	19	15	10
Mean score		1.1	1.1	1.0	1.4 abe	1.4 be	.9	1.2	1.1	1.6	1.2	1.6	.7

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	6	6	2	6	2	1	1	6	*	-	*	*	6	*
		1%	1%	*%	1%	*%	*%	*%	1%	*%	-%	*%	1%	3% b	*%
Not very important	(-1)	39	30	16	31	24	28	13	36	6	-	30	5	14	24
		6%	5%	4%	5%	5%	7%	4%	6%	6%	-%	5%	13%	6%	5%
Neither important nor unimportant	(0)	86	75	46	78	70	55	36	85	3	-	75	3	28	58
		13%	13%	12%	13%	13%	14%	10%	14%	3%	-%	13%	8%	12%	13%
Important	(1)	281	229	147	242	217	146	117	249	42	1	243	6	72	208
		41%	41%	39%	41%	40%	37%	33%	40%	42%	100%	42% b	16%	33%	46% a
Very important	(2)	266	225	169	240	227	164	184	243	50	-	231	26	103	163
		39%	40%	44%	40%	42%	42%	52% b	39%	50%	-%	40%	63%	46%	36%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		547	454	316	482	444	310	301	491	92	1	474	32	175	372
		81%	80%	83%	81%	82%	79%	85%	80%	91%	100%	82%	79%	79%	82%
NET Not Important		45	35	18	37	26	29	15	41	6	-	31	5	20	25
		7%	6%	5%	6%	5%	7%	4%	7%	6%	-%	5%	13%	9%	5%
Answered		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Mean score		1.1	1.1	1.2	1.1	1.2	1.1	1.3 b	1.1	1.3	1.0	1.2	1.3	1.1	1.1

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	6	*	-	1	*	*	5	*	-	2	4	*	6
		1%	*%	-%	2%	*%	*%	1%	*%	-%	2%	1%	*%	1%
Not very important	(-1)	39	3	3	4	2	5	23	11	5	2	31	7	32
		6%	1%	27%	6%	1%	4%	6%	6%	6%	3%	7%	4%	7%
Neither important nor unimportant	(0)	86	24	-	*	24	6	47	33	9	18	53	27	59
		13%	12%	-%	*%	14% a	6%	12%	18% a	10%	19%	11%	15%	12%
Important	(1)	281	72	4	26	65	45	165	68	39	40	192	62	219
		41%	36%	41%	41%	38%	39%	44%	38%	42%	44%	41%	33%	45%
Very important	(2)	266	101	3	33	82	59	138	69	39	29	193	90	176
		39%	51%	32%	51%	47%	51%	36%	38%	42%	32%	41%	49% b	36%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		547	174	8	59	147	104	303	138	78	70	385	152	395
		81%	87%	73%	91%	85%	90% c	80%	76%	84%	76%	81%	82%	80%
NET Not Important		45	3	3	5	2	5	28	11	5	4	35	7	38
		7%	1%	27%	8%	1%	4%	7%	6%	6%	4%	7%	4%	8%
Answered		677	200	11	64	172	116	378	182	92	91	473	185	492
Mean score		1.1	1.4	.8	1.3	1.3	1.4	1.1	1.1	1.2	1.0	1.1	1.3	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 102 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	6	1	5	*	-	6	*
		1%	*%	3%	*%	-%	2%	*%
Not very important	(-1)	39	7	7	12	12	15	24
		6%	4%	4%	7%	9%	4%	8%
Neither important nor unimportant	(0)	86	23	21	23	19	44	42
		13%	13%	11%	13%	13%	12%	13%
Important	(1)	281	84	69	70	58	153	128
		41%	47%	38%	41%	40%	42%	40%
Very important	(2)	266	62	81	67	55	144	122
		39%	35%	44%	39%	38%	40%	39%
Don't know		-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
NET Important		547	146	151	137	113	297	250
		81%	83%	82%	80%	78%	82%	79%
NET Not Important		45	8	13	12	12	21	24
		7%	5%	7%	7%	9%	6%	8%
Answered		677	176	185	171	145	361	316
Mean score		1.1	1.1	1.2	1.1	1.1	1.1	1.1

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	32	1	31	32	1	*	-	1
		5%	*%	6%	5%	3%	1%	-%	2%
				a					
Not very important	(-1)	90	35	55	88	2	*	*	2
		13%	18%	11%	14%	9%	3%	8%	8%
Neither important nor unimportant	(0)	137	19	118	133	3	*	*	4
		20%	10%	24%	20%	15%	13%	5%	14%
				a	d				
Important	(1)	265	101	163	252	11	1	1	13
		39%	53%	34%	39%	52%	34%	43%	49%
			b						
Very important	(2)	152	35	116	145	5	1	1	7
		22%	18%	24%	22%	22%	37%	44%	25%
								abe	
Don't know		2	1	*	1	-	*	-	*
		*%	1%	*%	*%	-%	12%	-%	2%
							abde		
NET Important		417	137	280	397	15	2	2	19
		62%	71%	58%	61%	74%	71%	87%	74%
			b					a	a
NET Not Important		122	36	87	120	2	*	*	3
		18%	19%	18%	18%	12%	3%	8%	10%
Answered		676	191	485	650	21	3	2	25
Mean score		.6	.7	.6	.6	.8	1.2	1.2	.9
							a	a	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	32	27	4	-	1	*	-	32	1	*
		5%	6%	3%	-%	4%	*%	-%	5%	3%	1%
Not very important	(-1)	90	67	14	7	1	1	*	88	2	*
		13%	15%	10%	15%	7%	9%	8%	14%	9%	4%
Neither important nor unimportant	(0)	137	95	36	2	2	1	*	133	3	1
		20%	21% cf	24% cf	6%	15%	14%	5%	20% cf	15%	11%
Important	(1)	265	168	64	20	8	4	1	252	11	2
		39%	37%	43%	46%	54% a	43%	43%	39%	52% a	37%
Very important	(2)	152	102	30	14	3	3	1	145	5	2
		22%	22%	20%	31%	20%	30%	44% abdgh	22%	22%	40% ag
Don't know		2	-	-	1	-	*	-	1	-	*
		*%	-%	-%	3%	-%	4% ag	-%	*%	-%	8% ag
NET Important		417	270	94	34	10	7	2	397	15	4
		62%	59%	63%	77%	74%	73%	87% abg	61%	74% a	76%
NET Not Important		122	95	19	7	2	1	*	120	2	*
		18%	21% fi	13%	15%	11%	9%	8%	18% i	12%	5%
Answered		676	459	149	43	14	10	2	650	21	5
Mean score		.6	.5	.7	1.0	.8	1.0 ag	1.2 abg	.6	.8	1.2 abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	32	31	*	-	-	1
		5%	6%	*%	-%	-%	4%
Not very important	(-1)	90	64	9	5	-	*
		13%	13%	13%	26% e	-%	1%
Neither important nor unimportant	(0)	137	110	14	2	*	1
		20%	23%	21%	9%	7%	4%
Important	(1)	265	174	27	5	3	9
		39%	36%	40%	27%	77%	61%
Very important	(2)	152	102	18	7	1	4
		22%	21%	26%	37%	16%	29%
Don't know		2	-	-	*	-	-
		*%	-%	-%	2%	-%	-%
NET Important		417	276	45	12	3	14
		62%	57%	66%	63%	93%	91% a
NET Not Important		122	94	9	5	-	1
		18%	20%	13%	26%	-%	5%
Answered		676	480	68	18	4	15
Mean score		.6	.5	.8	.8	1.1	1.1

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	32	5	-	18	-	-	1	2	-	3	29	1	2	*
		5%	8%	-%	15% hjkm	-%	-%	2%	2%	-%	5%	5%	3%	6%	2%
Not very important	(-1)	90	6	6	10	1	5	6	12	23	14	82	4	3	1
		13%	9%	12%	9%	3%	10%	8%	12%	34% acfjkl	26%	14%	11%	13%	13%
Neither important nor unimportant	(0)	137	12	10	22	11	8	18	20	14	10	125	4	6	2
		20%	18%	21%	19%	36%	17%	25%	19%	21%	19%	21%	11%	22%	19%
Important	(1)	265	33	21	39	9	22	31	34	23	17	230	20	9	5
		39%	53%	44%	33%	29%	47%	43%	32%	35%	33%	38%	54% cgjl	34%	58% cgjl
Very important	(2)	152	7	11	28	9	12	17	37	8	8	137	8	6	1
		22%	12%	22%	24%	28%	26%	23%	35% ahm	11%	16%	23%	20%	25% m	8%
Don't know		2	-	-	-	1	-	-	-	-	*	2	-	-	-
		*%	-%	-%	-%	4%	-%	-%	-%	-%	1%	*%	-%	-%	-%
NET Important		417	41	32	67	17	34	47	72	31	25	367	28	15	6
		62%	65%	66%	57%	57%	73%	66%	67%	46%	49%	61%	74% hij	59%	67%
NET Not Important		122	11	6	28	1	5	7	15	23	16	111	5	5	1
		18%	17%	12%	24%	3%	10%	10%	14%	34% fk	32%	18%	14%	19%	14%
Answered		676	63	48	118	29	47	72	107	68	51	603	38	25	9
Mean score		.6	.5	.8	.4	.9	.9 h	.8	.9 h	.2	.3	.6	.8 h	.6	.6

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry									Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial		Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h		a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272		526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123		220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240		564	113	651	27
Not at all important	(-2)	32	*	8	-	*	14	*	3	7		27	5	32	*
		5%	*%	10%	-%	*%	7%	2%	8%	3%		5%	5%	5%	*%
Not very important	(-1)	90	3	8	-	3	46	1	2	23		78	12	87	3
		13%	23%	9%	-%	8%	23% h	5%	6%	9%		14%	11%	13%	11%
Neither important nor unimportant	(0)	137	2	18	*	5	48	6	5	47		112	24	135	2
		20%	14%	21%	4%	14%	24%	49%	12%	19%		20%	22%	21%	7%
Important	(1)	265	7	33	1	20	49	3	17	113		219	46	247	18
		39%	45%	39%	81%	55% e	24%	27%	44%	47% e		39%	41%	38%	68% a
Very important	(2)	152	3	18	*	9	44	2	11	52		126	25	148	3
		22%	18%	21%	14%	24%	22%	18%	29%	22%		22%	22%	23%	13%
Don't know		2	-	-	-	-	1	-	*	-		2	-	2	-
		*%	-%	-%	-%	-%	1%	-%	1%	-%		*%	-%	*%	-%
NET Important		417	9	51	1	29	93	6	29	165		345	71	395	22
		62%	63%	60%	96%	78% e	46%	45%	73%	68% e		61%	63%	61%	82%
NET Not Important		122	3	16	-	3	60	1	5	29		105	17	119	3
		18%	23%	19%	-%	8%	30% h	7%	14%	12%		19%	15%	18%	11%
Answered		676	15	84	1	37	201	13	39	240		563	113	649	27
Mean score		.6	.6	.5	1.1	.9 e	.3	.5	.8	.7 e		.6	.7	.6	.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	32	32	-	16	*	16
		5%	5%	-%	5%	*%	6%
Not very important	(-1)	90	88	2	29	10	52
		13%	13%	25%	10%	8%	20%
							ab
Neither important nor unimportant	(0)	137	136	*	64	13	60
		20%	20%	4%	22%	10%	23%
							b
Important	(1)	265	265	*	113	67	84
		39%	40%	*%	39%	54%	32%
						ac	
Very important	(2)	152	145	6	72	33	47
		22%	22%	71%	24%	27%	18%
Don't know		2	2	-	*	-	1
		*%	*%	-%	*%	-%	*%
NET Important		417	410	6	185	100	131
		62%	61%	71%	63%	82%	50%
						ac	
NET Not Important		122	120	2	45	10	68
		18%	18%	25%	15%	8%	26%
							ab
Answered		676	667	9	293	123	259
Mean score		.6	.6	1.2	.7	1.0	.4
					c	ac	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	32	17	15	1	-	*	-	-	-	31	1	*	9	8	15
		5%	3%	12% a	4%	-%	3%	-%	-%	-%	5%	3%	1%	5%	2%	11% b
Not very important	(-1)	90	68	23	-	-	-	-	-	-	90	-	-	26	41	23
		13%	13%	19%	-%	-%	-%	-%	-%	-%	14%	-%	-%	15%	12%	16%
Neither important nor unimportant	(0)	137	107	24	6	-	*	-	*	-	130	6	*	33	74	30
		20%	20%	19%	42%	-%	15%	-%	76%	-%	20%	28%	4%	18%	21%	21%
Important	(1)	265	218	39	2	3	2	*	*	*	257	8	6	64	154	47
		39%	41%	32%	17%	59%	79%	92%	16%	100%	39%	35%	66%	36%	44%	32%
Very important	(2)	152	124	21	4	2	*	*	*	-	145	7	2	47	77	28
		22%	23%	18%	30%	41%	3%	8%	8%	-%	22%	30%	29%	26%	22%	19%
Don't know		2	-	*	1	-	-	-	-	-	*	1	-	-	-	2
		*%	-%	*%	8% ai	-%	-%	-%	-%	-%	*%	5% ai	-%	-%	-%	1%
NET Important		417	342	60	7	6	2	*	*	*	402	15	8	111	231	75
		62%	64%	49%	47%	100%	82%	100%	24%	100%	61%	65%	95% b	62%	65%	52%
NET Not Important		122	84	38	1	-	*	-	-	-	122	1	*	35	49	38
		18%	16%	31% aj	4%	-%	3%	-%	-%	-%	19%	3%	1%	20%	14%	26% b
Answered		676	532	121	14	6	2	*	*	*	654	22	8	179	353	144
Mean score		.6	.7 b	.2	.8	1.4	.8	1.1	.3	1.0	.6 b	.9	1.2	.6	.7 c	.3

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	32	13	11	16	32	4	6	16	-	*	-	-	-	*
		5%	4%	3%	3%	5%	5%	3%	4%	-%	1%	-%	-%	-%	4%
Not very important	(-1)	90	28	44	57	90	10	18	46	4	2	*	*	5	-
		13%	8%	12%	12%	13%	12%	10%	12%	8%	12%	1%	5%	97%	-%
Neither important nor unimportant	(0)	137	59	75	94	137	12	28	77	15	*	2	*	*	-
		20%	18%	21%	20%	20%	14%	15%	20%	30%	4%	19%	5%	*%	-%
Important	(1)	265	133	134	180	265	38	84	159	12	6	3	*	*	*
		39%	40%	37%	38%	39%	44%	46%	41%	24%	47%	34%	1%	1%	13%
Very important	(2)	152	101	93	125	152	21	47	93	18	4	4	4	*	2
		22%	30%	26%	26%	22%	25%	26%	24%	36%	36%	42%	89%	2%	83%
Don't know		2	*	2	2	2	*	2	-	1	-	*	-	-	-
		*%	*%	*%	*%	*%	*%	1%	-%	2%	-%	5%	-%	-%	-%
NET Important		417	234	227	305	417	59	131	252	30	10	6	4	*	2
		62%	70%	63%	64%	62%	69%	71%	64%	60%	83%	76%	89%	3%	96%
NET Not Important		122	40	55	73	122	14	24	62	4	2	*	*	5	*
		18%	12%	15%	15%	18%	17%	13%	16%	8%	13%	1%	5%	97%	4%
Answered		676	333	357	472	676	85	183	390	50	12	8	4	5	2
Mean score		.6	.8	.7	.7	.6	.7	.8	.7	.9	1.1	1.2	1.7	-.9	1.7
			d												

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	32	32	*	*	-	*	-	-	*	2	5	9	-	-
		5%	5%	*%	*%	-%	3%	-%	-%	1%	1%	5%	6%	-%	-%
Not very important	(-1)	90	83	2	5	-	-	1	-	1	16	4	19	13	6
		13%	14%	6%	29%	-%	-%	79%	-%	9%	11%	4%	12%	24% b	58%
Neither important nor unimportant	(0)	137	131	4	1	*	*	*	*	*	32	21	35	7	*
		20%	21%	14%	5%	3%	6%	5%	9%	7%	22%	19%	22%	13%	4%
Important	(1)	265	241	8	7	6	1	*	1	3	51	46	63	18	2
		39%	39%	26%	43%	48%	53%	4%	42%	42%	35%	43%	40%	35%	19%
Very important	(2)	152	123	17	3	5	1	*	2	3	45	32	31	14	2
		22%	20%	54% a	21%	39%	39%	12%	49%	41%	31%	30%	20%	28%	18%
Don't know		2	-	-	*	1	-	-	-	-	-	-	2	-	-
		*%	-%	-%	3%	9%	-%	-%	-%	-%	-%	-%	1%	-%	-%
NET Important		417	364	26	10	10	3	*	3	6	96	78	94	32	4
		62%	60%	80%	64%	88%	91%	16%	91%	83%	66%	72%	59%	63%	38%
NET Not Important		122	115	2	5	-	*	1	-	1	17	9	28	13	6
		18%	19%	6%	29%	-%	3%	79%	-%	10%	12%	8%	18%	24%	58%
Answered		676	610	32	16	11	3	1	3	7	145	108	156	52	11
Mean score		.6	.6	1.3 a	.6	1.4	1.3	-.5	1.4	1.1	.8	.9	.6	.7	*

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	32	6	12	13	1	-	26	3	3	32	-	16	-
		5%	2%	8%	7%	1%	-%	6%	6%	2%	5%	-%	3%	-%
Not very important	(-1)	90	34	17	26	13	-	69	1	20	88	3	56	2
		13%	12%	11%	14%	31% ab	-%	15%	3%	12%	14%	9%	12%	7%
Neither important nor unimportant	(0)	137	69	14	43	9	2	88	5	44	133	3	87	8
		20%	24% b	9%	24% b	21%	22%	19%	10%	26%	21%	11%	19%	33%
Important	(1)	265	106	68	76	15	1	165	20	79	251	13	176	4
		39%	36%	45%	42%	33%	6%	36%	44%	46%	39%	44%	39%	15%
Very important	(2)	152	76	41	23	5	6	110	17	25	141	11	114	11
		22%	26% c	27% c	13%	12%	72%	24%	37% c	15%	22%	36%	25%	45%
Don't know		2	-	-	*	1	-	2	-	-	2	-	2	-
		*%	-%	-%	*%	3%	-%	*%	-%	-%	*%	-%	*%	-%
NET Important		417	181	109	99	20	7	276	36	104	392	24	290	15
		62%	62%	72% cd	54%	45%	78%	60%	81%	61%	61%	80%	65%	60%
NET Not Important		122	41	28	39	14	-	96	4	23	120	3	71	2
		18%	14%	19%	22%	32% a	-%	21%	9%	13%	18%	9%	16%	7%
Answered		676	291	151	182	43	9	459	45	171	646	30	448	24
Mean score		.6	.7 cd	.7	.4	.2	1.5	.6	1.0	.6	.6	1.1	.7	1.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	32	19	-	6	-	28	4	6	13	6	3	11	5
		5%	11%	-%	4%	-%	4%	8%	3%	4%	10%	1%	4%	6%
Not very important	(-1)	90	15	9	20	*	81	9	15	27	6	14	44	14
		13%	8%	16%	12%	*%	13%	16%	8%	9%	10%	7%	14%	16%
Neither important nor unimportant	(0)	137	39	7	28	*	131	6	26	56	5	34	67	14
		20%	22%	13%	17%	2%	21%	11%	14%	19%	9%	16%	22%	17%
Important	(1)	265	63	23	62	6	243	22	71	119	21	75	116	22
		39%	35%	40%	38%	48%	39%	41%	37%	40%	37%	37%	37%	26%
Very important	(2)	152	42	17	47	6	139	13	76	82	18	79	70	29
		22%	24%	30%	28%	49%	22%	24%	39%	28%	32%	39% b	23%	35%
Don't know		2	1	*	2	-	2	-	*	*	*	*	2	*
		*%	1%	1%	1%	-%	*%	-%	*%	*%	1%	*%	*%	1%
NET Important		417	106	40	108	13	382	35	148	202	39	154	186	51
		62%	59%	71%	66%	97%	61%	65%	76%	68%	70%	75% b	60%	61%
NET Not Important		122	34	9	26	*	109	13	21	40	11	17	55	18
		18%	19%	16%	16%	*%	18%	24%	11%	13%	21%	8%	18% a	22% a
Answered		676	178	57	162	13	622	54	195	297	55	205	308	84
Mean score		.6	.5	.9	.8	1.5	.6	.6	1.0	.8	.7	1.0 b	.6	.7

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	32	14	25	13	-	13	11	32	8	11	-
		5%	3%	5%	10% a	-%	4%	3%	5%	2%	4%	-%
Not very important	(-1)	90	47	68	21	-	28	44	90	47	46	-
		13%	10%	14%	16%	-%	8%	13%	13%	13%	16%	-%
Neither important nor unimportant	(0)	137	85	103	16	-	59	72	137	67	63	*
		20%	18%	21%	12%	-%	18%	21%	20%	18%	21%	4%
Important	(1)	265	195	178	57	1	132	127	265	141	98	1
		39%	42%	37%	43%	100%	40%	37%	39%	39%	33%	13%
Very important	(2)	152	121	105	26	-	100	90	152	102	76	6
		22%	26%	22%	20%	-%	30%	26%	22%	28%	26%	77%
Don't know		2	*	2	*	-	*	2	2	*	2	*
		*%	*%	*%	*%	-%	*%	*%	*%	*%	1%	6%
NET Important		417	316	282	84	1	232	217	417	243	174	7
		62%	68%	59%	62%	100%	70%	63%	62%	67%	59%	91%
NET Not Important		122	61	93	35	-	40	55	122	55	57	-
		18%	13%	19%	26% a	-%	12%	16%	18%	15%	19%	-%
Answered		676	462	478	134	1	331	344	676	365	294	7
Mean score		.6	.8 b	.6	.5	1.0	.8 c	.7	.6	.8	.6	1.8

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	32	17	16	9	9	9	8	7	3	*	-	*
		5%	5%	5%	3%	10%	17% abc	3%	3%	4%	*%	-%	*%
Not very important	(-1)	90	46	54	23	9	11	37	43	5	-	-	3
		13%	13%	15% c	7%	10%	21% c	12%	16%	7%	-%	-%	27%
Neither important nor unimportant	(0)	137	70	87	61	15	4	55	54	21	3	3	3
		20%	20%	25%	18%	17%	8%	18%	20%	33%	15%	18%	30%
Important	(1)	265	142	127	144	34	24	123	95	12	9	9	2
		39%	41%	36%	43%	38%	45%	41%	36%	19%	49%	60%	16%
Very important	(2)	152	72	66	99	22	4	78	65	22	7	3	3
		22%	21%	19%	29% be	25%	8%	26%	25%	36%	36%	22%	27%
Don't know		2	*	2	*	*	*	*	2	*	-	-	-
		*%	*%	*%	*%	*%	1%	*%	1%	1%	-%	-%	-%
NET Important		417	213	193	243	57	28	201	160	34	16	12	4
		62%	61%	55%	72% b	63%	53%	67%	60%	54%	85%	82%	43%
NET Not Important		122	63	71	32	18	20	45	50	7	*	-	3
		18%	18% c	20% c	10%	20%	38% ac	15%	19%	12%	*%	-%	27%
Answered		676	346	350	337	90	52	301	263	63	19	15	10
Mean score		.6	.6 e	.5	.9 abe	.6	.1	.8	.6	.7	1.2	1.0	.4

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	32	19	15	21	25	13	5	28	2	-	32	-	3	29
		5%	3%	4%	4%	5%	3%	2%	5%	2%	-%	6%	-%	1%	6%
Not very important	(-1)	90	67	51	74	68	64	39	82	18	-	69	5	31	59
		13%	12%	13%	12%	13%	16%	11%	13%	18%	-%	12%	13%	14%	13%
Neither important nor unimportant	(0)	137	115	69	122	91	63	71	124	18	-	110	11	46	91
		20%	20%	18%	20%	17%	16%	20%	20%	18%	-%	19%	28%	21%	20%
Important	(1)	265	221	163	238	227	160	133	246	34	-	237	10	80	185
		39%	39%	43%	40%	42%	41%	38%	40%	33%	-%	41%	23%	36%	41%
Very important	(2)	152	142	81	142	127	92	103	137	29	1	130	15	61	90
		22%	25%	21%	24%	23%	23%	29%	22%	29%	100%	22%	36%	28%	20%
Don't know		2	*	*	*	2	2	*	2	-	-	2	-	2	-
		*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	1%	-%
NET Important		417	362	244	379	354	252	236	382	63	1	367	24	141	276
		62%	64%	64%	64%	66%	64%	67%	62%	62%	100%	63%	59%	63%	61%
NET Not Important		122	86	66	95	93	78	44	110	20	-	101	5	34	89
		18%	15%	17%	16%	17%	20%	13%	18%	20%	-%	17%	13%	15%	19%
Answered		676	563	379	597	538	392	351	616	101	1	578	41	221	455
Mean score		.6	.7	.6	.7	.7	.6	.8	.6	.7	2.0	.6	.8	.7	.5

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	32	15	-	-	19	1	27	4	3	*	29	1	31
		5%	7%	-%	-%	11%	1%	7%	2%	3%	*%	6%	1%	6% a
Not very important	(-1)	90	22	1	8	16	18	43	28	10	10	66	11	79
		13%	11%	9%	12%	9%	16%	11%	15%	11%	11%	14%	6%	16% a
Neither important nor unimportant	(0)	137	38	6	11	35	7	87	42	24	23	86	32	104
		20%	19%	54%	18%	20%	6%	23% a	23% a	26%	26%	18%	17%	21%
Important	(1)	265	71	4	31	55	51	135	78	34	46	180	83	182
		39%	35%	36%	49%	32%	44%	36%	43%	37%	50%	38%	45%	37%
Very important	(2)	152	52	*	12	48	37	85	29	20	12	112	57	95
		22%	26%	*%	19%	28%	32% c	23%	16%	22%	13%	24%	31% b	19%
Don't know		2	2	-	2	-	1	*	-	2	-	-	*	1
		*%	1%	-%	2%	-%	1%	*%	-%	2%	-%	-%	*%	*%
NET Important		417	123	4	43	103	88	221	107	54	58	292	140	277
		62%	62%	36%	68%	59%	76% b	58%	59%	59%	63%	62%	75% b	56%
NET Not Important		122	37	1	8	35	20	70	32	13	11	95	13	110
		18%	19%	9%	12%	20%	17%	18%	18%	14%	12%	20%	7%	22% a
Answered		676	199	11	62	172	114	378	182	90	91	473	185	491
Mean score		.6	.6	.3	.8	.6	.9	.6	.6	.6	.6	.6	1.0 b	.5

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 103 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next-day service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	32	5	15	10	3	20	12
		5%	3%	8%	6%	2%	6%	4%
Not very important	(-1)	90	20	9	27	35	29	62
		13%	11%	5%	16%	24%	8%	19%
					b	b		a
Neither important nor unimportant	(0)	137	26	42	38	30	69	68
		20%	15%	23%	22%	21%	19%	22%
Important	(1)	265	89	69	60	46	159	106
		39%	51%	38%	35%	32%	44%	34%
			d					
Very important	(2)	152	35	49	37	31	84	68
		22%	20%	27%	22%	21%	23%	22%
Don't know		2	1	-	-	*	1	*
		*%	1%	-%	-%	*%	*%	*%
NET Important		417	124	118	97	77	242	174
		62%	70%	64%	57%	53%	67%	55%
			d				b	
NET Not Important		122	25	24	37	37	49	74
		18%	14%	13%	21%	26%	14%	23%
								a
Answered		676	175	185	171	144	360	316
Mean score		.6	.7	.7	.5	.5	.7	.5

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	58	1	57	58	*	-	-	*
		9%	1%	12%	9%	*%	-%	-%	*%
				a	bde				
Not very important	(-1)	188	74	114	184	3	1	*	4
		28%	38%	24%	28%	14%	18%	19%	15%
			b		be				
Neither important nor unimportant	(0)	160	26	133	156	3	*	*	4
		24%	14%	27%	24%	17%	5%	15%	15%
				a					
Important	(1)	172	64	109	161	10	1	1	12
		25%	33%	22%	25%	47%	37%	40%	45%
						a		a	a
Very important	(2)	99	27	72	93	4	1	*	6
		15%	14%	15%	14%	22%	39%	26%	24%
							a	a	a
Don't know		-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
NET Important		271	91	180	253	14	3	1	18
		40%	47%	37%	39%	69%	76%	66%	70%
						a	a	a	a
NET Not Important		246	75	172	243	3	1	*	4
		36%	39%	35%	37%	15%	18%	19%	15%
					bde				
Answered		677	192	485	652	21	3	2	26
Mean score		.1	.2	*	.1	.8	1.0	.7	.8
						a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	58	48	7	3	-	*	-	58	*	-
		9%	10%	5%	7%	-%	*%	-%	9%	*%	-%
			defhi						fh		
Not very important	(-1)	188	139	37	9	2	2	*	184	3	1
		28%	30%	25%	19%	12%	19%	19%	28%	14%	19%
			dh						dh		
Neither important nor unimportant	(0)	160	109	43	4	2	1	*	156	3	*
		24%	24%	29%	8%	17%	13%	15%	24%	17%	9%
			i	ci					i		
Important	(1)	172	102	42	17	7	4	1	161	10	2
		25%	22%	28%	38%	51%	38%	40%	25%	47%	38%
						abg	a	ag		abg	
Very important	(2)	99	61	20	12	3	3	*	93	4	2
		15%	13%	13%	27%	20%	30%	26%	14%	22%	35%
							abg	ag			abg
Don't know		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		271	163	62	28	10	7	1	253	14	4
		40%	36%	42%	65%	71%	68%	66%	39%	69%	73%
					abg	abg	abg	abg		abg	abg
NET Not Important		246	187	44	12	2	2	*	243	3	1
		36%	41%	30%	27%	12%	19%	19%	37%	15%	19%
			defhi	dh					defhi		
Answered		677	459	149	44	14	10	2	652	21	5
Mean score		.1	*	.2	.6	.8	.8	.7	.1	.8	.9
					ag	abg	abg	abg		abg	abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	58	54	-	3	-	*
		9%	11%	-%	19%	-%	*%
			b		b		
Not very important	(-1)	188	136	24	2	*	4
		28%	28%	36%	12%	11%	28%
Neither important nor unimportant	(0)	160	121	12	2	1	4
		24%	25%	17%	13%	20%	24%
Important	(1)	172	109	17	5	2	3
		25%	23%	25%	27%	53%	21%
Very important	(2)	99	60	15	5	1	4
		15%	12%	22%	30%	16%	26%
Don't know		-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
NET Important		271	169	32	10	2	7
		40%	35%	47%	56%	69%	47%
NET Not Important		246	190	24	6	*	4
		36%	40%	36%	31%	11%	29%
Answered		677	480	68	18	4	15
Mean score		.1	*	.3	.4	.7	.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	58	6	7	23	-	3	5	2	3	6	56	1	*	*
		9%	9%	15% l	20% gklm	-%	7%	7%	2%	5%	12% l	9% l	4%	1%	4%
Not very important	(-1)	188	15	10	31	7	7	11	42	28	17	167	14	4	3
		28%	24%	20%	26%	23%	16%	15%	39% fl	41% fl	33%	28%	37% fl	17%	31%
Neither important nor unimportant	(0)	160	13	8	9	12	18	19	27	21	14	141	8	9	2
		24%	20%	16%	7%	41%	39% cm	26% c	26% c	30% c	27% c	23% c	21%	35% c	16%
Important	(1)	172	25	16	30	10	12	25	17	8	9	151	12	7	3
		25%	39% gh	33%	26%	32%	25%	34% h	16%	11%	18%	25%	31% h	28%	28%
Very important	(2)	99	5	7	25	1	6	12	19	9	5	89	3	5	2
		15%	8%	15%	21% k	4%	12%	17%	18%	13%	10%	15%	7%	20% k	21%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		271	30	23	55	11	18	37	35	17	14	240	14	12	5
		40%	47%	48%	47%	36%	38%	51% h	33%	24%	28%	40%	38%	47% h	49%
NET Not Important		246	21	17	54	7	11	16	44	31	23	224	15	4	3
		36%	33%	36%	46% l	23%	23%	22%	41% l	45% l	45% l	37% l	40% l	18%	35%
Answered		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Mean score		.1	.1	.1	*	.2	.2	.4	.1	-.1	-.2	.1	*	.5 hijk	.3

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272	526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123	220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240	564	113	651	27
Not at all important	(-2)	58	*	3	-	-	35	-	2	16	55	3	58	*
		9%	1%	3%	-%	-%	17% h	-%	6%	7%	10%	3%	9%	*%
Not very important	(-1)	188	3	34	*	9	67	1	6	60	165	23	184	4
		28%	22%	40%	8%	23%	33%	11%	15%	25%	29%	21%	28%	15%
Neither important nor unimportant	(0)	160	1	13	-	9	49	7	15	56	111	49	152	7
		24%	6%	15%	-%	25%	24%	60%	39%	23%	20%	43% a	23%	28%
Important	(1)	172	5	23	1	12	33	2	8	76	144	29	164	8
		25%	31%	28%	73%	33%	16%	19%	22%	31% e	25%	26%	25%	31%
Very important	(2)	99	6	11	*	7	18	1	7	33	90	9	92	7
		15%	40% eh	14%	19%	19%	9%	10%	18%	14%	16%	8%	14%	26%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		271	10	35	1	19	51	4	16	108	233	38	256	15
		40%	71% e	41%	92%	51% e	25%	29%	40%	45% e	41%	34%	39%	57%
NET Not Important		246	3	37	*	9	102	1	8	76	220	26	243	4
		36%	23%	43%	8%	23%	51% dgh	11%	21%	32%	39% b	23%	37% b	15%
Answered		677	15	84	1	37	202	13	39	240	564	113	651	27
Mean score		.1	.9 e	.1	1.0	.5 e	-.3	.3	.3	.2 e	.1	.2	.1	.7 a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	58	58	-	29	3	27
		9%	9%	-%	10%	2%	10%
Not very important	(-1)	188	186	2	65	28	95
		28%	28%	25%	22%	23%	37% a
Neither important nor unimportant	(0)	160	159	*	78	21	61
		24%	24%	4%	27%	17%	23%
Important	(1)	172	172	*	79	42	52
		25%	26%	4%	27%	34%	20%
Very important	(2)	99	93	6	43	30	26
		15%	14%	66%	15%	24% c	10%
Don't know		-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
NET Important		271	265	6	122	71	78
		40%	40%	71%	42%	58% ac	30%
NET Not Important		246	244	2	94	31	122
		36%	37%	25%	32%	25%	47% ab
Answered		677	668	9	294	123	260
Mean score		.1	.1	1.1	.1 c	.5 ac	-.2

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	58	42	16	-	-	-	-	-	-	58	-	-	24	19	16
		9%	8%	13%	-%	-%	-%	-%	-%	-%	9%	-%	-%	13% b	5%	11%
Not very important	(-1)	188	137	44	6	-	1	-	*	*	181	7	1	37	100	51
		28%	26%	36%	40%	-%	33%	-%	76%	4%	28%	29%	9%	21%	28%	35%
Neither important nor unimportant	(0)	160	131	23	3	3	*	-	*	-	154	6	3	36	95	29
		24%	25%	19%	18%	54%	1%	-%	16%	-%	23%	25%	37%	20%	27%	20%
Important	(1)	172	139	25	4	2	1	*	-	*	164	8	4	52	87	33
		25%	26%	20%	29%	41%	61%	15%	-%	96%	25%	36%	48%	29%	25%	23%
Very important	(2)	99	83	14	2	*	*	*	*	-	97	2	*	31	52	16
		15%	16%	11%	13%	5%	5%	85%	8%	-%	15%	10%	5%	17%	15%	11%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		271	222	39	6	3	2	*	*	*	261	11	5	83	139	49
		40%	42%	32%	42%	46%	66%	100%	8%	96%	40%	46%	53%	47%	39%	34%
NET Not Important		246	179	61	6	-	1	-	*	*	240	7	1	60	119	67
		36%	34%	50% a	40%	-%	33%	-%	76%	4%	37%	29%	9%	34%	34%	46%
Answered		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Mean score		.1	.2	-.2	.2	.5	.4	1.8	-.6	.9	.1	.3	.5	.2	.1	-.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	58	22	22	32	58	3	10	31	*	-	*	-	-	-
		9%	7%	6%	7%	9%	3%	6%	8%	*%	-%	1%	-%	-%	-%
Not very important	(-1)	188	71	88	125	188	21	51	104	14	2	*	*	5	*
		28%	21%	24%	26%	28%	25%	28%	27%	28%	13%	*%	5%	86%	4%
Neither important nor unimportant	(0)	160	75	95	119	160	19	35	98	16	3	2	*	*	-
		24%	23%	27%	25%	24%	23%	19%	25%	31%	21%	29%	1%	*%	-%
Important	(1)	172	109	97	127	172	27	58	108	6	6	5	1	*	*
		25%	33%	27%	27%	25%	31%	32%	28%	13%	52% b	60%	23%	*%	13%
Very important	(2)	99	55	57	71	99	16	30	48	15	2	1	3	1	2
		15%	16%	16%	15%	15%	18%	16%	12%	29%	15%	10%	71%	13%	83%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		271	165	154	199	271	42	88	157	21	8	6	4	1	2
		40%	49%	43%	42%	40%	49%	48%	40%	41%	66%	70%	93%	14%	96%
NET Not Important		246	94	110	157	246	24	61	136	14	2	*	*	5	*
		36%	28%	31%	33%	36%	28%	33%	35%	28%	13%	1%	5%	86%	4%
Answered		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Mean score		.1	.3	.2	.2	.1	.4	.3	.1	.4	.7	.8	1.6	-.6	1.8

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	58	58	-	-	-	-	-	-	-	7	6	19	*	-
		9%	10%	-%	-%	-%	-%	-%	-%	-%	5%	5%	12%	*%	-%
Not very important	(-1)	188	171	9	7	1	*	*	-	*	31	28	35	24	7
		28%	28%	28%	44%	10%	3%	3%	-%	1%	22%	26%	22%	46% ac	63%
Neither important nor unimportant	(0)	160	147	6	4	3	*	*	-	*	37	33	42	6	*
		24%	24%	19%	22%	27%	1%	1%	-%	*%	26%	31%	26%	13%	*%
Important	(1)	172	155	4	4	5	2	*	2	4	46	24	43	11	4
		25%	25%	13%	26%	41%	80%	5%	49%	57%	32%	22%	27%	21%	34%
Very important	(2)	99	79	13	1	3	*	1	2	3	24	17	20	11	*
		15%	13%	39% a	9%	23%	16%	91%	51%	41% a	16%	16%	12%	20%	2%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		271	234	17	6	7	3	1	3	7	70	41	62	21	4
		40%	38%	53%	34%	64%	96%	97%	100%	98% abc	48%	38%	40%	41%	37%
NET Not Important		246	229	9	7	1	*	*	-	*	38	34	54	24	7
		36%	38% h	28%	44%	10%	3%	3%	-%	1%	26%	31%	34%	46%	63%
Answered		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Mean score		.1	*	.6	*	.8	1.1	1.9	1.5	1.4 ac	.3	.2	.1	.2	-.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	58 9%	25 9%	9 6%	21 12%	3 7%	- -%	50 11% c	3 6%	5 3%	58 9%	- -%	32 7%	- -%
Not very important	(-1)	188 28%	75 26%	29 19%	58 32%	25 57% abc	1 12%	142 31%	6 14%	40 24%	184 29%	4 12%	120 27%	5 19%
Neither important nor unimportant	(0)	160 24%	66 23%	43 29%	44 24%	6 13%	* *%	101 22%	6 13%	53 31%	153 24%	7 22%	115 26%	3 14%
Important	(1)	172 25%	79 27%	40 26%	44 24%	9 21%	1 11%	96 21%	26 58% ac	50 29%	163 25%	9 31%	116 26%	12 48%
Very important	(2)	99 15%	46 16%	31 20% cd	15 8%	1 2%	7 77%	72 16%	4 9%	23 13%	88 14%	10 35% a	66 15%	5 19%
Don't know		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
NET Important		271 40%	124 43%	70 47% d	59 32%	10 23%	8 88%	168 36%	30 67% ac	73 42%	251 39%	20 66%	182 41%	16 67%
NET Not Important		246 36%	100 34%	37 25%	80 44% b	28 65% ab	1 12%	192 42% bc	9 19%	46 27%	243 38%	4 12%	152 34%	5 19%
Answered		677	291	151	183	44	9	461	45	171	647	30	449	24
Mean score		.1	.2 d	.4 cd	-.1	-.5	1.5	*	.5	.3	.1	.9 a	.1	.7

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	58	18	*	6	*	52	6	13	22	7	2	22	11
		9%	10%	*%	4%	*%	8%	11%	7%	7%	13%	1%	7% a	13% a
Not very important	(-1)	188	42	14	36	*	178	10	30	67	10	40	84	20
		28%	23%	24%	22%	1%	29%	18%	16%	22%	19%	19%	27%	24%
Neither important nor unimportant	(0)	160	45	8	38	2	148	11	32	75	9	50	88	26
		24%	25%	14%	23%	12%	24%	21%	16%	25%	17%	24%	28%	30%
Important	(1)	172	49	20	55	6	155	17	77	90	17	72	74	12
		25%	28%	35%	33%	49%	25%	32%	39%	30%	30%	35% c	24%	14%
Very important	(2)	99	25	15	28	5	89	10	43	44	12	42	41	16
		15%	14%	27%	17%	38%	14%	18%	22%	15%	21%	20%	13%	19%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		271	74	35	83	11	245	27	119	134	28	114	116	28
		40%	41%	62%	51%	87%	39%	49%	61% b	45%	51%	55% bc	37%	33%
NET Not Important		246	60	14	43	*	231	16	44	89	18	42	106	31
		36%	33%	24%	26%	1%	37%	30%	22%	30%	32%	20%	34% a	36%
Answered		677	179	57	164	13	624	54	195	297	56	206	310	84
Mean score		.1	.1	.6	.4	1.2	.1	.3	.5	.2	.3	.5 bc	.1	*

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	58	24	49	11	-	22	22	58	20	17	-
		9%	5%	10%	8%	-%	7%	6%	9%	5%	6%	-%
Not very important	(-1)	188	121	127	51	-	71	84	188	89	80	-
		28%	26%	26%	38%	-%	22%	24%	28%	24%	27%	-%
Neither important nor unimportant	(0)	160	109	125	24	-	75	93	160	89	92	*
		24%	24%	26%	18%	-%	23%	27%	24%	24%	31%	*%
Important	(1)	172	133	120	33	1	109	91	172	106	65	4
		25%	29%	25%	25%	100%	33%	26%	25%	29%	22%	55%
Very important	(2)	99	75	59	16	-	54	56	99	60	41	3
		15%	16%	12%	12%	-%	16%	16%	15%	17%	14%	45%
Don't know		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		271	208	180	49	1	163	147	271	167	106	8
		40%	45%	37%	36%	100%	49%	42%	40%	46%	36%	100%
NET Not Important		246	145	175	61	-	94	106	246	109	98	-
		36%	31%	37%	46%	-%	28%	31%	36%	30%	33%	-%
Answered		677	463	480	135	1	332	345	677	365	295	8
Mean score		.1	.2	*	-.1	1.0	.3	.2	.1	.3	.1	1.4

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	58	34	29	17	6	10	21	17	-	-	1	-
		9%	10%	8%	5%	6%	20% c	7%	7%	-%	-%	8%	-%
Not very important	(-1)	188	87	107	88	38	25	81	67	11	1	3	7
		28%	25%	30%	26%	42%	47% a	27%	25%	17%	3%	23%	66%
Neither important nor unimportant	(0)	160	88	102	67	20	10	73	83	24	2	5	*
		24%	25%	29%	20%	22%	19%	24%	31%	38%	11%	31%	4%
Important	(1)	172	96	79	100	19	7	85	63	13	7	4	2
		25%	28%	22%	30%	22%	13%	28%	24%	20%	39%	27%	22%
Very important	(2)	99	41	35	64	8	1	41	34	15	9	2	1
		15%	12%	10%	19% b	9%	2%	14%	13%	25%	47%	12%	8%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		271	137	114	164	27	8	126	98	28	16	6	3
		40%	40% e	32%	49% be	30%	15%	42%	37%	45%	86%	39%	30%
NET Not Important		246	121	136	106	43	35	103	85	11	1	5	7
		36%	35%	39%	31%	48%	67% abc	34%	32%	17%	3%	31%	66%
Answered		677	347	352	337	91	53	301	265	63	19	15	10
Mean score		.1	.1 e	* e	.3 bde	-.2	-.7	.1	.1	.5	1.3	.1	-.3

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	58	43	28	46	48	26	19	57	7	-	57	*	10	49
		9%	8%	7%	8%	9%	7%	5%	9%	7%	-%	10%	1%	4%	11%
Not very important	(-1)	188	156	114	165	146	140	100	172	39	1	154	13	68	120
		28%	28%	30%	28%	27%	36%	28%	28%	39%	100%	27%	31%	31%	26%
Neither important nor unimportant	(0)	160	138	86	143	123	81	75	144	16	-	136	10	40	119
		24%	25%	23%	24%	23%	21%	21%	23%	16%	-%	23%	23%	18%	26%
Important	(1)	172	141	96	154	146	95	97	159	26	-	157	6	66	106
		25%	25%	25%	26%	27%	24%	28%	26%	26%	-%	27%	14%	30%	23%
Very important	(2)	99	86	56	89	78	50	61	85	13	-	76	13	38	61
		15%	15%	15%	15%	14%	13%	17%	14%	13%	-%	13%	31% a	17%	13%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		271	227	152	242	223	145	158	245	39	-	233	19	104	167
		40%	40%	40%	41%	41%	37%	45%	40%	39%	-%	40%	45%	47%	37%
NET Not Important		246	199	142	212	194	167	119	229	46	1	211	13	78	168
		36%	35%	37%	35%	36%	42%	34%	37%	45%	100%	36%	32%	35%	37%
Answered		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Mean score		.1	.1	.1	.1	.1	*	.2	.1	*	-1.0	.1	.4	.2	*

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	58	18	-	-	18	11	44	3	8	4	47	1	58
		9%	9%	-%	-%	11%	10%	12% c	2%	9%	4%	10%	*%	12% a
Not very important	(-1)	188	46	4	17	39	39	91	58	32	20	130	28	160
		28%	23%	36%	26%	23%	34%	24%	32%	35%	22%	28%	15%	32% a
Neither important nor unimportant	(0)	160	44	4	13	41	9	100	51	13	31	106	45	115
		24%	22%	37%	20%	24%	8%	26% a	28% a	15%	34% a	22%	24%	23%
Important	(1)	172	58	3	26	44	39	93	39	30	30	111	63	110
		25%	29%	27%	41%	25%	34%	25%	21%	32%	33%	24%	34% b	22%
Very important	(2)	99	34	-	9	31	18	50	30	8	6	79	49	50
		15%	17%	-%	14%	18%	16%	13%	17%	9%	7%	17%	26% b	10%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		271	92	3	35	75	57	143	69	38	37	191	111	160
		40%	46%	27%	54%	43%	49%	38%	38%	41%	40%	40%	60% b	32%
NET Not Important		246	64	4	17	57	50	135	61	41	24	177	29	218
		36%	32%	36%	26%	33%	43%	36%	34%	44%	26%	37%	16%	44% a
Answered		677	200	11	64	172	116	378	182	92	91	473	185	492
Mean score		.1	.2	-.1	.4	.2	.1	*	.2	*	.2	.1	.7 b	-.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 104 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	58	13	12	14	20	25	34
		9%	7%	6%	8%	14%	7%	11%
Not very important	(-1)	188	43	58	45	43	101	87
		28%	24%	32%	26%	29%	28%	28%
Neither important nor unimportant	(0)	160	49	42	36	33	91	69
		24%	28%	23%	21%	23%	25%	22%
Important	(1)	172	34	50	57	32	84	89
		25%	19%	27%	33%	22%	23%	28%
Very important	(2)	99	38	23	20	18	61	38
		15%	22%	12%	12%	12%	17%	12%
Don't know		-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
NET Important		271	72	73	77	50	145	127
		40%	41%	39%	45%	34%	40%	40%
NET Not Important		246	55	70	59	62	125	121
		36%	31%	38%	34%	43%	35%	38%
Answered		677	176	185	171	145	361	316
Mean score		.1	.2	.1	.1	-.1	.2	*

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	2	1	1	2	-	-	*	*
		*%	*%	*%	*%	-%	-%	2%	*%
Not very important	(-1)	43	24	19	42	1	*	*	2
		6%	12%	4%	6%	6%	3%	6%	6%
			b						
Neither important nor unimportant	(0)	77	17	60	75	2	*	*	2
		11%	9%	12%	12%	10%	1%	4%	9%
Important	(1)	334	109	225	321	10	2	1	13
		49%	57%	46%	49%	48%	60%	48%	50%
Very important	(2)	221	41	180	212	7	1	1	9
		33%	22%	37%	33%	35%	37%	39%	36%
				a					
Don't know		-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
NET Important		555	151	404	533	17	3	2	22
		82%	78%	83%	82%	83%	97%	87%	85%
NET Not Important		45	25	21	44	1	*	*	2
		7%	13%	4%	7%	6%	3%	9%	6%
			b						
Answered		677	192	485	652	21	3	2	26
Mean score		1.1	.9	1.2	1.1	1.1	1.3	1.2	1.1
				a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	2	2	-	-	-	-	*	2	-	*
		*%	*%	-%	-%	-%	-%	2%	*%	-%	1%
Not very important	(-1)	43	35	4	2	1	*	*	42	1	*
		6%	8%	3%	5%	7%	5%	6%	6%	6%	4%
Neither important nor unimportant	(0)	77	52	22	2	2	1	*	75	2	*
		11%	11%	14% i	3%	12%	5%	4%	12%	10%	2%
Important	(1)	334	221	81	19	7	5	1	321	10	3
		49%	48%	54%	42%	50%	49%	48%	49%	48%	56%
Very important	(2)	221	149	42	22	4	4	1	212	7	2
		33%	32%	28%	49% b	31%	41%	39%	33%	35%	38%
Don't know		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		555	370	123	40	11	9	2	533	17	5
		82%	81%	83%	91%	82%	90%	87%	82%	83%	94%
NET Not Important		45	37	4	2	1	*	*	44	1	*
		7%	8%	3%	5%	7%	5%	9%	7%	6%	5%
Answered		677	459	149	44	14	10	2	652	21	5
Mean score		1.1	1.0	1.1	1.4	1.1	1.3	1.2	1.1	1.1	1.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	2	1	-	-	-	-
		*%	*%	-%	-%	-%	-%
Not very important	(-1)	43	33	3	*	-	*
		6%	7%	5%	1%	-%	1%
Neither important nor unimportant	(0)	77	68	3	1	*	1
		11%	14%	4%	3%	6%	5%
Important	(1)	334	216	42	4	3	8
		49%	45%	61%	21%	70%	53%
				c			
Very important	(2)	221	162	20	14	1	6
		33%	34%	30%	75%	23%	42%
					ab		
Don't know		-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
NET Important		555	378	62	17	3	14
		82%	79%	91%	95%	94%	95%
NET Not Important		45	34	3	*	-	*
		7%	7%	5%	1%	-%	1%
Answered		677	480	68	18	4	15
Mean score		1.1	1.0	1.2	1.7	1.2	1.4
					ab		

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	2	*	-	-	-	-	1	-	-	-	1	1	-	-
		*%	*%	-%	-%	-%	-%	2%	-%	-%	-%	*%	2%	-%	-%
Not very important	(-1)	43	3	1	9	1	-	3	7	9	4	38	4	1	1
		6%	4%	3%	8%	4%	-%	4%	7%	14%	8%	6%	10%	4%	6%
Neither important nor unimportant	(0)	77	10	7	15	3	9	13	2	8	2	68	5	4	1
		11%	15%	15%	13%	9%	18%	18%	2%	12%	4%	11%	12%	16%	6%
							g	g						g	
Important	(1)	334	31	27	54	13	22	23	58	41	28	296	20	13	5
		49%	48%	55%	46%	41%	47%	32%	55%	60%	55%	49%	53%	50%	53%
										f					
Very important	(2)	221	20	14	40	14	16	32	40	10	17	201	9	8	3
		33%	32%	28%	34%	46%	35%	44%	37%	14%	33%	33%	24%	30%	35%
								h	h			h			
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		555	51	40	94	27	38	55	98	50	45	497	29	20	8
		82%	80%	83%	79%	87%	82%	76%	92%	74%	88%	82%	77%	80%	89%
NET Not Important		45	3	1	9	1	-	4	7	9	4	40	4	1	1
		7%	5%	3%	8%	4%	-%	6%	7%	14%	8%	7%	11%	4%	6%
Answered		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Mean score		1.1	1.1	1.1	1.1	1.3	1.2	1.1	1.2	.7	1.1	1.1	.9	1.1	1.2
									h			h			

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry									Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272	526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123	220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240	564	113	651	27
Not at all important	(-2)	2	*	-	-	-	-	-	-	2	1	1	2	-
		*%	*%	-%	-%	-%	-%	-%	-%	1%	*%	1%	*%	-%
Not very important	(-1)	43	*	2	*	1	19	1	*	20	40	3	42	1
		6%	2%	3%	8%	2%	9%	5%	1%	8%	7%	3%	6%	4%
Neither important nor unimportant	(0)	77	1	13	-	1	18	2	2	31	65	12	74	3
		11%	8%	16%	-%	3%	9%	20%	4%	13%	12%	11%	11%	13%
Important	(1)	334	7	40	1	25	114	8	26	102	274	59	323	11
		49%	45%	48%	78%	66%	56%	64%	66%	43%	49%	53%	50%	42%
Very important	(2)	221	7	29	*	11	51	1	11	86	184	37	210	11
		33%	45%	34%	14%	28%	25%	12%	29%	36%	33%	33%	32%	41%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		555	13	69	1	35	164	9	38	188	458	96	533	22
		82%	90%	82%	92%	94%	81%	76%	95%	78%	81%	85%	82%	83%
NET Not Important		45	*	2	*	1	19	1	*	22	41	4	44	1
		7%	3%	3%	8%	2%	9%	5%	1%	9%	7%	4%	7%	4%
Answered		677	15	84	1	37	202	13	39	240	564	113	651	27
Mean score		1.1	1.3	1.1	1.0	1.2	1.0	.8	1.2	1.0	1.1	1.1	1.1	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	2	2	-	1	*	1
		*%	*%	-%	*%	*%	1%
Not very important	(-1)	43	43	*	16	5	23
		6%	6%	2%	5%	4%	9%
Neither important nor unimportant	(0)	77	77	-	39	4	35
		11%	12%	-%	13%	3%	13%
					b		b
Important	(1)	334	331	2	155	55	123
		49%	50%	27%	53%	45%	47%
Very important	(2)	221	215	6	84	59	78
		33%	32%	71%	28%	48%	30%
						ac	
Don't know		-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
NET Important		555	546	9	239	115	201
		82%	82%	98%	81%	93%	77%
						ac	
NET Not Important		45	45	*	16	5	24
		7%	7%	2%	6%	4%	9%
Answered		677	668	9	294	123	260
Mean score		1.1	1.1	1.7	1.0	1.4	1.0
						ac	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	2	2	-	-	-	-	-	-	-	2	-	-	1	1	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
Not very important	(-1)	43	29	13	2	-	-	-	-	-	42	2	-	16	12	15
		6%	5%	11%	12%	-%	-%	-%	-%	-%	6%	7%	-%	9%	4%	10%
Neither important nor unimportant	(0)	77	60	10	5	3	*	-	*	-	70	8	3	33	27	17
		11%	11%	8%	32%	47%	3%	-%	16%	-%	11%	33%	33%	18%	8%	12%
												abi		b		
Important	(1)	334	265	63	3	*	2	*	*	*	327	6	3	80	184	69
		49%	50%	51%	23%	7%	94%	52%	76%	100%	50%	27%	34%	45%	52%	48%
Very important	(2)	221	177	37	5	3	*	*	*	-	213	8	3	49	128	44
		33%	33%	30%	33%	46%	3%	48%	8%	-%	33%	33%	32%	27%	36%	30%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		555	442	99	8	3	2	*	*	*	541	14	6	129	312	113
		82%	83%	81%	56%	53%	97%	100%	84%	100%	83%	60%	67%	72%	88%	78%
			j								j				a	
NET Not Important		45	31	13	2	-	-	-	-	-	44	2	-	17	14	15
		7%	6%	11%	12%	-%	-%	-%	-%	-%	7%	7%	-%	9%	4%	10%
Answered		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Mean score		1.1	1.1	1.0	.8	1.0	1.0	1.5	.9	1.0	1.1	.9	1.0	.9	1.2	1.0
															a	

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	2	1	*	1	2	*	1	1	*	-	-	-	-	-
		*%	*%	*%	*%	*%	*%	1%	*%	*%	-%	-%	-%	-%	-%
Not very important	(-1)	43	9	23	28	43	4	9	18	3	2	-	*	5	-
		6%	3%	6%	6%	6%	5%	5%	5%	7%	13%	-%	5%	86%	-%
Neither important nor unimportant	(0)	77	29	42	45	77	8	19	38	6	*	-	*	-	*
		11%	9%	12%	9%	11%	10%	10%	10%	12%	3%	-%	*%	-%	4%
Important	(1)	334	166	166	231	334	33	83	202	22	2	3	*	1	*
		49%	50%	46%	49%	49%	38%	45%	52%	44%	20%	41%	5%	11%	13%
Very important	(2)	221	129	128	168	221	41	72	131	19	8	5	4	*	2
		33%	39%	36%	36%	33%	47%	39%	33%	37%	65%	59%	89%	2%	83%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		555	295	294	399	555	73	155	333	41	10	8	4	1	2
		82%	88%	82%	84%	82%	86%	84%	85%	81%	85%	100%	94%	14%	96%
NET Not Important		45	10	23	30	45	4	10	20	4	2	-	*	5	-
		7%	3%	6%	6%	7%	5%	6%	5%	7%	13%	-%	5%	86%	-%
Answered		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Mean score		1.1	1.2	1.1	1.1	1.1	1.3	1.2	1.1	1.1	1.4	1.6	1.8	-.7	1.8

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	2	2	-	-	-	-	-	-	-	-	*	1	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	1%	-%	-%
Not very important	(-1)	43	33	5	5	1	-	-	-	-	6	2	8	6	6
		6%	5%	15%	29% a	9%	-%	-%	-%	-%	4%	2%	5%	12%	58%
Neither important nor unimportant	(0)	77	72	3	1	*	*	*	-	*	16	16	7	5	1
		11%	12%	10%	7%	4%	3%	1%	-%	1%	11%	15% c	4%	9%	5%
Important	(1)	334	316	4	7	3	2	1	1	4	65	48	93	23	2
		49%	52% b	13%	41%	25%	53%	86%	43%	52%	45%	45%	59%	45%	16%
Very important	(2)	221	187	20	4	7	1	*	2	3	58	42	49	18	2
		33%	31%	62% a	23%	62%	44%	13%	57%	47%	40%	39%	31%	34%	21%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		555	503	24	11	10	3	1	3	7	123	90	142	41	4
		82%	82%	75%	64%	87%	97%	99%	100%	99%	85%	83%	90%	79%	37%
NET Not Important		45	35	5	5	1	-	-	-	-	6	2	9	6	6
		7%	6%	15%	29% a	9%	-%	-%	-%	-%	4%	2%	6%	12%	58%
Answered		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Mean score		1.1	1.1	1.2	.6	1.4	1.4	1.1	1.6	1.5	1.2	1.2	1.1	1.0	*

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	2	2	-	-	-	-	1	*	1	2	*	1	*
		*%	1%	-%	-%	-%	-%	*%	*%	1%	*%	*%	*%	*%
Not very important	(-1)	43	16	7	16	4	-	35	*	9	42	2	26	2
		6%	6%	5%	9%	9%	-%	8%	*%	5%	6%	6%	6%	7%
Neither important nor unimportant	(0)	77	38	16	18	5	*	52	5	21	73	4	39	6
		11%	13%	11%	10%	11%	3%	11%	11%	12%	11%	13%	9%	24%
Important	(1)	334	149	62	101	20	1	212	22	99	323	10	225	6
		49%	51%	41%	55%	46%	10%	46%	50%	58%	50%	34%	50%	23%
Very important	(2)	221	85	65	48	15	8	162	17	42	207	14	157	11
		33%	29%	43% c	26%	34%	88%	35%	39%	24%	32%	47%	35%	46%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		555	234	128	149	35	9	374	40	140	530	25	383	17
		82%	81%	85%	82%	80%	97%	81%	89%	82%	82%	81%	85%	69%
NET Not Important		45	18	7	16	4	-	35	*	10	44	2	28	2
		7%	6%	5%	9%	9%	-%	8%	*%	6%	7%	6%	6%	7%
Answered		677	291	151	183	44	9	461	45	171	647	30	449	24
Mean score		1.1	1.0	1.2	1.0	1.0	1.8	1.1	1.3	1.0	1.1	1.2	1.1	1.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	2	1	*	1	*	2	-	1	1	1	*	*	-
		*%	1%	*%	1%	*%	*%	-%	1%	*%	3%	*%	*%	-%
Not very important	(-1)	43	11	6	15	-	37	6	1	9	1	9	23	1
		6%	6%	11%	9%	-%	6%	12%	*%	3%	1%	4%	7%	1%
Neither important nor unimportant	(0)	77	20	8	13	4	72	5	16	29	*	23	37	7
		11%	11%	14%	8%	28%	12%	10%	8%	10%	1%	11%	12%	9%
Important	(1)	334	78	18	67	2	310	23	81	147	23	83	151	40
		49%	44%	32%	41%	19%	50%	44%	41%	50%	42%	41%	49%	48%
Very important	(2)	221	70	24	68	7	202	19	96	111	30	91	99	36
		33%	39%	43%	41%	53%	32%	35%	49%	37%	54%	44%	32%	43%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		555	148	42	135	9	512	42	177	259	53	174	250	76
		82%	82%	74%	82%	71%	82%	78%	91%	87%	96%	85%	81%	91%
NET Not Important		45	12	7	16	*	39	6	2	10	2	9	23	1
		7%	7%	11%	10%	*%	6%	12%	1%	3%	4%	4%	7%	1%
Answered		677	179	57	164	13	624	54	195	297	56	206	310	84
Mean score		1.1	1.1	1.1	1.1	1.2	1.1	1.0	1.4	1.2	1.4	1.2	1.1	1.3

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	2	*	2	1	-	1	*	2	1	1	-
		*%	*%	*%	1%	-%	*%	*%	*%	*%	*%	-%
Not very important	(-1)	43	26	31	6	-	9	23	43	23	23	-
		6%	6%	6%	4%	-%	3%	7%	6%	6%	8%	-%
Neither important nor unimportant	(0)	77	45	61	12	-	28	35	77	24	27	*
		11%	10%	13%	9%	-%	8%	10%	11%	7%	9%	*%
Important	(1)	334	223	236	65	1	166	164	334	175	146	4
		49%	48%	49%	49%	100%	50%	48%	49%	48%	50%	50%
Very important	(2)	221	169	150	51	-	127	124	221	141	98	4
		33%	36%	31%	38%	-%	38%	36%	33%	39%	33%	50%
Don't know		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		555	392	386	116	1	294	288	555	316	244	8
		82%	85%	80%	86%	100%	88%	83%	82%	87%	83%	100%
NET Not Important		45	26	33	7	-	10	23	45	25	24	-
		7%	6%	7%	5%	-%	3%	7%	7%	7%	8%	-%
Answered		677	463	480	135	1	332	345	677	365	295	8
Mean score		1.1	1.2	1.0	1.2	1.0	1.2	1.1	1.1	1.2	1.1	1.5

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	2	2	1	*	-	1	1	-	-	-	*	-
		*%	1%	*%	*%	-%	3% c	*%	-%	-%	-%	*%	-%
Not very important	(-1)	43	15	32	9	5	*	16	23	*	-	-	1
		6%	4%	9% c	3%	6%	1%	5%	9%	*%	-%	-%	10%
Neither important nor unimportant	(0)	77	39	50	29	6	9	27	24	4	1	1	3
		11%	11%	14%	9%	6%	17%	9%	9%	6%	3%	8%	30%
Important	(1)	334	175	177	166	39	28	146	137	25	6	6	5
		49%	50%	50%	49%	43%	52%	48%	52%	40%	34%	37%	50%
Very important	(2)	221	115	92	134	41	14	111	81	34	12	8	1
		33%	33%	26%	40% b	45% b	27%	37%	31%	54%	63%	55%	10%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		555	290	268	299	80	42	257	218	59	18	14	6
		82%	84%	76%	89% b	88%	79%	85%	82%	94%	97%	91%	60%
NET Not Important		45	17	33	9	5	2	17	23	*	-	*	1
		7%	5%	9% c	3%	6%	4%	6%	9%	*%	-%	*%	10%
Answered		677	347	352	337	91	53	301	265	63	19	15	10
Mean score		1.1	1.1	.9	1.3 b	1.3 b	1.0	1.2	1.0	1.5	1.6	1.5	.6

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	2	2	2	2	2	2	2	2	1	-	2	-	*	2
		*%	*%	1%	*%	*%	1%	1%	*%	1%	-%	*%	-%	*%	*%
Not very important	(-1)	43	39	24	39	30	36	14	43	7	-	36	5	18	26
		6%	7%	6%	6%	6%	9%	4%	7%	7%	-%	6%	11%	8%	6%
Neither important nor unimportant	(0)	77	63	44	69	59	40	41	70	10	-	59	8	25	52
		11%	11%	11%	11%	11%	10%	12%	11%	10%	-%	10%	19%	11%	11%
Important	(1)	334	272	190	294	275	189	167	307	49	-	287	13	96	238
		49%	48%	50%	49%	51%	48%	47%	50%	49%	-%	49%	32%	43%	52%
Very important	(2)	221	189	120	194	174	127	129	195	33	1	196	15	84	137
		33%	34%	32%	33%	32%	32%	37%	32%	33%	100%	34%	37%	38%	30%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		555	461	310	488	449	316	295	502	82	1	483	28	179	375
		82%	82%	82%	82%	83%	80%	84%	81%	82%	100%	83%	69%	81%	82%
NET Not Important		45	41	26	41	32	38	16	45	8	-	38	5	18	28
		7%	7%	7%	7%	6%	10%	5%	7%	8%	-%	7%	11%	8%	6%
Answered		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Mean score		1.1	1.1	1.1	1.1	1.1	1.0	1.2	1.1	1.0	2.0	1.1	1.0	1.1	1.1

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	2	1	-	*	1	1	1	-	-	*	2	*	2
		*%	1%	-%	*%	1%	1%	*%	-%	-%	*%	*%	*%	*%
Not very important	(-1)	43	17	-	6	11	7	17	20	12	4	28	5	38
		6%	8%	-%	9%	7%	6%	4%	11%	13%	4%	6%	3%	8%
Neither important nor unimportant	(0)	77	16	7	8	19	7	53	17	12	10	52	18	59
		11%	8%	64%	13%	11%	6%	14%	10%	13%	10%	11%	10%	12%
Important	(1)	334	83	3	32	65	49	194	89	42	56	226	80	253
		49%	42%	25%	49%	38%	42%	51%	49%	45%	61%	48%	43%	51%
Very important	(2)	221	82	1	18	76	52	113	56	27	22	165	82	139
		33%	41%	12%	29%	44%	45%	30%	31%	29%	24%	35%	44%	28%
							b						b	
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		555	166	4	50	141	101	307	145	68	78	391	162	393
		82%	83%	36%	78%	82%	88%	81%	80%	74%	85%	83%	88%	80%
NET Not Important		45	18	-	6	13	8	18	20	12	4	30	5	40
		7%	9%	-%	9%	7%	7%	5%	11%	13%	4%	6%	3%	8%
Answered		677	200	11	64	172	116	378	182	92	91	473	185	492
Mean score		1.1	1.1	.5	1.0	1.2	1.3	1.1	1.0	.9	1.1	1.1	1.3	1.0
													b	

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 105 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	2	-	1	-	1	1	1
		*%	-%	*%	-%	1%	*%	*%
Not very important	(-1)	43	9	4	14	15	13	30
		6%	5%	2%	8%	11%	4%	9%
						b		
Neither important nor unimportant	(0)	77	19	21	22	15	41	37
		11%	11%	12%	13%	10%	11%	12%
Important	(1)	334	79	104	81	69	183	150
		49%	45%	56%	47%	48%	51%	48%
Very important	(2)	221	68	55	54	44	123	98
		33%	39%	30%	32%	30%	34%	31%
Don't know		-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
NET Important		555	148	159	135	113	306	248
		82%	84%	86%	79%	78%	85%	79%
NET Not Important		45	9	5	14	17	14	31
		7%	5%	3%	8%	12%	4%	10%
						b		a
Answered		677	176	185	171	145	361	316
Mean score		1.1	1.2	1.1	1.0	1.0	1.1	1.0

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	10	1	9	10	*	-	*	*
		2%	1%	2%	2%	1%	-%	9% ae	2%
Not very important	(-1)	47	25	22	45	2	*	*	2
		7%	13% b	5%	7%	8%	11%	12%	8%
Neither important nor unimportant	(0)	56	9	47	54	2	*	*	3
		8%	5%	10%	8%	11%	9%	5%	10%
Important	(1)	313	100	213	300	11	2	1	13
		46%	52%	44%	46%	51%	50%	41%	50%
Very important	(2)	242	49	193	236	5	1	*	6
		36%	25%	40% a	36% e	23%	18%	25%	23%
Don't know		8	8	*	7	1	*	*	2
		1%	4% b	*%	1%	5% a	12% a	8% a	6% a
NET Important		555	148	407	536	15	2	1	19
		82%	77%	84%	82% d	75%	67%	66%	73%
NET Not Important		58	27	31	55	2	*	*	3
		9%	14% b	6%	8%	9%	11%	21% a	10%
Answered		669	184	485	645	19	3	2	24
Mean score		1.1	.9	1.2 a	1.1 d	.9	.8	.7	.9

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	10	9	*	*	-	*	*	10	*	*
		2%	2%	*%	*%	-%	3%	9% abg	2%	1%	3%
Not very important	(-1)	47	27	15	3	1	*	*	45	2	1
		7%	6%	10%	8%	11%	5%	12%	7%	8%	11%
Neither important nor unimportant	(0)	56	39	12	2	2	1	*	54	2	*
		8%	9%	8%	5%	14%	7%	5%	8%	11%	8%
Important	(1)	313	206	75	19	7	5	1	300	11	2
		46%	45%	51%	43%	52%	50%	41%	46%	51%	47%
Very important	(2)	242	177	40	19	3	2	*	236	5	1
		36%	39% dhi	27%	43% i	21%	25%	25%	36%	23%	20%
Don't know		8	1	5	1	*	1	*	7	1	1
		1%	*%	4% a	2%	3% a	11% ag	8% ag	1%	5% ag	11% ag
NET Important		555	383	115	38	10	8	1	536	15	3
		82%	83% fi	78%	86%	73%	75%	66%	82% fi	75%	67%
NET Not Important		58	36	16	3	1	1	*	55	2	1
		9%	8%	11%	8%	11%	7%	21% ag	8%	9%	14%
Answered		669	458	143	43	14	9	2	645	19	5
Mean score		1.1	1.1 f	1.0	1.2	.9	1.0	.7	1.1 f	.9	.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	10	9	1	*	-	*
		2%	2%	1%	1%	-%	1%
Not very important	(-1)	47	29	7	-	-	4
		7%	6%	11%	-%	-%	26% a
Neither important nor unimportant	(0)	56	42	7	1	*	1
		8%	9%	10%	7%	5%	6%
Important	(1)	313	211	37	5	2	6
		46%	44%	54%	29%	45%	41%
Very important	(2)	242	183	17	12	2	4
		36%	38%	24%	64% b	45%	26%
Don't know		8	5	-	-	*	-
		1%	1%	-%	-%	5%	-%
NET Important		555	395	53	17	3	10
		82%	82%	78%	93%	90%	67%
NET Not Important		58	38	8	*	-	4
		9%	8%	12%	1%	-%	27%
Answered		669	475	68	18	3	15
Mean score		1.1	1.1	.9	1.5 be	1.4	.7

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	10	*	*	3	*	-	1	-	*	3	7	2	1	*
		2%	1%	*%	2%	*%	-%	2%	-%	*%	5%	1%	5%	5% j	1%
Not very important	(-1)	47	6	2	13	3	2	*	7	6	3	42	3	1	1
		7%	10%	4%	11%	8%	4%	*%	7%	9%	6%	7%	9%	5%	10%
Neither important nor unimportant	(0)	56	1	8	7	2	6	8	7	10	1	49	3	4	*
		8%	2%	17%	6%	6%	13%	11%	7%	14%	1%	8%	8%	14%	5%
Important	(1)	313	32	15	57	21	17	38	49	23	35	288	12	8	5
		46%	51%	32%	49%	68%	37%	53%	46%	33%	67% behkl	48% kl	32%	33%	54% kl
Very important	(2)	242	23	23	38	5	21	24	38	29	10	212	17	10	3
		36%	37%	48% i	32%	18%	45%	33%	36%	43%	20%	35%	44% i	41%	30%
Don't know		8	-	-	*	-	*	*	5	1	*	7	1	*	-
		1%	-%	-%	*%	-%	*%	1%	5%	1%	*%	1%	3%	2%	-%
NET Important		555	56	39	95	26	39	62	87	51	45	500	28	19	8
		82%	88%	79%	81%	86%	82%	87%	82%	76%	87%	83%	76%	74%	84%
NET Not Important		58	7	2	15	3	2	1	7	6	6	49	5	3	1
		9%	10%	4%	13%	9%	4%	2%	7%	9%	12%	8%	13%	10%	11%
Answered		669	63	48	118	30	47	72	102	67	51	598	36	25	9
Mean score		1.1	1.1	1.2	1.0	.9	1.2	1.2	1.2	1.1	.9	1.1	1.1	1.0	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272	526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123	220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240	564	113	651	27
Not at all important	(-2)	10	*	1	-	*	3	1	-	6	8	3	10	*
		2%	1%	1%	-%	*%	1%	4%	-%	2%	1%	2%	2%	*%
Not very important	(-1)	47	*	8	*	2	21	2	3	9	41	6	47	*
		7%	*%	9%	22%	6%	10%	16%	8%	4%	7%	5%	7%	1%
Neither important nor unimportant	(0)	56	1	2	-	1	9	1	9	29	39	17	53	3
		8%	4%	3%	-%	4%	4%	5%	23% be	12%	7%	15%	8%	12%
Important	(1)	313	9	45	*	15	82	7	14	122	263	51	297	17
		46%	62%	54%	25%	41%	41%	56%	36%	51%	47%	45%	46%	63%
Very important	(2)	242	5	28	-	19	81	2	13	74	206	36	236	6
		36%	32%	33%	-%	50%	40%	19%	33%	31%	36%	32%	36%	23%
Don't know		8	*	1	*	-	6	-	*	1	8	1	8	*
		1%	1%	1%	53%	-%	3%	-%	*%	*%	1%	1%	1%	1%
NET Important		555	14	73	*	34	163	9	27	196	468	87	532	23
		82%	95%	86%	25%	90%	81%	75%	69%	82%	83%	77%	82%	86%
NET Not Important		58	*	9	*	2	24	2	3	15	49	9	57	*
		9%	1%	10%	22%	6%	12%	20%	8%	6%	9%	8%	9%	1%
Answered		669	15	84	*	37	196	13	39	240	557	112	643	26
Mean score		1.1	1.3	1.1	.1	1.3	1.1	.7	.9	1.0	1.1	1.0	1.1	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	10	10	-	8	*	2
		2%	2%	-%	3%	*%	1%
Not very important	(-1)	47	47	-	19	9	19
		7%	7%	-%	7%	7%	7%
Neither important nor unimportant	(0)	56	56	*	28	15	14
		8%	8%	4%	9%	12%	5%
Important	(1)	313	306	7	146	45	122
		46%	46%	77%	50%	37%	47%
Very important	(2)	242	240	2	93	51	98
		36%	36%	18%	32%	41%	38%
Don't know		8	8	-	*	2	6
		1%	1%	-%	*%	2%	2%
NET Important		555	546	9	239	96	220
		82%	82%	96%	81%	78%	85%
NET Not Important		58	58	-	27	10	21
		9%	9%	-%	9%	8%	8%
Answered		669	660	9	293	121	255
Mean score		1.1	1.1	1.1	1.0	1.1	1.2

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	10	9	*	1	-	*	-	-	-	9	1	*	5	5	1
		2%	2%	*%	4%	-%	12%	-%	-%	-%	1%	4%	3%	3%	1%	1%
Not very important	(-1)	47	36	7	4	-	1	-	-	*	42	5	1	10	26	12
		7%	7%	6%	28% abi	-%	33%	-%	-%	4%	6%	21%	9%	6%	7%	8%
Neither important nor unimportant	(0)	56	48	5	1	3	*	*	*	*	53	4	3	13	35	8
		8%	9%	4%	3%	47%	1%	45%	16%	96%	8%	15%	36% abi	7%	10%	6%
Important	(1)	313	235	73	4	1	1	*	*	-	308	6	2	81	154	78
		46%	44%	60% j	26%	11%	50%	15%	84%	-%	47%	25%	22%	45%	44%	54%
Very important	(2)	242	199	36	5	2	*	*	-	-	234	8	3	71	128	43
		36%	37%	29%	35%	41%	4%	40%	-%	-%	36%	33%	30%	39%	36%	30%
Don't know		8	6	2	1	-	-	-	-	-	8	1	-	-	6	2
		1%	1%	1%	4%	-%	-%	-%	-%	-%	1%	2%	-%	-%	2%	2%
NET Important		555	433	108	9	3	1	*	*	-	542	13	4	152	282	122
		82%	81% j	89% cjk	61%	53%	54%	55%	84%	-%	83% j	57%	51%	85%	80%	84%
NET Not Important		58	45	7	5	-	1	-	-	*	52	6	1	15	30	13
		9%	8%	6%	32% abi	-%	45%	-%	-%	4%	8%	25% bi	13%	8%	9%	9%
Answered		669	526	120	14	6	2	*	*	*	646	23	8	179	347	143
Mean score		1.1	1.1	1.1	.6	.9	*	1.0	.8	*	1.1	.6	.6	1.1	1.1	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	10	9	3	10	10	*	2	9	1	*	*	-	-	-
		2%	3%	1%	2%	2%	*%	1%	2%	1%	*%	3%	-%	-%	-%
Not very important	(-1)	47	17	27	30	47	4	5	20	8	2	*	*	-	*
		7%	5%	8%	6%	7%	5%	3%	5%	15%	13%	*%	5%	-%	4%
Neither important nor unimportant	(0)	56	22	32	38	56	10	18	34	4	*	*	*	-	*
		8%	7%	9%	8%	8%	12%	10%	9%	7%	3%	1%	1%	-%	13%
Important	(1)	313	161	163	222	313	45	89	176	27	8	4	2	5	1
		46%	48%	46%	47%	46%	52%	48%	45%	53%	62%	45%	48%	87%	69%
Very important	(2)	242	123	131	172	242	26	70	152	11	2	4	2	1	*
		36%	37%	37%	36%	36%	30%	38%	39%	22%	18%	49%	45%	13%	14%
Don't know		8	2	1	2	8	*	*	*	1	*	*	-	-	-
		1%	1%	*%	*%	1%	*%	*%	*%	1%	4%	2%	-%	-%	-%
NET Important		555	284	295	395	555	70	159	328	38	10	8	4	5	2
		82%	85%	82%	83%	82%	82%	86%	84%	75%	80%	94%	94%	100%	83%
NET Not Important		58	26	30	39	58	5	7	29	8	2	*	*	-	*
		9%	8%	8%	8%	9%	6%	4%	7%	17%	13%	4%	5%	-%	4%
Answered		669	332	357	472	669	85	184	390	50	12	8	4	5	2
Mean score		1.1	1.1	1.1	1.1	1.1	1.1	1.2	1.1	.8	.9	1.4	1.3	1.1	.9

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	10	10	*	-	*	-	-	-	-	2	3	4	1	*
		2%	2%	*%	-%	2%	-%	-%	-%	-%	1%	2%	3%	2%	3%
Not very important	(-1)	47	41	4	1	2	*	*	-	*	7	11	3	8	-
		7%	7%	12%	4%	15%	3%	2%	-%	1%	5%	10%	2%	16% c	-%
Neither important nor unimportant	(0)	56	55	1	1	*	*	*	*	1	10	14	12	2	*
		8%	9%	2%	3%	*%	1%	6%	14%	8%	7%	13%	8%	4%	2%
Important	(1)	313	274	19	10	7	2	*	3	4	76	43	83	13	8
		46%	45%	58%	59%	58%	57%	2%	76%	60%	52% d	40%	53% d	24%	72%
Very important	(2)	242	223	9	5	3	1	1	*	2	50	38	55	26	3
		36%	36%	27%	33%	24%	39%	91%	9%	30%	35%	35%	35%	50%	23%
Don't know		8	8	*	*	*	-	-	-	-	-	-	-	2	-
		1%	1%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	3%	-%
NET Important		555	497	28	15	10	3	1	3	6	127	81	138	39	11
		82%	81%	85%	92%	81%	96%	93%	86%	91%	87%	75%	88%	75%	95%
NET Not Important		58	51	4	1	2	*	*	-	*	9	13	7	9	*
		9%	8%	12%	4%	17%	3%	2%	-%	1%	6%	12%	5%	18%	3%
Answered		669	602	32	16	12	3	1	3	7	145	108	158	50	11
Mean score		1.1	1.1	1.0	1.2	.9	1.3	1.8	.9	1.2	1.1	1.0	1.2	1.1	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	10	9	*	*	1	-	4	3	3	10	*	9	*
		2%	3%	*%	*%	2%	-%	1%	6%	2%	2%	*%	2%	1%
Not very important	(-1)	47	19	12	9	6	*	28	*	19	46	1	27	3
		7%	7%	8%	5%	14%	5%	6%	*%	11%	7%	4%	6%	12%
Neither important nor unimportant	(0)	56	23	18	13	2	*	42	*	14	53	3	35	3
		8%	8%	12%	7%	5%	5%	9%	1%	8%	8%	11%	8%	14%
Important	(1)	313	133	77	88	15	1	199	23	91	300	13	212	10
		46%	46%	51%	48%	33%	8%	43%	52%	53%	46%	43%	47%	41%
Very important	(2)	242	106	44	67	18	7	180	18	42	230	12	165	8
		36%	36%	29%	37%	40%	82%	39% c	41%	25%	35%	40%	37%	32%
Don't know		8	*	-	6	2	-	7	-	2	8	*	2	-
		1%	*%	-%	3%	5%	-%	1%	-%	1%	1%	1%	*%	-%
NET Important		555	239	121	155	32	8	379	42	133	530	25	377	18
		82%	82%	80%	85%	73%	90%	82%	93%	78%	82%	83%	84%	73%
NET Not Important		58	29	13	9	7	*	33	3	22	56	1	36	3
		9%	10%	8%	5%	17%	5%	7%	6%	13%	9%	4%	8%	13%
Answered		669	290	151	177	42	9	454	45	169	639	30	448	24
Mean score		1.1	1.1	1.0	1.2	1.0	1.7	1.2 c	1.2	.9	1.1	1.2	1.1	.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	10	2	*	2	*	10	*	5	7	2	1	2	1
		2%	1%	1%	1%	3%	2%	1%	2%	2%	4%	*%	1%	1%
Not very important	(-1)	47	5	4	7	-	46	1	4	17	*	14	22	5
		7%	3%	7%	5%	-%	7%	2%	2%	6%	1%	7%	7%	6%
Neither important nor unimportant	(0)	56	8	5	6	3	51	5	13	22	8	19	27	11
		8%	4%	10%	4%	22%	8%	10%	7%	7%	14%	9%	9%	14%
Important	(1)	313	95	22	78	4	288	25	84	143	15	79	144	21
		46%	53%	39%	48%	28%	46%	46%	43%	48%	28%	39%	47% c	25%
Very important	(2)	242	69	25	70	6	220	21	89	108	30	92	112	46
		36%	39%	43%	43%	47%	35%	40%	45%	36%	54%	45%	36%	54%
Don't know		8	1	*	1	-	8	*	1	2	*	1	1	*
		1%	*%	1%	*%	-%	1%	1%	1%	1%	*%	*%	*%	*%
NET Important		555	164	47	148	10	509	46	173	251	45	171	256	67
		82%	91%	82%	90%	75%	82%	86%	89%	84%	81%	83%	83%	79%
NET Not Important		58	7	4	9	*	56	2	8	23	2	15	25	6
		9%	4%	8%	6%	3%	9%	3%	4%	8%	4%	7%	8%	7%
Answered		669	179	57	163	13	616	53	194	296	55	205	308	84
Mean score		1.1	1.3	1.2	1.3	1.2	1.1	1.2	1.3	1.1	1.3	1.2	1.1	1.3

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	10	4	7	2	-	9	3	10	7	6	*
		2%	1%	1%	1%	-%	3%	1%	2%	2%	2%	4%
Not very important	(-1)	47	30	25	6	-	17	24	47	23	12	-
		7%	7%	5%	5%	-%	5%	7%	7%	6%	4%	-%
Neither important nor unimportant	(0)	56	42	45	14	-	22	30	56	27	25	*
		8%	9%	9%	10%	-%	7%	9%	8%	7%	8%	5%
Important	(1)	313	205	225	52	1	161	160	313	168	141	4
		46%	44%	47%	39%	100%	48%	46%	46%	46%	48%	47%
Very important	(2)	242	173	176	61	-	121	127	242	138	110	3
		36%	37%	37%	45%	-%	37%	37%	36%	38%	37%	44%
Don't know		8	8	2	-	-	2	1	8	2	1	-
		1%	2%	*%	-%	-%	1%	*%	1%	*%	*%	-%
NET Important		555	378	401	113	1	282	287	555	306	251	7
		82%	82%	84%	84%	100%	85%	83%	82%	84%	85%	91%
NET Not Important		58	34	32	8	-	26	27	58	30	19	*
		9%	7%	7%	6%	-%	8%	8%	9%	8%	6%	4%
Answered		669	454	478	135	1	330	344	669	363	294	8
Mean score		1.1	1.1	1.1	1.2	1.0	1.1	1.1	1.1	1.1	1.1	1.3

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	10	7	6	1	*	1	3	5	*	-	-	-
		2%	2%	2%	*%	*%	3%	1%	2%	1%	-%	-%	-%
Not very important	(-1)	47	25	16	19	6	-	21	12	3	2	1	3
		7%	7%	5%	5%	6%	-%	7%	5%	5%	11%	5%	34%
Neither important nor unimportant	(0)	56	24	38	26	5	10	24	27	3	*	1	2
		8%	7%	11%	8%	6%	18%	8%	10%	5%	*%	3%	16%
Important	(1)	313	156	173	152	34	13	137	127	20	6	5	3
		46%	45%	49% e	45%	38%	25%	45%	48%	32%	32%	34%	33%
Very important	(2)	242	133	118	133	45	29	115	93	36	11	9	1
		36%	38%	33%	39%	50%	54%	38%	35%	58%	57%	57%	13%
Don't know		8	2	1	7	-	-	2	1	-	-	-	*
		1%	1%	*%	2%	-%	-%	1%	*%	-%	-%	-%	4%
NET Important		555	289	290	285	80	42	252	220	56	17	14	5
		82%	83%	82%	84%	88%	79%	84%	83%	89%	89%	92%	46%
NET Not Important		58	32	22	20	6	1	24	17	4	2	1	3
		9%	9%	6%	6%	7%	3%	8%	6%	6%	11%	5%	34%
Answered		669	345	351	330	91	53	300	264	63	19	15	9
Mean score		1.1	1.1	1.1	1.2	1.3	1.3	1.1	1.1	1.4	1.4	1.4	.3

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	10	10	7	10	7	8	3	10	2	-	10	-	1	9
		2%	2%	2%	2%	1%	2%	1%	2%	2%	-%	2%	-%	*%	2%
Not very important	(-1)	47	41	21	42	25	29	22	40	1	-	38	1	17	30
		7%	7%	5%	7%	5%	7%	6%	7%	1%	-%	6%	1%	8%	7%
Neither important nor unimportant	(0)	56	47	39	53	40	28	21	53	8	-	50	2	12	45
		8%	8%	10%	9%	7%	7%	6%	9%	8%	-%	9%	5%	5%	10%
Important	(1)	313	264	171	274	251	179	150	281	37	1	263	20	88	225
		46%	47%	45%	46%	47%	46%	43%	45%	37%	100%	45%	48%	40%	49%
Very important	(2)	242	193	134	211	209	142	149	225	52	-	210	19	104	138
		36%	34%	35%	35%	39%	36%	42%	36%	52%	-%	36%	45%	47% b	30%
Don't know		8	8	7	8	8	7	7	8	-	-	8	*	1	8
		1%	1%	2%	1%	1%	2%	2%	1%	-%	-%	1%	*%	*%	2%
NET Important		555	457	306	485	460	322	299	506	90	1	473	39	192	363
		82%	81%	80%	81%	85%	82%	85%	82%	89%	100%	82%	94%	86%	80%
NET Not Important		58	52	28	52	32	37	24	50	3	-	48	1	18	39
		9%	9%	7%	9%	6%	9%	7%	8%	3%	-%	8%	1%	8%	9%
Answered		669	556	373	589	532	387	345	609	101	1	571	41	222	447
Mean score		1.1	1.1	1.1	1.1	1.2	1.1	1.2	1.1	1.4	1.0	1.1	1.4	1.2	1.0

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	10	2	-	-	2	1	7	2	*	*	10	4	6
		2%	1%	-%	-%	1%	1%	2%	1%	*%	*%	2%	2%	1%
Not very important	(-1)	47	5	3	6	3	8	30	10	7	10	30	13	35
		7%	2%	27%	10%	2%	7%	8%	5%	8%	11%	6%	7%	7%
Neither important nor unimportant	(0)	56	10	*	1	12	5	35	17	5	3	45	20	36
		8%	5%	*%	2%	7%	4%	9%	9%	5%	3%	10%	11%	7%
Important	(1)	313	102	6	27	90	42	188	82	35	42	227	71	242
		46%	51%	52%	42%	52%	36%	50%	45%	38%	46%	48%	38%	49%
Very important	(2)	242	81	2	29	65	55	118	69	44	37	153	76	166
		36%	41%	21%	46%	37%	47% b	31%	38%	48%	40%	32%	41%	34%
Don't know		8	*	-	*	1	5	1	2	1	*	7	1	7
		1%	*%	-%	*%	1%	5% b	*%	1%	1%	*%	1%	1%	1%
NET Important		555	183	8	56	154	97	305	151	79	78	380	147	408
		82%	91%	73%	88%	89%	84%	81%	83%	86%	86%	80%	79%	83%
NET Not Important		58	7	3	6	5	9	37	12	7	10	40	17	41
		9%	3%	27%	10%	3%	7%	10%	7%	8%	11%	9%	9%	8%
Answered		669	200	11	64	172	110	377	180	91	91	466	184	485
Mean score		1.1	1.3	.7	1.2	1.2	1.3	1.0	1.1	1.3	1.1	1.0	1.1	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 106 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	10	3	1	3	3	5	6
		2%	2%	1%	2%	2%	1%	2%
Not very important	(-1)	47	8	25	6	8	33	14
		7%	5%	13%	4%	6%	9%	5%
				c				
Neither important nor unimportant	(0)	56	15	17	18	6	32	25
		8%	9%	9%	11%	4%	9%	8%
Important	(1)	313	87	73	82	71	160	153
		46%	49%	39%	48%	49%	44%	48%
Very important	(2)	242	57	67	62	55	125	117
		36%	32%	37%	36%	38%	35%	37%
Don't know		8	5	2	*	1	7	1
		1%	3%	1%	*%	1%	2%	*%
NET Important		555	145	140	144	126	285	270
		82%	82%	76%	84%	87%	79%	85%
NET Not Important		58	12	26	9	11	38	20
		9%	7%	14%	5%	8%	10%	6%
Answered		669	171	183	171	144	354	315
Mean score		1.1	1.1	1.0	1.1	1.2	1.0	1.1

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	85	14	70	83	1	*	*	1
		12%	7%	14%	13%	6%	1%	4%	5%
					e				
Not very important	(-1)	119	53	66	116	2	*	*	3
		18%	27%	14%	18%	10%	12%	11%	10%
			b						
Neither important nor unimportant	(0)	155	21	134	150	5	*	*	5
		23%	11%	28%	23%	22%	2%	6%	19%
				a	d	d			
Important	(1)	186	71	116	175	9	2	1	11
		27%	37%	24%	27%	42%	56%	51%	45%
			b			a	a	a	a
Very important	(2)	117	22	95	112	4	1	*	5
		17%	11%	20%	17%	18%	22%	27%	19%
Don't know		16	12	4	15	*	*	-	1
		2%	6%	1%	2%	2%	7%	-%	3%
			b						
NET Important		303	92	210	286	12	3	1	16
		45%	48%	43%	44%	60%	78%	78%	64%
						a	a	ab	a
NET Not Important		203	67	136	199	3	*	*	4
		30%	35%	28%	31%	16%	12%	15%	15%
					bde				
Answered		661	180	481	636	20	3	2	25
Mean score		.2	.2	.2	.2	.6	.9	.9	.6
						a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	85	65	17	1	1	*	*	83	1	*
		12%	14% ei	11% e	3%	9%	*%	4%	13% e	6%	2%
Not very important	(-1)	119	69	36	12	1	1	*	116	2	1
		18%	15%	24% h	26% h	9%	11%	11%	18%	10%	11%
Neither important nor unimportant	(0)	155	119	27	4	3	2	*	150	5	*
		23%	26% fi	18% i	10%	22% fi	16%	6%	23% fi	22% fi	4%
Important	(1)	186	106	52	16	6	5	1	175	9	3
		27%	23%	35%	36%	43% ag	46% ag	51% ag	27%	42% ag	55% ag
Very important	(2)	117	87	15	10	2	2	*	112	4	1
		17%	19%	10%	22%	15%	23%	27% b	17%	18%	24%
Don't know		16	13	1	1	*	*	-	15	*	*
		2%	3%	1%	3%	2%	4%	-%	2%	2%	5%
NET Important		303	193	67	26	8	7	1	286	12	4
		45%	42%	45%	59%	58%	69% abg	78% abdgh	44%	60% ag	78% abg
NET Not Important		203	134	53	13	3	1	*	199	3	1
		30%	29% eh	35% efhi	29%	18%	11%	15%	31% efhi	16%	13%
Answered		661	446	147	43	14	10	2	636	20	5
Mean score		.2	.2	.1	.5	.5	.8 abg	.9 abg	.2	.6 abg	.9 abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	85	73	6	*	-	1
		12%	15%	8%	2%	-%	4%
Not very important	(-1)	119	76	17	5	1	3
		18%	16%	26%	28%	15%	23%
Neither important nor unimportant	(0)	155	129	10	1	1	1
		23%	27%	14%	8%	20%	8%
Important	(1)	186	112	25	3	1	4
		27%	23%	37%	15%	39%	29%
Very important	(2)	117	85	10	9	1	6
		17%	18%	15%	47%	27%	36%
					ab		
Don't know		16	5	-	-	-	-
		2%	1%	-%	-%	-%	-%
NET Important		303	197	35	11	2	10
		45%	41%	52%	62%	65%	65%
NET Not Important		203	149	23	5	1	4
		30%	31%	34%	30%	15%	27%
Answered		661	475	68	18	4	15
Mean score		.2	.1	.2	.8	.8	.7

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	85	17	2	21	4	3	7	3	5	14	76	5	3	1
		12%	27% bghj	4%	18%	15%	7%	9%	3%	7%	27% bg	13%	14%	11%	9%
Not very important	(-1)	119	9	7	17	5	7	12	28	10	11	106	7	4	1
		18%	15%	15%	14%	15%	15%	17%	26%	15%	21%	17%	20%	18%	12%
Neither important nor unimportant	(0)	155	6	6	33	6	6	28	22	27	9	143	7	4	1
		23%	9%	11%	28%	21%	13%	38% abelm	21%	40% abeklm	18%	24%	19%	16%	11%
Important	(1)	186	22	15	23	10	14	18	35	17	10	164	10	7	5
		27%	35%	31%	19%	32%	30%	25%	33%	25%	20%	27%	26%	29%	48% cijk
Very important	(2)	117	9	19	24	2	17	7	12	6	7	103	6	6	2
		17%	15%	39% fghjk	20%	8%	35% fghjk	9%	11%	9%	14%	17%	15%	24%	19%
Don't know		16	-	-	-	3	-	*	7	3	-	13	3	1	-
		2%	-%	-%	-%	10%	-%	*%	6%	4%	-%	2%	7%	2%	-%
NET Important		303	31	34	47	12	31	25	48	23	18	268	15	13	6
		45%	49%	70% cfhijk	40%	40%	65% fhik	35%	45%	34%	34%	44%	41%	53%	68% cfhijk
NET Not Important		203	26	9	38	9	10	19	30	15	25	181	13	7	2
		30%	41%	19%	32%	30%	22%	26%	28%	22%	48% bm	30%	34%	29%	21%
Answered		661	63	48	118	27	47	72	100	65	51	592	35	25	9
Mean score		.2	*	.9 acfhijk	.1	*	.7 i	.1	.3	.1	-.3	.2	.1	.4	.6 i

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272	526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123	220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240	564	113	651	27
Not at all important	(-2)	85	*	9	-	6	29	*	12	25	67	17	84	1
		12%	1%	11%	-%	16%	14%	2%	30% h	10%	12%	15%	13%	3%
Not very important	(-1)	119	7	15	*	2	42	3	4	40	92	27	114	4
		18%	46% dh	18%	29%	7%	21%	22%	11%	16%	16%	24%	18%	16%
Neither important nor unimportant	(0)	155	1	20	*	9	43	4	6	63	128	27	152	3
		23%	5%	23%	53%	25%	21%	33%	15%	26%	23%	24%	23%	10%
Important	(1)	186	6	28	*	11	61	3	14	54	167	19	177	9
		27%	42%	34%	19%	28%	30%	27%	35%	22%	30%	17%	27%	33%
Very important	(2)	117	1	12	-	9	22	2	2	51	99	18	107	10
		17%	6%	15%	-%	24%	11%	14%	5%	21%	17%	16%	16%	38% a
Don't know		16	-	-	-	*	6	*	1	8	11	5	16	-
		2%	-%	-%	-%	*%	3%	2%	4%	3%	2%	4%	2%	-%
NET Important		303	7	41	*	20	83	5	16	105	265	37	284	19
		45%	48%	48%	19%	52%	41%	41%	40%	44%	47%	33%	44%	71% a
NET Not Important		203	7	24	*	9	70	3	16	64	159	44	198	5
		30%	47%	28%	29%	23%	35%	24%	41%	27%	28%	39%	30%	18%
Answered		661	15	84	1	37	196	12	38	233	553	108	635	27
Mean score		.2	.1	.2	-.1	.4	*	.3	-.3	.3	.2	*	.2	.9 a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	85	85	-	35	14	36
		12%	13%	-%	12%	11%	14%
Not very important	(-1)	119	112	7	54	17	47
		18%	17%	75%	18%	14%	18%
Neither important nor unimportant	(0)	155	155	-	61	30	65
		23%	23%	-%	21%	24%	25%
Important	(1)	186	185	1	80	30	76
		27%	28%	7%	27%	24%	29%
Very important	(2)	117	115	1	52	32	33
		17%	17%	14%	18%	26%	13%
						c	
Don't know		16	16	*	13	1	3
		2%	2%	4%	4%	*%	1%
NET Important		303	301	2	132	62	110
		45%	45%	21%	45%	50%	42%
NET Not Important		203	196	7	89	31	83
		30%	29%	75%	30%	25%	32%
Answered		661	653	9	281	122	258
Mean score		.2	.2	-.4	.2	.4	.1

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	85	59	25	1	-	-	-	-	-	84	1	-	25	35	25
		12%	11%	20%	4%	-%	-%	-%	-%	-%	13%	2%	-%	14%	10%	17%
Not very important	(-1)	119	96	21	1	-	*	-	-	-	117	1	*	30	66	22
		18%	18%	17%	7%	-%	3%	-%	-%	-%	18%	5%	1%	17%	19%	15%
Neither important nor unimportant	(0)	155	119	29	6	*	1	-	*	-	148	8	1	40	79	36
		23%	22%	24%	42%	5%	48%	-%	16%	-%	23%	32%	17%	22%	22%	25%
												bi	abi			
Important	(1)	186	146	36	3	*	*	*	*	*	182	4	1	35	111	40
		27%	27%	30%	20%	7%	16%	52%	76%	100%	28%	17%	12%	20%	31%	28%
Very important	(2)	117	98	10	3	5	1	*	*	-	108	9	6	43	55	19
		17%	18%	9%	20%	89%	33%	48%	8%	-%	16%	38%	70%	24%	16%	13%
												bi	abi			
Don't know		16	14	1	1	-	-	-	-	-	15	1	-	7	8	2
		2%	3%	*%	8%	-%	-%	-%	-%	-%	2%	5%	-%	4%	2%	1%
NET Important		303	243	47	6	6	1	*	*	*	290	13	7	78	166	60
		45%	46%	38%	40%	95%	49%	100%	84%	100%	44%	56%	82%	43%	47%	41%
NET Not Important		203	156	46	2	-	*	-	-	-	201	2	*	55	101	47
		30%	29%	37%	11%	-%	3%	-%	-%	-%	31%	7%	1%	30%	29%	33%
				j												
Answered		661	518	121	14	6	2	*	*	*	639	22	8	172	345	143
Mean score		.2	.2	-.1	.5	1.8	.8	1.5	.9	1.0	.2	.9	1.5	.2	.2	*
												bi	abi			

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	85	43	49	62	85	6	27	60	*	*	1	-	-	-
		12%	13%	14%	13%	12%	7%	15%	15%	*%	3%	12%	-%	-%	-%
Not very important	(-1)	119	50	51	74	119	17	37	60	10	4	*	*	-	*
		18%	15%	14%	16%	18%	19%	20%	15%	20%	30%	1%	5%	-%	4%
Neither important nor unimportant	(0)	155	68	87	106	155	22	39	92	12	*	1	*	*	-
		23%	20%	24%	22%	23%	25%	21%	23%	24%	4%	17%	1%	*%	-%
Important	(1)	186	93	101	129	186	19	45	100	17	3	2	*	5	2
		27%	28%	28%	27%	27%	23%	24%	26%	33%	28%	26%	5%	98%	82%
Very important	(2)	117	75	68	97	117	20	33	74	11	4	4	4	*	*
		17%	22%	19%	21%	17%	23%	18%	19%	21%	36%	44%	89%	2%	14%
Don't know		16	4	4	6	16	2	3	4	1	-	-	-	-	-
		2%	1%	1%	1%	2%	2%	2%	1%	2%	-%	-%	-%	-%	-%
NET Important		303	168	169	227	303	39	78	174	28	8	6	4	5	2
		45%	50%	47%	48%	45%	45%	42%	45%	54%	64%	70%	94%	100%	96%
NET Not Important		203	93	99	136	203	23	64	120	10	4	1	*	-	*
		30%	28%	28%	29%	30%	27%	34%	31%	20%	32%	12%	5%	-%	4%
Answered		661	330	355	468	661	83	181	386	50	12	8	4	5	2
Mean score		.2	.3	.3	.3	.2	.4	.1	.2	.6	.6	.9	1.8	1.0	1.1

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	85	80	3	*	-	1	-	-	1	22	16	18	6	-
		12%	13%	10%	*%	-%	45%	-%	-%	19%	15%	15%	12%	11%	-%
Not very important	(-1)	119	112	5	*	2	*	-	-	*	23	17	27	7	-
		18%	18%	15%	1%	15%	3%	-%	-%	1%	16%	15%	17%	13%	-%
Neither important nor unimportant	(0)	155	146	6	2	*	-	*	1	1	26	18	41	19	3
		23%	24%	18%	11%	4%	-%	1%	41%	20%	18%	16%	26%	36%	27%
Important	(1)	186	162	9	10	1	*	1	2	3	43	28	40	13	6
		27%	27%	29%	64%	10%	17%	87%	50%	41%	29%	26%	25%	24%	54%
					a										
Very important	(2)	117	98	9	1	7	1	*	*	1	31	29	28	8	2
		17%	16%	27%	7%	61%	35%	12%	9%	20%	22%	27%	18%	15%	18%
Don't know		16	12	-	3	1	-	-	-	-	-	1	4	*	-
		2%	2%	-%	17%	9%	-%	-%	-%	-%	-%	1%	3%	1%	-%
					a										
NET Important		303	260	18	12	8	1	1	2	4	74	57	67	20	8
		45%	43%	57%	71%	72%	52%	99%	59%	61%	51%	53%	43%	39%	73%
NET Not Important		203	192	8	*	2	1	-	-	1	46	32	45	13	-
		30%	31%	25%	1%	15%	48%	-%	-%	20%	31%	30%	29%	24%	-%
Answered		661	598	32	14	11	3	1	3	7	145	107	153	51	11
Mean score		.2	.1	.5	.9	1.3	-.1	1.1	.7	.4	.3	.4	.2	.2	.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	85	36	23	22	3	*	56	5	24	80	5	57	4
		12%	12%	15%	12%	7%	3%	12%	11%	14%	12%	15%	13%	18%
Not very important	(-1)	119	56	22	29	11	1	90	1	27	118	*	74	*
		18%	19%	15%	16%	24%	12%	20%	3%	16%	18%	1%	16%	2%
Neither important nor unimportant	(0)	155	67	25	51	12	*	106	15	34	146	9	96	9
		23%	23%	17%	28%	28%	6%	23%	34%	20%	23%	29%	21%	38%
Important	(1)	186	64	41	66	13	2	118	15	53	180	6	128	1
		27%	22%	27%	36% a	29%	25%	26%	33%	31%	28%	20%	29%	3%
Very important	(2)	117	59	35	13	4	5	78	8	29	106	11	88	9
		17%	20% c	23% c	7%	9%	55%	17%	19%	17%	16%	35%	20%	38%
Don't know		16	8	4	2	1	-	11	-	5	16	-	6	-
		2%	3%	3%	1%	3%	-%	2%	-%	3%	2%	-%	1%	-%
NET Important		303	124	76	79	17	7	197	23	82	286	17	217	10
		45%	43%	50%	43%	38%	80%	43%	52%	48%	44%	55%	48%	42%
NET Not Important		203	92	46	51	14	1	146	6	51	198	5	131	5
		30%	32%	30%	28%	31%	14%	32%	14%	30%	31%	16%	29%	20%
Answered		661	282	147	180	43	9	449	45	166	631	30	444	24
Mean score		.2	.2	.3	.1	.1	1.2	.2	.5	.2	.2	.6	.3	.4

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	85	31	7	18	5	75	10	26	43	13	31	43	22
		12%	17%	13%	11%	35%	12%	19%	13%	15%	24%	15%	14%	26%
Not very important	(-1)	119	25	1	18	*	117	1	20	45	7	22	42	8
		18%	14%	1%	11%	3%	19% b	2%	10%	15%	12%	11%	14%	9%
Neither important nor unimportant	(0)	155	35	18	36	2	138	18	36	62	17	48	81	26
		23%	20%	32%	22%	19%	22%	33%	18%	21%	30%	23%	26%	31%
Important	(1)	186	53	15	51	1	173	13	61	83	9	59	86	15
		27%	29%	26%	31%	7%	28%	23%	31%	28%	16%	29%	28%	18%
Very important	(2)	117	35	16	39	5	104	12	51	62	8	45	55	13
		17%	19%	28%	24%	36%	17%	23%	26%	21%	15%	22%	18%	16%
Don't know		16	2	-	2	-	16	-	2	4	2	1	4	-
		2%	1%	-%	1%	-%	3%	-%	1%	1%	3%	*%	1%	-%
NET Important		303	87	31	91	5	278	25	112	144	17	103	141	28
		45%	49%	54%	55%	43%	45%	47%	57% c	49%	31%	50%	45%	34%
NET Not Important		203	55	8	35	5	192	11	46	88	20	53	85	29
		30%	31%	14%	22%	39%	31%	21%	23%	30%	36%	26%	27%	35%
Answered		661	178	57	162	13	607	54	193	294	54	205	306	84
Mean score		.2	.2	.6	.5	*	.2	.3	.5 c	.3	-.1	.3	.2	-.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	85	50	67	28	-	43	49	85	36	38	-
		12%	11%	14%	21%	-%	13%	14%	12%	10%	13%	-%
Not very important	(-1)	119	71	81	27	-	50	51	119	51	54	-
		18%	15%	17%	20%	-%	15%	15%	18%	14%	18%	-%
Neither important nor unimportant	(0)	155	103	125	36	1	68	83	155	82	62	*
		23%	22%	26%	27%	100%	20%	24%	23%	22%	21%	4%
Important	(1)	186	145	117	29	-	93	98	186	107	76	1
		27%	31%	24%	21%	-%	28%	28%	27%	29%	26%	19%
Very important	(2)	117	86	77	10	-	74	62	117	87	60	6
		17%	19%	16%	8%	-%	22%	18%	17%	24%	20%	78%
Don't know		16	8	13	4	-	4	4	16	2	5	-
		2%	2%	3%	3%	-%	1%	1%	2%	1%	2%	-%
NET Important		303	232	194	39	-	167	160	303	194	136	7
		45%	50% c	40%	29%	-%	50%	46%	45%	53%	46%	96%
NET Not Important		203	121	148	55	-	93	99	203	87	92	-
		30%	26%	31%	41% a	-%	28%	29%	30%	24%	31%	-%
Answered		661	455	467	130	1	328	342	661	362	290	8
Mean score		.2	.3 c	.1	-.3	-	.3	.2	.2	.4	.2	1.7

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	85	37	42	44	23	14	30	33	5	4	-	*
		12%	11%	12%	13%	25%	26%	10%	12%	8%	24%	-%	*%
						ab	a						
Not very important	(-1)	119	58	60	56	21	11	40	41	6	*	3	3
		18%	17%	17%	17%	24%	20%	13%	15%	10%	*%	18%	26%
Neither important nor unimportant	(0)	155	93	88	68	20	20	75	64	16	2	3	3
		23%	27%	25%	20%	22%	37%	25%	24%	26%	9%	20%	33%
Important	(1)	186	87	97	106	16	4	84	71	12	8	6	*
		27%	25%	28%	31%	18%	8%	28%	27%	20%	44%	36%	4%
					e								
Very important	(2)	117	64	57	59	6	5	70	52	23	4	1	2
		17%	19%	16%	18%	6%	9%	23%	20%	37%	23%	8%	16%
Don't know		16	8	8	4	4	-	2	4	-	-	3	2
		2%	2%	2%	1%	5%	-%	1%	2%	-%	-%	18%	20%
NET Important		303	151	154	165	22	9	154	123	35	12	7	2
		45%	44%	44%	49%	24%	17%	51%	46%	56%	67%	45%	20%
			de	de	de								
NET Not Important		203	95	102	100	44	24	70	74	11	5	3	3
		30%	28%	29%	30%	49%	46%	23%	28%	18%	24%	18%	27%
						abc							
Answered		661	339	344	333	86	53	299	261	63	19	12	8
Mean score		.2	.2	.2	.2	-.5	-.5	.4	.3	.7	.4	.4	.1
			de	de	de								

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	85	67	40	67	63	41	33	77	12	-	71	8	21	64
		12%	12%	10%	11%	12%	11%	9%	12%	11%	-%	12%	20%	9%	14%
Not very important	(-1)	119	100	69	108	83	86	59	103	14	-	108	3	31	88
		18%	18%	18%	18%	15%	22%	17%	17%	14%	-%	19%	8%	14%	19%
Neither important nor unimportant	(0)	155	128	93	137	124	87	78	142	39	-	120	14	70	86
		23%	23%	24%	23%	23%	22%	22%	23%	38%	-%	21%	33%	31%	19%
										ab				b	
Important	(1)	186	153	97	163	152	105	109	172	24	-	166	9	53	133
		27%	27%	26%	27%	28%	27%	31%	28%	23%	-%	29%	22%	24%	29%
Very important	(2)	117	102	77	109	103	61	61	109	11	1	99	7	45	72
		17%	18%	20%	18%	19%	16%	17%	18%	11%	100%	17%	17%	20%	16%
Don't know		16	14	4	14	15	13	11	16	3	-	16	-	3	13
		2%	2%	1%	2%	3%	3%	3%	3%	3%	-%	3%	-%	2%	3%
NET Important		303	255	174	272	255	167	170	280	34	1	264	16	98	205
		45%	45%	46%	45%	47%	42%	48%	45%	34%	100%	46%	39%	44%	45%
NET Not Important		203	167	109	175	146	127	93	180	25	-	180	11	52	152
		30%	30%	29%	29%	27%	32%	26%	29%	25%	-%	31%	28%	23%	33%
Answered		661	550	376	584	525	381	341	602	98	1	564	41	219	442
Mean score		.2	.2	.3	.2	.3	.2	.3	.2	.1	2.0	.2	.1	.3	.1

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	85	34	-	3	35	15	45	25	10	11	62	14	71
		12%	17%	-%	5%	20%	13%	12%	14%	11%	12%	13%	8%	14%
Not very important	(-1)	119	21	-	7	18	17	79	23	12	13	90	27	91
		18%	10%	-%	11%	10%	14%	21%	13%	13%	15%	19%	15%	19%
Neither important nor unimportant	(0)	155	41	7	24	29	13	87	53	21	22	105	50	105
		23%	20%	64%	38%	17%	11%	23%	29%	22%	25%	22%	27%	21%
					b				a					
Important	(1)	186	62	4	17	51	36	93	57	31	31	123	49	137
		27%	31%	34%	26%	30%	31%	24%	31%	34%	34%	26%	26%	28%
Very important	(2)	117	41	*	11	39	28	66	23	12	12	87	42	75
		17%	21%	3%	18%	23%	24%	18%	12%	13%	13%	18%	22%	15%
Don't know		16	2	-	1	1	7	8	1	8	1	6	4	12
		2%	1%	-%	2%	*%	6%	2%	1%	8%	2%	1%	2%	3%
										c				
NET Important		303	103	4	28	90	64	159	80	42	43	210	90	213
		45%	51%	36%	43%	52%	55%	42%	44%	46%	47%	44%	49%	43%
NET Not Important		203	55	-	10	53	31	124	48	21	25	152	41	162
		30%	27%	-%	16%	30%	27%	33%	26%	23%	27%	32%	22%	33%
Answered		661	198	11	63	172	108	371	181	84	90	467	182	480
Mean score		.2	.3	.4	.4	.2	.4	.1	.2	.3	.2	.2	.4	.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 107 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator to pick the parcel up from me

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	85	24	28	20	13	52	33
		12%	14%	15%	12%	9%	14%	10%
Not very important	(-1)	119	25	41	21	31	66	52
		18%	14%	22%	12%	22%	18%	17%
Neither important nor unimportant	(0)	155	32	37	52	34	70	85
		23%	18%	20%	30%	23%	19%	27%
Important	(1)	186	50	45	46	45	95	91
		27%	29%	24%	27%	31%	26%	29%
Very important	(2)	117	40	25	31	21	65	52
		17%	23%	14%	18%	14%	18%	16%
Don't know		16	5	8	2	1	13	3
		2%	3%	4%	1%	1%	4%	1%
NET Important		303	90	70	76	66	161	142
		45%	51%	38%	45%	45%	44%	45%
NET Not Important		203	49	69	41	44	118	85
		30%	28%	37%	24%	31%	33%	27%
Answered		661	171	177	169	144	348	313
Mean score		.2	.3	*	.3	.2	.2	.2

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	20	1	19	20	-	-	-	-
		3%	1%	4%	3%	-%	-%	-%	-%
Not very important	(-1)	54	24	30	51	2	*	*	2
		8%	12%	6%	8%	9%	9%	4%	9%
Neither important nor unimportant	(0)	130	11	119	128	2	*	*	3
		19%	6%	25%	20%	11%	4%	10%	10%
				a	e				
Important	(1)	286	119	167	273	10	2	1	13
		42%	62%	34%	42%	49%	55%	63%	50%
			b					a	
Very important	(2)	184	36	148	177	6	*	*	7
		27%	19%	31%	27%	29%	13%	24%	26%
				a					
Don't know		3	1	2	1	*	1	-	1
		*%	*%	*%	*%	2%	19%	-%	4%
						a	abde		a
NET Important		470	155	315	450	16	2	2	20
		69%	81%	65%	69%	78%	68%	87%	77%
			b					a	
NET Not Important		74	25	49	72	2	*	*	2
		11%	13%	10%	11%	9%	9%	4%	9%
Answered		675	192	483	650	20	3	2	25
Mean score		.8	.9	.8	.8	1.0	.9	1.1	1.0

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	20	18	2	-	-	-	-	20	-	-
		3%	4%	1%	-%	-%	-%	-%	3%	-%	-%
Not very important	(-1)	54	35	14	2	1	1	*	51	2	*
		8%	8%	10%	6%	10%	8%	4%	8%	9%	7%
Neither important nor unimportant	(0)	130	106	18	4	2	1	*	128	2	*
		19%	23% ehi	12%	10%	12%	7%	10%	20%	11%	6%
Important	(1)	286	174	76	23	7	5	1	273	10	3
		42%	38%	51%	52%	52%	47%	63% ag	42%	49%	57% a
Very important	(2)	184	124	38	14	4	3	*	177	6	1
		27%	27%	26%	32%	26%	27%	24%	27%	29%	17%
Don't know		3	1	-	-	-	1	-	1	*	1
		*%	*%	-%	-%	-%	11% abdfg	-%	*%	2% g	12% abfg
NET Important		470	299	115	37	11	7	2	450	16	4
		69%	65%	77%	84% a	78%	74%	87% ag	69%	78%	74%
NET Not Important		74	53	16	2	1	1	*	72	2	*
		11%	12%	11%	6%	10%	8%	4%	11%	9%	7%
Answered		675	458	149	44	14	9	2	650	20	5
Mean score		.8	.8	.9	1.1	.9	1.1	1.1	.8	1.0	1.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	20	18	2	-	-	-
		3%	4%	3%	-%	-%	-%
Not very important	(-1)	54	36	7	1	-	4
		8%	8%	10%	7%	-%	25%
Neither important nor unimportant	(0)	130	101	20	1	*	*
		19%	21%	29%	6%	12%	1%
				e			
Important	(1)	286	194	22	4	2	5
		42%	40%	33%	23%	65%	35%
Very important	(2)	184	130	18	11	1	6
		27%	27%	26%	62%	23%	40%
					ab		
Don't know		3	1	-	*	-	-
		*%	*%	-%	2%	-%	-%
NET Important		470	323	40	16	3	11
		69%	67%	58%	85%	88%	74%
NET Not Important		74	54	9	1	-	4
		11%	11%	13%	7%	-%	25%
Answered		675	478	68	18	4	15
Mean score		.8	.8	.7	1.4	1.1	.9
					ab		

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	20	-	-	11	2	-	-	-	2	5	19	1	*	*
		3%	-%	-%	9%	7%	-%	-%	-%	3%	9%	3%	2%	2%	*%
Not very important	(-1)	54	9	3	17	*	3	3	5	6	3	48	4	1	1
		8%	14%	5%	14%	*%	6%	4%	4%	9%	7%	8%	11%	3%	11%
					l										
Neither important nor unimportant	(0)	130	9	12	11	11	12	12	19	20	10	117	7	6	1
		19%	14%	24%	10%	36%	26%	16%	18%	30%	20%	19%	18%	25%	9%
										cm					
Important	(1)	286	29	24	38	12	16	40	47	20	25	252	17	12	5
		42%	46%	50%	32%	38%	35%	56%	44%	30%	49%	42%	45%	49%	54%
Very important	(2)	184	17	10	41	6	16	16	36	19	7	166	10	6	2
		27%	27%	20%	35%	19%	33%	22%	33%	28%	14%	27%	26%	22%	25%
Don't know		3	-	-	-	-	-	2	-	*	*	3	-	-	-
		*%	-%	-%	-%	-%	-%	2%	-%	1%	1%	*%	-%	-%	-%
NET Important		470	46	34	79	17	32	56	83	39	32	418	26	18	7
		69%	72%	71%	67%	57%	68%	77%	77%	58%	63%	69%	70%	71%	80%
NET Not Important		74	9	3	28	2	3	3	5	8	8	67	5	1	1
		11%	14%	5%	23%	7%	6%	4%	4%	12%	16%	11%	12%	5%	12%
					fgjl										
Answered		675	63	48	118	30	47	70	107	67	51	602	38	25	9
Mean score		.8	.8	.9	.7	.6	1.0	1.0	1.1	.7	.5	.8	.8	.9	.9
									i						

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272	526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123	220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240	564	113	651	27
Not at all important	(-2)	20	-	-	-	-	13	2	2	3	18	2	20	-
		3%	-%	-%	-%	-%	7%	16%	6%	1%	3%	2%	3%	-%
							h							
Not very important	(-1)	54	-	16	-	5	18	*	*	14	49	5	50	3
		8%	-%	19%	-%	14%	9%	2%	1%	6%	9%	4%	8%	13%
				h										
Neither important nor unimportant	(0)	130	2	6	-	7	35	5	11	45	96	34	129	1
		19%	12%	7%	-%	20%	17%	39%	28%	19%	17%	30%	20%	5%
												a		
Important	(1)	286	8	37	*	13	83	2	12	117	243	44	274	12
		42%	54%	44%	33%	36%	41%	15%	32%	49%	43%	39%	42%	46%
Very important	(2)	184	5	25	*	11	54	4	13	59	157	27	174	10
		27%	34%	30%	14%	30%	27%	29%	33%	25%	28%	24%	27%	36%
Don't know		3	-	-	*	-	-	-	*	1	1	1	3	-
		*%	-%	-%	53%	-%	-%	-%	1%	1%	*%	1%	*%	-%
NET Important		470	13	62	*	25	136	5	25	176	399	71	448	22
		69%	88%	74%	47%	66%	68%	44%	64%	73%	71%	63%	69%	82%
NET Not Important		74	-	16	-	5	31	2	3	17	67	7	71	3
		11%	-%	19%	-%	14%	15%	18%	7%	7%	12%	6%	11%	13%
Answered		675	15	84	*	37	202	13	39	239	563	112	648	27
Mean score		.8	1.2	.8	1.3	.8	.7	.4	.9	.9	.8	.8	.8	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	20	20	-	16	*	4
		3%	3%	-%	5%	*%	2%
Not very important	(-1)	54	54	-	16	6	31
		8%	8%	-%	6%	5%	12%
Neither important nor unimportant	(0)	130	130	1	64	20	46
		19%	19%	7%	22%	17%	18%
Important	(1)	286	284	2	117	58	111
		42%	42%	27%	40%	48%	43%
Very important	(2)	184	178	6	80	38	66
		27%	27%	66%	27%	31%	25%
Don't know		3	3	-	1	-	2
		*%	*%	-%	*%	-%	1%
NET Important		470	462	8	197	96	177
		69%	69%	93%	67%	78%	68%
NET Not Important		74	74	-	32	6	35
		11%	11%	-%	11%	5%	14%
Answered		675	666	9	293	123	259
Mean score		.8	.8	1.6	.8	1.0	.8

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	20	10	11	-	-	-	-	-	-	20	-	-	8	2	11
		3%	2%	9%	-%	-%	-%	-%	-%	-%	3%	-%	-%	4%	1%	7%
				a										b		b
Not very important	(-1)	54	39	10	5	-	-	-	-	-	49	5	-	9	30	14
		8%	7%	8%	32%	-%	-%	-%	-%	-%	7%	20%	-%	5%	9%	10%
					ai											
Neither important nor unimportant	(0)	130	106	25	*	-	*	-	-	-	130	*	*	38	68	25
		19%	20%	20%	1%	-%	2%	-%	-%	-%	20%	1%	1%	21%	19%	17%
Important	(1)	286	226	48	6	3	2	*	*	*	274	12	6	71	155	60
		42%	42%	40%	43%	54%	92%	48%	92%	100%	42%	51%	66%	40%	44%	42%
Very important	(2)	184	150	28	4	3	*	*	*	-	177	6	3	53	97	34
		27%	28%	23%	25%	46%	5%	52%	8%	-%	27%	28%	33%	30%	27%	24%
Don't know		3	2	1	-	-	-	-	-	-	3	-	-	-	2	1
		*%	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	1%	*%
NET Important		470	376	76	10	6	2	*	*	*	452	18	8	124	251	94
		69%	71%	62%	68%	100%	98%	100%	100%	100%	69%	79%	99%	69%	71%	65%
NET Not Important		74	49	20	5	-	-	-	-	-	69	5	-	17	32	25
		11%	9%	17%	32%	-%	-%	-%	-%	-%	11%	20%	-%	9%	9%	17%
					a											
Answered		675	530	121	15	6	2	*	*	*	652	23	8	179	351	144
Mean score		.8	.9	.6	.6	1.5	1.0	1.5	1.1	1.0	.8	.9	1.3	.9	.9	.6

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	20	11	8	13	20	-	5	13	-	-	-	-	-	-
		3%	3%	2%	3%	3%	-%	2%	3%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	54	15	26	29	54	9	12	24	5	*	-	*	-	-
		8%	5%	7%	6%	8%	11%	6%	6%	9%	2%	-%	5%	-%	-%
Neither important nor unimportant	(0)	130	63	75	94	130	13	36	82	8	2	1	*	*	-
		19%	19%	21%	20%	19%	16%	19%	21%	16%	19%	16%	1%	*%	-%
Important	(1)	286	131	146	194	286	34	74	154	23	5	4	*	5	2
		42%	39%	41%	41%	42%	40%	40%	40%	46%	42%	48%	5%	98%	82%
Very important	(2)	184	110	102	142	184	28	57	116	15	4	3	4	*	*
		27%	33%	29%	30%	27%	33%	31%	30%	29%	33%	31%	89%	2%	18%
Don't know		3	3	1	3	3	*	2	2	-	*	*	-	-	-
		*%	1%	*%	1%	*%	*%	1%	*%	-%	4%	5%	-%	-%	-%
NET Important		470	241	248	335	470	62	130	270	38	9	7	4	5	2
		69%	72%	69%	71%	69%	73%	71%	69%	75%	75%	79%	94%	100%	100%
NET Not Important		74	26	34	42	74	9	16	37	5	*	-	*	-	-
		11%	8%	10%	9%	11%	11%	9%	9%	9%	2%	-%	5%	-%	-%
Answered		675	331	358	471	675	85	182	389	51	12	8	4	5	2
Mean score		.8	.9	.9	.9	.8	1.0	.9	.9	1.0	1.1	1.2	1.8	1.0	1.2

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	20	20	-	-	-	-	-	-	-	4	5	4	-	-
		3%	3%	-%	-%	-%	-%	-%	-%	-%	3%	4%	3%	-%	-%
Not very important	(-1)	54	49	5	-	-	-	-	-	-	9	7	7	4	2
		8%	8%	15%	-%	-%	-%	-%	-%	-%	6%	6%	5%	8%	16%
Neither important nor unimportant	(0)	130	127	2	1	*	*	*	-	*	35	28	21	9	1
		19%	21%	6%	8%	1%	2%	*%	-%	1%	24%	26%	13%	17%	5%
Important	(1)	286	249	13	14	5	2	1	3	5	59	41	69	17	6
		42%	41%	41%	85%	41%	57%	88%	85%	74%	41%	38%	44%	33%	58%
					a										
Very important	(2)	184	162	12	1	7	1	*	1	2	38	27	54	21	2
		27%	27%	38%	5%	58%	41%	12%	15%	25%	26%	25%	34%	41%	21%
Don't know		3	2	-	*	-	-	-	-	-	-	-	2	*	-
		*%	*%	-%	3%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%
NET Important		470	412	26	15	12	3	1	3	7	97	68	123	38	9
		69%	67%	79%	90%	99%	98%	100%	100%	99%	67%	63%	78%	74%	79%
NET Not Important		74	69	5	-	-	-	-	-	-	13	11	12	4	2
		11%	11%	15%	-%	-%	-%	-%	-%	-%	9%	10%	7%	8%	16%
Answered		675	608	32	16	12	3	1	3	7	145	108	156	51	11
Mean score		.8	.8	1.0	1.0	1.6	1.4	1.1	1.2	1.2	.8	.7	1.0	1.1	.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	20	8	2	11	-	-	12	3	6	20	-	13	-
		3%	3%	1%	6%	-%	-%	3%	6%	4%	3%	-%	3%	-%
Not very important	(-1)	54	19	16	10	9	-	42	*	11	51	2	25	5
		8%	7%	11%	5%	19%	-%	9%	*%	7%	8%	8%	5%	19%
Neither important nor unimportant	(0)	130	68	27	29	5	*	89	6	36	125	5	89	4
		19%	23%	18%	16%	12%	5%	19%	12%	21%	19%	18%	20%	18%
Important	(1)	286	119	66	82	18	1	181	26	79	276	10	191	3
		42%	41%	44%	45%	41%	8%	39%	58%	46%	43%	33%	42%	13%
Very important	(2)	184	75	39	49	12	8	137	11	36	171	13	129	12
		27%	26%	26%	27%	28%	87%	30%	24%	21%	26%	42%	29%	51%
Don't know		3	2	-	1	-	-	*	-	2	3	-	3	-
		*%	1%	-%	*%	-%	-%	*%	-%	1%	*%	-%	1%	-%
NET Important		470	194	106	132	30	8	317	37	115	448	23	320	15
		69%	67%	70%	72%	69%	95%	69%	82%	67%	69%	74%	71%	63%
NET Not Important		74	27	18	21	9	-	54	3	17	72	2	38	5
		11%	9%	12%	11%	19%	-%	12%	6%	10%	11%	8%	8%	19%
Answered		675	289	151	182	44	9	460	45	169	644	30	447	24
Mean score		.8	.8	.8	.8	.8	1.8	.8	.9	.8	.8	1.1	.9	.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	20	11	-	4	-	16	4	6	11	4	4	6	4
		3%	6%	-%	3%	-%	3%	8%	3%	4%	8%	2%	2%	5%
Not very important	(-1)	54	11	5	12	-	51	2	6	15	1	12	24	4
		8%	6%	9%	7%	-%	8%	4%	3%	5%	1%	6%	8%	5%
Neither important nor unimportant	(0)	130	38	12	31	3	116	14	24	63	9	31	68	17
		19%	21%	22%	19%	22%	19%	27%	12%	21%	16%	15%	22%	20%
Important	(1)	286	65	18	57	4	268	18	64	116	13	75	136	19
		42%	36%	32%	35%	30%	43%	33%	33%	39%	24%	36%	44% c	23%
Very important	(2)	184	52	21	57	6	169	15	92	90	27	83	75	39
		27%	29%	36%	35%	48%	27%	28%	47% b	30%	48%	40% b	24%	46% b
Don't know		3	2	*	2	-	3	-	3	2	2	1	1	*
		*%	1%	1%	1%	-%	*%	-%	1%	1%	3%	1%	*%	1%
NET Important		470	117	39	114	10	437	33	156	206	40	158	211	58
		69%	65%	68%	69%	78%	70%	61%	80%	69%	72%	77%	68%	69%
NET Not Important		74	22	5	16	-	68	7	12	26	5	16	30	8
		11%	12%	9%	10%	-%	11%	12%	6%	9%	9%	8%	10%	10%
Answered		675	178	57	162	13	621	54	193	295	54	204	309	84
Mean score		.8	.8	1.0	.9	1.3	.8	.7	1.2 b	.9	1.1	1.1 b	.8	1.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	20	11	16	4	-	11	8	20	8	9	-
		3%	2%	3%	3%	-%	3%	2%	3%	2%	3%	-%
Not very important	(-1)	54	31	33	13	-	15	23	54	12	19	-
		8%	7%	7%	10%	-%	5%	7%	8%	3%	7%	-%
Neither important nor unimportant	(0)	130	78	100	20	-	63	75	130	75	64	-
		19%	17%	21%	15%	-%	19%	22%	19%	20%	22%	-%
Important	(1)	286	199	202	52	1	131	139	286	152	118	1
		42%	43%	42%	39%	100%	40%	40%	42%	42%	40%	13%
Very important	(2)	184	142	127	43	-	108	99	184	116	83	6
		27%	31%	26%	32%	-%	33%	29%	27%	32%	28%	82%
Don't know		3	1	2	2	-	3	1	3	2	3	*
		*%	*%	*%	1%	-%	1%	*%	*%	1%	1%	6%
NET Important		470	341	329	96	1	240	238	470	267	201	7
		69%	74%	68%	71%	100%	72%	69%	69%	73%	68%	94%
NET Not Important		74	42	49	17	-	26	31	74	21	28	-
		11%	9%	10%	13%	-%	8%	9%	11%	6%	10%	-%
Answered		675	461	477	133	1	329	344	675	363	293	7
Mean score		.8	.9	.8	.9	1.0	.9	.9	.8	1.0	.8	1.9

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	20	14	7	8	4	4	6	7	-	-	-	-
		3%	4%	2%	2%	5%	8%	2%	3%	-%	-%	-%	-%
Not very important	(-1)	54	27	33	17	13	1	13	20	3	-	3	6
		8%	8%	9%	5%	14%	1%	4%	7%	5%	-%	18%	56%
Neither important nor unimportant	(0)	130	63	84	51	8	14	63	67	8	3	*	*
		19%	18%	24%	15%	9%	27%	21%	25%	12%	14%	3%	4%
Important	(1)	286	139	148	146	35	17	129	108	16	6	9	2
		42%	40%	42%	43%	38%	32%	43%	41%	26%	34%	59%	17%
Very important	(2)	184	102	77	114	31	15	87	63	35	10	3	2
		27%	29%	22%	34% b	34%	28%	29%	24%	56%	53%	20%	23%
Don't know		3	2	2	1	*	2	2	1	*	-	-	-
		*%	1%	1%	*%	*%	3%	1%	*%	1%	-%	-%	-%
NET Important		470	240	225	260	65	32	216	171	52	16	12	4
		69%	69%	64%	77% b	72%	61%	72%	65%	82%	86%	79%	40%
NET Not Important		74	41	40	25	17	5	20	26	3	-	3	6
		11%	12%	11%	8%	19% c	9%	7%	10%	5%	-%	18%	56%
Answered		675	345	350	336	90	51	299	264	63	19	15	10
Mean score		.8	.8	.7	1.0 b	.8	.7	.9	.8	1.3	1.4	.8	.1

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	20	14	7	14	16	7	3	18	-	-	20	-	2	18
		3%	2%	2%	2%	3%	2%	1%	3%	-%	-%	4%	-%	1%	4%
Not very important	(-1)	54	41	26	43	29	41	18	44	1	-	41	-	23	31
		8%	7%	7%	7%	5%	10%	5%	7%	1%	-%	7%	-%	10%	7%
Neither important nor unimportant	(0)	130	115	77	119	102	72	65	119	22	-	115	7	47	84
		19%	20%	20%	20%	19%	18%	19%	19%	22%	-%	20%	16%	21%	18%
Important	(1)	286	228	146	246	231	149	151	262	38	1	249	14	76	210
		42%	40%	38%	41%	43%	38%	43%	42%	38%	100%	43%	35%	34%	46%
Very important	(2)	184	163	121	173	160	122	113	172	39	-	151	20	75	109
		27%	29%	32%	29%	30%	31%	32%	28%	38%	-%	26%	49% a	34%	24%
Don't know		3	3	3	3	3	2	3	2	1	-	3	-	*	2
		*%	*%	1%	*%	*%	1%	1%	*%	1%	-%	*%	-%	*%	*%
NET Important		470	391	266	419	390	271	263	434	77	1	400	34	151	320
		69%	69%	70%	70%	72%	69%	75%	70%	76%	100%	69%	84%	68%	70%
NET Not Important		74	55	33	57	45	49	20	62	1	-	62	-	25	49
		11%	10%	9%	9%	8%	12%	6%	10%	1%	-%	11%	-%	11%	11%
Answered		675	561	377	595	537	392	349	615	99	1	577	41	222	453
Mean score		.8	.9	.9	.9	.9	.9	1.0	.9	1.2	1.0	.8	1.3 a	.9	.8

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	20	11	-	-	11	3	17	*	-	*	20	*	20
		3%	5%	-%	-%	6%	2%	5%	*%	-%	*%	4%	*%	4% a
Not very important	(-1)	54	9	3	6	11	10	31	12	10	6	35	8	46
		8%	5%	27%	9%	7%	9%	8%	7%	11%	6%	7%	4%	9%
Neither important nor unimportant	(0)	130	42	5	16	35	10	72	48	26	12	87	43	88
		19%	21%	46%	25%	20%	9%	19%	26% a	28%	13%	18%	23%	18%
Important	(1)	286	73	2	26	58	42	176	67	35	46	201	74	212
		42%	37%	16%	40%	34%	36%	47%	37%	38%	50%	43%	40%	43%
Very important	(2)	184	63	1	17	56	51	79	54	21	28	128	59	125
		27%	32%	11%	26%	32%	44% b	21%	30%	23%	30%	27%	32%	25%
Don't know		3	2	-	*	2	-	2	*	*	-	2	1	2
		*%	1%	-%	1%	1%	-%	1%	*%	*%	-%	*%	*%	*%
NET Important		470	137	3	42	114	93	255	120	56	73	329	134	337
		69%	68%	27%	66%	66%	80%	67%	66%	61%	80%	69%	72%	68%
NET Not Important		74	20	3	6	22	13	49	13	10	6	56	8	66
		11%	10%	27%	9%	13%	11%	13%	7%	11%	6%	12%	4%	13% a
Answered		675	198	11	64	171	116	376	181	92	91	471	185	490
Mean score		.8	.9	.1	.8	.8	1.1 b	.7	.9	.7	1.0	.8	1.0	.8

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 108 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	20	5	7	8	-	12	8
		3%	3%	4%	5%	-%	3%	3%
Not very important	(-1)	54	8	14	10	22	22	32
		8%	5%	8%	6%	15%	6%	10%
						a		
Neither important nor unimportant	(0)	130	44	39	33	15	83	48
		19%	25%	21%	19%	10%	23%	15%
			d					
Important	(1)	286	78	67	76	66	145	141
		42%	44%	36%	44%	45%	40%	45%
Very important	(2)	184	41	57	44	41	99	85
		27%	23%	31%	26%	28%	27%	27%
Don't know		3	*	*	-	2	1	2
		*%	*%	*%	-%	1%	*%	1%
NET Important		470	119	124	120	107	244	227
		69%	68%	67%	70%	74%	67%	72%
NET Not Important		74	13	21	19	22	34	40
		11%	7%	11%	11%	15%	9%	13%
Answered		675	176	184	171	143	360	314
Mean score		.8	.8	.8	.8	.9	.8	.8

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	29	12	17	28	*	*	-	*
		4%	6%	4%	4%	1%	1%	-%	1%
Not very important	(-1)	59	37	22	55	4	*	*	4
		9%	19%	5%	8%	17%	3%	12%	15%
			b			a			
Neither important nor unimportant	(0)	83	22	61	77	5	1	*	6
		12%	11%	13%	12%	24%	23%	10%	23%
						a			a
Important	(1)	270	76	194	261	7	2	1	10
		40%	40%	40%	40%	33%	51%	57%	37%
								abe	
Very important	(2)	231	40	190	225	5	1	*	6
		34%	21%	39%	35%	22%	22%	20%	22%
				a	e				
Don't know		6	6	*	5	*	-	*	1
		1%	3%	*%	1%	2%	-%	1%	2%
			b						
NET Important		501	116	385	486	11	3	1	15
		74%	61%	79%	75%	55%	74%	77%	59%
				a	be			be	
NET Not Important		87	48	39	83	4	*	*	4
		13%	25%	8%	13%	18%	3%	12%	16%
			b						
Answered		671	187	485	646	20	3	2	25
Mean score		.9	.5	1.1	.9	.6	.9	.9	.7
				a	be				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	29	21	6	2	*	*	-	28	*	*
		4%	5%	4%	4%	2%	*%	-%	4%	1%	1%
Not very important	(-1)	59	33	19	2	3	1	*	55	4	*
		9%	7%	13%	5%	20%	8%	12%	8%	17%	6%
						ag				ag	
Neither important nor unimportant	(0)	83	62	14	2	4	2	*	77	5	1
		12%	13%	9%	4%	28%	19%	10%	12%	24%	18%
						abcfg				abcg	
Important	(1)	270	172	70	19	4	5	1	261	7	3
		40%	38%	47%	43%	28%	45%	57%	40%	33%	53%
								adgh			d
Very important	(2)	231	171	35	19	3	2	*	225	5	1
		34%	37%	24%	44%	22%	23%	20%	35%	22%	22%
			fh		bdfhi						
Don't know		6	-	5	-	-	*	*	5	*	*
		1%	-%	4%	-%	-%	5%	1%	1%	2%	*%
				a			ag			a	
NET Important		501	343	105	38	7	7	1	486	11	4
		74%	75%	70%	88%	50%	68%	77%	75%	55%	75%
			dh	d	dh			dh	dh		d
NET Not Important		87	54	25	4	3	1	*	83	4	*
		13%	12%	17%	9%	22%	8%	12%	13%	18%	6%
						i					
Answered		671	459	143	44	14	10	2	646	20	5
Mean score		.9	1.0	.8	1.2	.5	.9	.9	.9	.6	.9
			dh		dh				dh		

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	29	21	5	-	-	-
		4%	4%	7%	-%	-%	-%
Not very important	(-1)	59	26	16	*	-	4
		9%	5%	23%	*%	-%	27%
				a			a
Neither important nor unimportant	(0)	83	60	10	*	1	4
		12%	13%	14%	2%	20%	24%
Important	(1)	270	195	18	7	2	4
		40%	41%	27%	37%	59%	29%
Very important	(2)	231	173	19	11	1	3
		34%	36%	29%	61%	21%	20%
					e		
Don't know		6	5	*	-	-	*
		1%	1%	*%	-%	-%	*%
NET Important		501	368	38	18	3	7
		74%	77%	56%	98%	80%	49%
			b		be		
NET Not Important		87	47	20	*	-	4
		13%	10%	30%	*%	-%	27%
				ac			
Answered		671	475	68	18	4	15
Mean score		.9	1.0	.5	1.6	1.0	.4
			b		be		

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	29	3	2	11	-	-	6	-	-	5	26	2	*	*
		4%	4%	4%	9%	-%	-%	8%	-%	-%	9%	4%	5%	2%	4%
Not very important	(-1)	59	6	2	18	2	3	4	2	7	9	52	5	2	1
		9%	10%	4%	15%	7%	6%	6%	2%	10%	17%	9%	12%	8%	6%
Neither important nor unimportant	(0)	83	8	7	13	6	5	3	16	4	12	74	3	4	1
		12%	13%	15%	11%	19%	11%	4%	15%	6%	24% f	12%	9%	17%	10%
Important	(1)	270	29	17	25	20	25	34	39	33	13	235	20	11	4
		40%	46% c	34%	21%	64%	53% c	48% c	37%	49% c	26%	39% c	52% ci	45% c	45% c
Very important	(2)	231	17	21	52	3	14	24	45	24	12	212	8	7	3
		34%	27%	43%	44% k	11%	30%	34%	42% k	35%	23%	35%	22%	28%	35%
Don't know		6	-	-	-	-	-	-	5	*	*	6	-	*	-
		1%	-%	-%	-%	-%	-%	-%	5%	1%	*%	1%	-%	*%	-%
NET Important		501	46	38	76	23	39	59	84	57	25	447	28	19	7
		74%	73%	78%	65%	75%	83% i	82% i	78% i	84% i	49%	74% i	74% i	73% i	79% i
NET Not Important		87	9	4	28	2	3	10	2	7	13	78	6	2	1
		13%	14%	8%	24% gl	7%	6%	14%	2%	10%	26% gl	13%	17% g	9%	10%
Answered		671	63	48	118	30	47	72	102	67	51	599	38	25	9
Mean score		.9	.8	1.1 i	.8	.8	1.1 i	.9	1.2 ik	1.1 i	.4	.9 i	.7	.9 i	1.0 i

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272	526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123	220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240	564	113	651	27
Not at all important	(-2)	29	*	-	-	2	14	-	5	5	26	3	28	*
		4%	*%	-%	-%	5%	7%	-%	14% bh	2%	5%	2%	4%	1%
Not very important	(-1)	59	*	4	*	2	24	3	*	24	52	6	54	5
		9%	3%	5%	8%	6%	12%	24%	1%	10%	9%	6%	8%	19%
Neither important nor unimportant	(0)	83	2	10	-	7	21	*	2	36	70	13	79	3
		12%	14%	12%	-%	18%	10%	4%	6%	15%	12%	11%	12%	13%
Important	(1)	270	7	41	*	14	68	7	23	89	209	61	256	14
		40%	48%	48%	35%	36%	34%	53%	59%	37%	37%	54% a	39%	54%
Very important	(2)	231	5	30	*	13	70	2	8	87	201	30	227	3
		34%	35%	35%	4%	35%	35%	19%	19%	36%	36%	27%	35% b	13%
Don't know		6	-	-	*	-	5	-	-	*	6	-	6	*
		1%	-%	-%	53%	-%	3%	-%	-%	*%	1%	-%	1%	*%
NET Important		501	12	70	*	27	138	9	31	175	410	91	483	18
		74%	83%	83%	39%	71%	68%	72%	79%	73%	73%	81%	74%	67%
NET Not Important		87	*	4	*	4	38	3	6	29	78	9	82	5
		13%	3%	5%	8%	11%	19%	24%	15%	12%	14%	8%	13%	20%
Answered		671	15	84	*	37	197	13	39	240	559	113	645	27
Mean score		.9	1.1	1.1	.8	.9	.8	.7	.7	.9	.9	1.0	.9	.6

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	29	29	-	10	6	13
		4%	4%	-%	3%	5%	5%
Not very important	(-1)	59	59	-	27	9	23
		9%	9%	-%	9%	7%	9%
Neither important nor unimportant	(0)	83	82	1	50	9	23
		12%	12%	7%	17%	8%	9%
Important	(1)	270	268	2	116	55	99
		40%	40%	23%	40%	45%	38%
Very important	(2)	231	225	6	89	44	97
		34%	34%	71%	30%	36%	37%
Don't know		6	6	-	1	-	5
		1%	1%	-%	*%	-%	2%
NET Important		501	493	8	206	99	196
		74%	74%	93%	70%	81%	75%
NET Not Important		87	87	-	37	14	36
		13%	13%	-%	13%	12%	14%
Answered		671	663	9	293	123	255
Mean score		.9	.9	1.6	.8	1.0	1.0

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	29	15	14	-	-	-	-	-	-	29	-	-	7	8	14
		4%	3%	11%	-%	-%	-%	-%	-%	-%	4%	-%	-%	4%	2%	9%
				a												b
Not very important	(-1)	59	48	9	1	-	*	-	-	*	57	1	*	12	37	10
		9%	9%	7%	8%	-%	12%	-%	-%	4%	9%	6%	4%	6%	10%	7%
Neither important nor unimportant	(0)	83	62	16	5	-	-	-	*	-	78	5	*	27	35	21
		12%	12%	13%	34%	-%	-%	-%	76%	-%	12%	21%	*%	15%	10%	14%
Important	(1)	270	220	39	6	3	1	*	*	*	260	11	5	70	150	50
		40%	41%	32%	38%	59%	53%	8%	16%	96%	40%	46%	58%	39%	43%	34%
Very important	(2)	231	180	44	3	2	1	*	*	-	225	6	3	63	117	50
		34%	34%	36%	19%	41%	35%	92%	8%	-%	34%	26%	38%	35%	33%	35%
Don't know		6	6	-	*	-	-	-	-	-	6	*	-	-	6	*
		1%	1%	-%	1%	-%	-%	-%	-%	-%	1%	*%	-%	-%	2%	*%
NET Important		501	401	84	9	6	2	*	*	*	484	17	8	134	267	100
		74%	75%	69%	58%	100%	88%	100%	24%	96%	74%	72%	96%	75%	76%	69%
NET Not Important		87	63	23	1	-	*	-	-	*	86	1	*	18	45	24
		13%	12%	19%	8%	-%	12%	-%	-%	4%	13%	6%	4%	10%	13%	17%
Answered		671	527	122	15	6	2	*	*	*	648	23	8	179	347	145
Mean score		.9	1.0	.8	.7	1.4	1.1	1.9	.3	.9	.9	.9	1.3	1.0	1.0	.8

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	29	18	13	20	29	2	13	20	-	*	-	-	-	-
		4%	5%	4%	4%	4%	3%	7%	5%	-%	*%	-%	-%	-%	-%
Not very important	(-1)	59	21	33	42	59	6	14	36	3	2	1	*	-	-
		9%	6%	9%	9%	9%	8%	7%	9%	5%	12%	15%	5%	-%	-%
Neither important nor unimportant	(0)	83	42	39	54	83	9	19	40	5	3	*	*	5	-
		12%	13%	11%	11%	12%	11%	10%	10%	11%	23%	1%	5%	86%	-%
Important	(1)	270	125	132	173	270	41	72	147	16	6	3	*	1	*
		40%	38%	37%	37%	40%	48%	39%	38%	32%	45%	39%	1%	11%	15%
Very important	(2)	231	127	142	185	231	26	67	147	26	2	4	4	*	2
		34%	38%	39%	39%	34%	31%	36%	38%	51%	15%	45%	89%	2%	85%
Don't know		6	1	1	1	6	*	*	-	*	*	-	-	-	-
		1%	*%	*%	*%	1%	*%	*%	-%	*%	4%	-%	-%	-%	-%
											a				
NET Important		501	252	273	358	501	67	138	294	43	7	7	4	1	2
		74%	76%	76%	76%	74%	79%	75%	75%	84%	61%	84%	90%	14%	100%
NET Not Important		87	39	46	61	87	9	27	56	3	2	1	*	-	-
		13%	12%	13%	13%	13%	10%	14%	14%	5%	13%	15%	5%	-%	-%
Answered		671	333	358	473	671	85	184	390	51	12	8	4	5	2
Mean score		.9	1.0	1.0	1.0	.9	1.0	.9	.9	1.3	.7	1.1	1.7	.2	1.8

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	29	24	3	-	2	-	-	-	-	3	3	8	6	-
		4%	4%	9%	-%	15%	-%	-%	-%	-%	2%	2%	5%	12%	-%
Not very important	(-1)	59	56	1	1	*	-	*	-	*	13	5	18	5	1
		9%	9%	3%	9%	2%	-%	2%	-%	*%	9%	5%	12%	9%	11%
Neither important nor unimportant	(0)	83	75	*	5	2	*	*	-	*	12	19	17	1	5
		12%	12%	*%	32%	19%	6%	5%	-%	3%	8%	18%	10%	2%	44%
Important	(1)	270	250	10	4	3	1	1	1	4	59	47	46	20	1
		40%	41%	32%	24%	23%	51%	81%	44%	51%	41%	44%	29%	38%	10%
Very important	(2)	231	199	18	6	5	1	*	2	3	59	34	69	20	4
		34%	33%	56%	34%	40%	43%	12%	56%	46%	40%	31%	44%	38%	34%
Don't know		6	6	-	-	-	-	-	-	-	-	-	-	1	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
NET Important		501	449	29	10	7	3	1	3	7	118	81	115	39	5
		74%	74%	89%	59%	64%	94%	93%	100%	97%	81%	75%	73%	76%	45%
NET Not Important		87	80	4	1	2	-	*	-	*	16	8	26	11	1
		13%	13%	11%	9%	17%	-%	2%	-%	*%	11%	7%	17%	21%	11%
Answered		671	604	32	16	12	3	1	3	7	145	108	158	51	11
Mean score		.9	.9	1.2	.8	.7	1.4	1.0	1.6	1.4	1.1	1.0	1.0	.8	.7

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	29	8	7	11	2	1	17	3	9	24	4	15	4
		4%	3%	4%	6%	4%	14%	4%	6%	5%	4%	15%	3%	18%
Not very important	(-1)	59	35	8	10	6	-	35	4	20	58	1	41	1
		9%	12%	6%	5%	13%	-%	8%	8%	12%	9%	2%	9%	3%
Neither important nor unimportant	(0)	83	38	18	25	2	*	52	3	28	81	2	52	2
		12%	13%	12%	14%	5%	2%	11%	7%	16%	13%	6%	12%	8%
Important	(1)	270	111	72	65	19	2	179	16	75	254	16	167	7
		40%	38%	48%	36%	43%	26%	39%	35%	44%	39%	53%	37%	27%
Very important	(2)	231	98	46	67	15	5	172	19	39	223	7	174	11
		34%	34%	30%	36%	35%	57%	37% c	44%	23%	35%	25%	39%	43%
Don't know		6	*	*	5	*	-	5	*	1	6	-	1	-
		1%	*%	*%	3%	*%	-%	1%	*%	*%	1%	-%	*%	-%
NET Important		501	210	118	132	34	7	351	35	114	478	24	341	17
		74%	72%	78%	72%	78%	84%	76%	79%	66%	74%	78%	76%	71%
NET Not Important		87	43	15	21	7	1	52	6	29	82	5	56	5
		13%	15%	10%	11%	17%	14%	11%	14%	17%	13%	16%	13%	22%
Answered		671	290	151	177	44	9	455	45	171	641	30	449	24
Mean score		.9	.9	.9	.9	.9	1.1	1.0 c	1.0	.7	.9	.7	1.0	.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	29	15	4	7	4	25	4	12	18	10	7	13	9
		4%	8%	8%	4%	35% a	4%	8%	6%	6%	18% b	3%	4%	11%
Not very important	(-1)	59	11	1	12	*	58	1	7	21	2	7	30	3
		9%	6%	2%	7%	3%	9%	1%	4%	7%	4%	4%	10%	4%
Neither important nor unimportant	(0)	83	13	6	14	2	77	6	13	39	3	15	37	2
		12%	7%	11%	9%	16%	12%	12%	7%	13%	5%	8%	12%	3%
Important	(1)	270	60	25	43	5	247	23	68	116	21	78	119	33
		40%	33%	45%	26%	42%	40%	43%	35%	39%	37%	38%	38%	39%
Very important	(2)	231	80	20	87	1	211	20	93	103	20	98	111	37
		34%	45%	34%	53% b	6%	34%	37%	48%	35%	35%	47%	36%	44%
Don't know		6	*	-	*	-	6	-	1	1	-	1	1	-
		1%	*%	-%	*%	-%	1%	-%	*%	*%	-%	*%	*%	-%
NET Important		501	140	45	130	6	459	43	161	219	40	175	230	70
		74%	78%	79%	79%	47%	74%	79%	83%	74%	72%	85% b	74%	83%
NET Not Important		87	26	6	19	5	83	5	20	38	13	14	43	12
		13%	14%	10%	12%	37%	13%	9%	10%	13%	23%	7%	14%	15%
Answered		671	179	57	163	13	618	54	195	297	56	205	309	84
Mean score		.9	1.0	1.0	1.2 b	-.2	.9	1.0	1.1	.9	.7	1.2 b	.9	1.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	29	16	23	10	-	18	13	29	12	7	-
		4%	4%	5%	8%	-%	5%	4%	4%	3%	2%	-%
Not very important	(-1)	59	33	42	9	1	21	33	59	30	28	*
		9%	7%	9%	7%	100%	6%	9%	9%	8%	9%	4%
Neither important nor unimportant	(0)	83	39	62	6	-	42	37	83	41	38	*
		12%	9%	13%	4%	-%	13%	11%	12%	11%	13%	*%
Important	(1)	270	200	204	70	-	125	126	270	133	108	1
		40%	43%	42%	52%	-%	38%	37%	40%	36%	37%	12%
Very important	(2)	231	169	149	41	-	126	136	231	148	114	6
		34%	36%	31%	30%	-%	38%	39%	34%	40%	38%	84%
Don't know		6	6	1	-	-	1	1	6	1	1	-
		1%	1%	*%	-%	-%	*%	*%	1%	*%	*%	-%
NET Important		501	368	352	110	-	250	262	501	281	222	7
		74%	80%	73%	82%	-%	75%	76%	74%	77%	75%	96%
NET Not Important		87	49	65	19	1	39	46	87	43	34	*
		13%	11%	13%	14%	100%	12%	13%	13%	12%	12%	4%
Answered		671	457	479	135	1	331	345	671	364	295	8
Mean score		.9	1.0	.9	.9	-1.0	1.0	1.0	.9	1.0	1.0	1.8

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	29	18	8	14	4	6	12	7	-	4	-	-
		4%	5%	2%	4%	5%	11% b	4%	3%	-%	24%	-%	-%
Not very important	(-1)	59	34	35	14	4	*	24	26	1	-	3	3
		9%	10%	10%	4%	4%	*%	8%	10%	2%	-%	18%	26%
Neither important nor unimportant	(0)	83	47	54	23	1	3	40	34	3	1	*	*
		12%	14% d	15% cd	7%	1%	6%	13%	13%	4%	3%	1%	*%
Important	(1)	270	141	144	155	49	32	102	108	32	9	10	2
		40%	41%	41%	46%	54%	61%	34%	41%	51%	49%	68%	21%
Very important	(2)	231	107	112	125	33	12	122	90	27	4	2	5
		34%	31%	32%	37%	37%	22%	40%	34%	42%	24%	13%	52%
Don't know		6	*	*	6	-	-	1	1	*	-	-	-
		1%	*%	*%	2%	-%	-%	*%	*%	*%	-%	-%	-%
NET Important		501	248	255	280	82	44	224	197	59	14	12	7
		74%	71%	73%	83% ab	90% ab	83%	74%	75%	94%	73%	81%	73%
NET Not Important		87	52	43	28	8	6	36	33	1	4	3	3
		13%	15%	12%	8%	9%	11%	12%	12%	2%	24%	18%	26%
Answered		671	347	352	331	91	53	301	264	63	19	15	10
Mean score		.9	.8	.9	1.1 a	1.1	.8	1.0	.9	1.3	.5	.8	1.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	29	21	13	21	21	18	9	27	6	-	23	6	8	21
		4%	4%	3%	3%	4%	4%	3%	4%	6%	-%	4%	14%	4%	5%
Not very important	(-1)	59	52	32	54	45	46	27	53	8	-	50	5	25	34
		9%	9%	8%	9%	8%	12%	8%	9%	8%	-%	9%	13%	11%	7%
Neither important nor unimportant	(0)	83	67	47	67	59	45	33	74	2	-	73	*	19	63
		12%	12%	12%	11%	11%	11%	9%	12%	2%	-%	13%	*%	9%	14%
Important	(1)	270	217	143	236	215	142	145	251	43	1	225	16	94	176
		40%	38%	38%	39%	40%	36%	41%	41%	43%	100%	39%	38%	42%	39%
Very important	(2)	231	202	140	215	193	137	132	207	42	-	203	14	76	155
		34%	36%	37%	36%	36%	35%	38%	33%	41%	-%	35%	35%	34%	34%
Don't know		6	6	6	6	6	5	6	6	-	-	6	-	-	6
		1%	1%	2%	1%	1%	1%	2%	1%	-%	-%	1%	-%	-%	1%
NET Important		501	419	283	450	409	280	278	458	85	1	428	30	170	331
		74%	74%	74%	75%	76%	71%	79%	74%	84%	100%	74%	73%	77%	73%
NET Not Important		87	72	45	74	66	64	36	80	14	-	73	11	33	55
		13%	13%	12%	12%	12%	16%	10%	13%	14%	-%	13%	27%	15%	12%
Answered		671	558	374	592	534	388	346	612	101	1	574	41	222	449
Mean score		.9	.9	1.0	1.0	1.0	.9	1.1	.9	1.1	1.0	.9	.7	.9	.9

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	29	18	-	1	18	7	16	5	3	4	22	9	20
		4%	9%	-%	2%	11%	6%	4%	3%	4%	4%	5%	5%	4%
Not very important	(-1)	59	11	1	4	8	5	38	14	6	6	43	11	47
		9%	5%	9%	6%	5%	5%	10%	8%	7%	7%	9%	6%	10%
Neither important nor unimportant	(0)	83	18	-	*	19	8	60	15	8	12	62	21	62
		12%	9%	-%	1%	11%	7%	16%	8%	9%	14%	13%	11%	13%
Important	(1)	270	66	7	37	49	44	141	84	41	53	168	78	193
		40%	33%	63%	58% b	28%	38%	37%	46%	45%	58% c	35%	42%	39%
Very important	(2)	231	87	3	22	79	46	122	63	33	16	173	66	165
		34%	44%	27%	34%	46%	40%	32%	35%	36%	17%	37% b	36%	33%
Don't know		6	-	-	-	*	5	*	1	-	-	6	*	6
		1%	-%	-%	-%	*%	5% b	*%	*%	-%	-%	1%	*%	1%
NET Important		501	153	10	58	127	90	264	147	75	69	341	144	357
		74%	77%	91%	91% b	74%	78%	70%	81%	81%	75%	72%	78%	73%
NET Not Important		87	29	1	5	26	13	54	19	10	10	64	20	67
		13%	14%	9%	8%	15%	11%	14%	10%	10%	11%	14%	11%	14%
Answered		671	200	11	64	172	110	378	181	92	91	467	185	486
Mean score		.9	1.0	1.1	1.2	.9	1.0	.8	1.0	1.0	.8	.9	1.0	.9

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 109 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	29	14	6	7	1	20	8
		4%	8%	3%	4%	1%	6%	3%
Not very important	(-1)	59	12	10	16	20	22	36
		9%	7%	5%	9%	14%	6%	11%
Neither important nor unimportant	(0)	83	17	24	28	15	41	42
		12%	10%	13%	16%	10%	11%	13%
Important	(1)	270	72	74	74	50	146	124
		40%	41%	40%	43%	34%	40%	39%
Very important	(2)	231	56	70	46	59	126	105
		34%	32%	38%	27%	40%	35%	33%
Don't know		6	5	1	-	-	6	-
		1%	3%	*%	-%	-%	2%	-%
NET Important		501	127	144	121	109	272	229
		74%	72%	78%	70%	75%	75%	72%
NET Not Important		87	27	16	23	22	43	45
		13%	15%	9%	13%	15%	12%	14%
Answered		671	171	184	171	145	355	316
Mean score		.9	.8	1.0	.8	1.0	.9	.9

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	8	1	8	8	-	-	-	-
		1%	*%	2%	1%	-%	-%	-%	-%
Not very important	(-1)	39	21	18	35	3	1	*	4
		6%	11%	4%	5%	12%	33%	7%	15%
			b				ad		a
Neither important nor unimportant	(0)	61	12	49	57	3	*	*	4
		9%	6%	10%	9%	17%	10%	2%	15%
						d			d
Important	(1)	303	108	195	291	10	1	1	12
		45%	56%	40%	45%	49%	30%	59%	47%
			b						
Very important	(2)	265	51	214	259	5	1	1	6
		39%	26%	44%	40%	22%	28%	32%	23%
				a	be				
Don't know		1	-	1	1	-	-	-	-
		*%	-%	*%	*%	-%	-%	-%	-%
NET Important		568	158	409	549	15	2	2	18
		84%	82%	84%	84%	71%	57%	91%	71%
					bce			bce	
NET Not Important		48	22	26	44	3	1	*	4
		7%	11%	5%	7%	12%	33%	7%	15%
							ad		a
Answered		676	192	484	650	21	3	2	26
Mean score		1.1	1.0	1.2	1.2	.8	.5	1.2	.8
				a	bce				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	8	8	-	-	-	-	-	8	-	-
		1%	2%	-%	-%	-%	-%	-%	1%	-%	-%
Not very important	(-1)	39	21	12	2	2	2	*	35	3	1
		6%	5%	8%	5%	13%	18%	7%	5%	12%	24%
						a	ag			a	abcfg
Neither important nor unimportant	(0)	61	44	10	4	2	1	*	57	3	*
		9%	9%	7%	9%	18%	13%	2%	9%	17%	7%
						f				f	
Important	(1)	303	189	80	22	7	4	1	291	10	2
		45%	41%	54%	50%	49%	43%	59%	45%	49%	40%
								a			
Very important	(2)	265	198	45	16	3	3	1	259	5	2
		39%	43%	31%	36%	20%	26%	32%	40%	22%	29%
			dh						dh		
Don't know		1	-	1	-	-	-	-	1	-	-
		*%	-%	1%	-%	-%	-%	-%	*%	-%	-%
NET Important		568	386	125	38	10	7	2	549	15	4
		84%	84%	84%	86%	69%	69%	91%	84%	71%	69%
			dehi					dehi	dehi		
NET Not Important		48	29	12	2	2	2	*	44	3	1
		7%	6%	8%	5%	13%	18%	7%	7%	12%	24%
							ag				abcfg
Answered		676	459	147	44	14	10	2	650	21	5
Mean score		1.1	1.2	1.1	1.2	.8	.8	1.2	1.2	.8	.7
			dehi						dehi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	8	8	-	-	-	-
		1%	2%	-%	-%	-%	-%
Not very important	(-1)	39	23	6	*	*	4
		6%	5%	9%	1%	5%	26% a
Neither important nor unimportant	(0)	61	47	2	2	*	4
		9%	10%	4%	13%	4%	25%
Important	(1)	303	197	37	5	3	4
		45%	41%	55%	25%	71%	24%
Very important	(2)	265	203	22	11	1	4
		39%	42%	33%	61%	19%	25%
Don't know		1	1	-	-	-	-
		*%	*%	-%	-%	-%	-%
NET Important		568	400	60	16	3	7
		84%	83% e	87% e	86%	91%	49%
NET Not Important		48	31	6	*	*	4
		7%	6%	9%	1%	5%	26% a
Answered		676	479	68	18	4	15
Mean score		1.1	1.2 e	1.1	1.5 e	1.0	.5

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	8	-	-	4	-	-	-	-	2	2	8	1	-	-
		1%	-%	-%	4%	-%	-%	-%	-%	3%	3%	1%	2%	-%	-%
Not very important	(-1)	39	6	-	12	3	-	4	7	*	2	33	4	1	1
		6%	9%	-%	10%	8%	-%	6%	6%	1%	3%	5%	12%	4%	7%
Neither important nor unimportant	(0)	61	7	3	1	3	6	6	2	13	12	53	4	3	1
		9%	11%	5%	1%	9%	13%	8%	2%	19%	24%	9%	11%	12%	9%
										cg	cgj				
Important	(1)	303	25	12	61	8	27	37	52	31	21	274	15	9	4
		45%	39%	26%	52%	25%	58%	52%	49%	46%	40%	45%	41%	37%	42%
							b								
Very important	(2)	265	26	34	40	16	14	25	46	21	15	236	13	12	4
		39%	41%	69%	34%	53%	29%	35%	43%	31%	30%	39%	35%	47%	42%
				acefhijk											
Don't know		1	-	-	-	1	-	-	-	-	-	1	-	-	-
		*%	-%	-%	-%	4%	-%	-%	-%	-%	-%	*%	-%	-%	-%
NET Important		568	51	46	100	24	41	63	98	52	36	510	29	21	8
		84%	80%	95%	85%	78%	87%	87%	91%	77%	70%	84%	76%	84%	85%
				i					i						
NET Not Important		48	6	-	16	3	-	4	7	2	3	41	5	1	1
		7%	9%	-%	14%	8%	-%	6%	6%	4%	7%	7%	14%	4%	7%
Answered		676	63	48	118	29	47	72	107	68	51	604	38	25	9
Mean score		1.1	1.1	1.6	1.0	1.3	1.2	1.2	1.3	1.0	.9	1.2	1.0	1.3	1.2
				acefhijk											

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272	526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123	220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240	564	113	651	27
Not at all important	(-2)	8	-	-	-	-	4	-	-	4	8	-	8	-
		1%	-%	-%	-%	-%	2%	-%	-%	2%	1%	-%	1%	-%
Not very important	(-1)	39	*	8	*	2	8	2	-	19	34	6	38	1
		6%	2%	9%	29%	4%	4%	16%	-%	8%	6%	5%	6%	4%
Neither important nor unimportant	(0)	61	2	4	-	*	23	2	2	21	47	14	58	3
		9%	15%	5%	-%	1%	11%	12%	6%	9%	8%	13%	9%	12%
Important	(1)	303	7	34	*	19	84	3	23	112	262	41	286	17
		45%	48%	40%	53%	50%	42%	24%	59%	47%	46%	36%	44%	64%
Very important	(2)	265	5	39	*	16	83	6	14	85	213	52	261	4
		39%	34%	46%	19%	42%	41%	48%	35%	35%	38%	46%	40% b	15%
Don't know		1	-	-	-	1	-	-	-	-	1	-	-	1
		*%	-%	-%	-%	3% h	-%	-%	-%	-%	*%	-%	-%	5% a
NET Important		568	12	73	1	34	167	9	37	196	475	93	546	21
		84%	82%	86%	71%	92%	83%	72%	94%	82%	84%	82%	84%	80%
NET Not Important		48	*	8	*	2	12	2	-	23	42	6	47	1
		7%	2%	9%	29%	4%	6%	16%	-%	10%	7%	5%	7%	4%
Answered		676	15	84	1	36	202	13	39	240	563	113	651	25
Mean score		1.1	1.1	1.2	.6	1.3	1.2	1.0	1.3	1.1	1.1	1.2	1.2	1.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	8	8	-	3	-	6
		1%	1%	-%	1%	-%	2%
Not very important	(-1)	39	39	-	24	4	11
		6%	6%	-%	8%	4%	4%
Neither important nor unimportant	(0)	61	60	1	27	8	26
		9%	9%	7%	9%	6%	10%
Important	(1)	303	301	2	139	58	106
		45%	45%	23%	47%	47%	41%
Very important	(2)	265	259	6	102	52	112
		39%	39%	71%	35%	42%	43%
Don't know		1	1	-	-	1	-
		*%	*%	-%	-%	1%	-%
NET Important		568	559	8	241	109	217
		84%	84%	93%	82%	89%	83%
NET Not Important		48	48	-	26	4	17
		7%	7%	-%	9%	4%	6%
Answered		676	667	9	294	122	260
Mean score		1.1	1.1	1.6	1.1	1.3	1.2

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	8	4	4	-	-	-	-	-	-	8	-	-	3	2	4
		1%	1%	3%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	*%	3%
Not very important	(-1)	39	31	7	1	-	-	-	-	-	38	1	-	10	20	8
		6%	6%	6%	8%	-%	-%	-%	-%	-%	6%	5%	-%	6%	6%	6%
Neither important nor unimportant	(0)	61	53	4	2	-	2	*	*	-	58	3	2	14	39	8
		9%	10%	4%	11%	-%	65%	8%	76%	-%	9%	14%	18%	8%	11%	5%
Important	(1)	303	232	57	9	3	1	*	*	*	290	13	4	84	148	71
		45%	44%	47%	60%	57%	32%	8%	16%	100%	44%	57%	51%	47%	42%	49%
Very important	(2)	265	211	49	3	2	*	*	*	-	259	6	3	69	142	54
		39%	40%	40%	21%	43%	2%	85%	8%	-%	40%	24%	30%	38%	40%	37%
Don't know		1	1	-	-	-	-	-	-	-	1	-	-	-	1	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
NET Important		568	443	106	12	6	1	*	*	*	549	19	7	152	291	125
		84%	83%	87%	81%	100%	35%	92%	24%	100%	84%	81%	82%	85%	82%	86%
NET Not Important		48	35	11	1	-	-	-	-	-	46	1	-	13	22	13
		7%	7%	9%	8%	-%	-%	-%	-%	-%	7%	5%	-%	7%	6%	9%
Answered		676	531	122	15	6	2	*	*	*	653	23	8	179	352	145
Mean score		1.1	1.2	1.1	.9	1.4	.4	1.8	.3	1.0	1.2	1.0	1.1	1.1	1.2	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	8	8	8	8	8	-	4	8	-	-	-	-	-	-
		1%	2%	2%	2%	1%	-%	2%	2%	-%	-%	-%	-%	-%	-%
Not very important	(-1)	39	21	20	30	39	4	16	25	5	*	*	-	-	-
		6%	6%	6%	6%	6%	5%	9%	6%	9%	4%	*%	-%	-%	-%
Neither important nor unimportant	(0)	61	23	31	39	61	9	17	30	2	4	3	*	*	*
		9%	7%	9%	8%	9%	10%	9%	8%	5%	31% a	31%	*%	*%	4%
Important	(1)	303	136	133	188	303	44	73	159	16	3	3	*	5	2
		45%	41%	37%	40%	45%	52%	40%	41%	31%	22%	32%	10%	98%	84%
Very important	(2)	265	145	167	209	265	29	72	168	28	5	3	4	*	*
		39%	43%	47%	44%	39%	33%	39%	43%	56%	43%	36%	89%	2%	13%
Don't know		1	1	-	1	1	-	1	1	-	-	-	-	-	-
		*%	*%	-%	*%	*%	-%	1%	*%	-%	-%	-%	-%	-%	-%
NET Important		568	280	300	396	568	73	146	327	44	8	6	4	5	2
		84%	84%	84%	84%	84%	85%	79%	84%	86%	65%	69%	100%	100%	96%
NET Not Important		48	29	28	37	48	4	20	32	5	*	*	-	-	-
		7%	9%	8%	8%	7%	5%	11%	8%	9%	4%	*%	-%	-%	-%
Answered		676	332	359	473	676	86	183	389	51	12	8	4	5	2
Mean score		1.1	1.2	1.2	1.2	1.1	1.1	1.1	1.2	1.3	1.0	1.0	1.9	1.0	1.1

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	8	8	-	-	-	-	-	-	-	2	2	4	-	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	2%	3%	-%	-%
Not very important	(-1)	39	35	4	*	*	-	-	-	-	7	13	5	6	-
		6%	6%	11%	2%	4%	-%	-%	-%	-%	5%	12%	3%	11%	-%
Neither important nor unimportant	(0)	61	52	4	1	3	*	*	1	1	13	7	11	7	1
		9%	9%	12%	7%	22%	7%	*%	35%	20%	9%	6%	7%	14%	8%
Important	(1)	303	278	6	10	4	1	1	2	4	62	48	51	20	6
		45%	46%	19%	62%	36%	52%	92%	57%	59%	42%	45%	33%	39%	56%
Very important	(2)	265	236	19	5	5	1	*	*	2	61	38	86	19	4
		39%	39%	57%	28%	39%	41%	8%	9%	22%	42%	35%	55% b	36%	36%
Don't know		1	1	-	-	-	-	-	-	-	1	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
NET Important		568	514	25	15	9	3	1	2	6	123	86	138	39	10
		84%	84%	77%	91%	75%	93%	100%	65%	80%	85%	80%	87%	75%	92%
NET Not Important		48	43	4	*	*	-	-	-	-	8	15	9	6	-
		7%	7%	11%	2%	4%	-%	-%	-%	-%	6%	14%	6%	11%	-%
Answered		676	609	32	16	12	3	1	3	7	144	108	158	52	11
Mean score		1.1	1.1	1.2	1.2	1.1	1.3	1.1	.7	1.0	1.2	1.0	1.3	1.0	1.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	8	4	-	4	-	-	6	-	2	8	-	8	-
		1%	1%	-%	2%	-%	-%	1%	-%	1%	1%	-%	2%	-%
Not very important	(-1)	39	21	9	4	5	-	19	5	15	38	1	26	3
		6%	7%	6%	2%	12%	-%	4%	12%	9%	6%	3%	6%	14%
Neither important nor unimportant	(0)	61	28	11	14	8	*	42	6	12	60	1	38	1
		9%	10%	7%	8%	18%	2%	9%	14%	7%	9%	4%	8%	3%
Important	(1)	303	131	69	81	20	2	196	16	90	292	11	184	3
		45%	45%	46%	44%	46%	20%	43%	36%	53%	45%	37%	41%	14%
Very important	(2)	265	107	63	78	11	6	196	17	52	248	17	192	17
		39%	37%	41%	43%	25%	64%	42%	38%	30%	38%	57%	43%	69%
Don't know		1	-	-	-	-	1	1	-	-	1	-	1	-
		*%	-%	-%	-%	-%	14%	*%	-%	-%	*%	-%	*%	-%
NET Important		568	238	132	160	31	7	392	33	142	539	28	376	20
		84%	82%	87%	87%	71%	84%	85%	74%	83%	83%	94%	84%	83%
NET Not Important		48	25	9	9	5	-	25	5	17	47	1	34	3
		7%	9%	6%	5%	12%	-%	5%	12%	10%	7%	3%	8%	14%
Answered		676	291	151	183	44	8	459	45	171	646	30	448	24
Mean score		1.1	1.1	1.2	1.2	.8	1.7	1.2	1.0	1.0	1.1	1.5	1.2	1.4

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	8	4	-	4	-	4	4	8	8	4	4	8	4
		1%	2%	-%	3%	-%	1%	8% a	4%	3%	8%	2%	2%	5%
Not very important	(-1)	39	7	5	12	*	38	1	11	21	2	12	17	4
		6%	4%	9%	7%	*%	6%	2%	6%	7%	4%	6%	5%	4%
Neither important nor unimportant	(0)	61	19	1	13	2	56	5	16	22	2	26	24	12
		9%	10%	3%	8%	14%	9%	9%	8%	7%	4%	13%	8%	14%
Important	(1)	303	78	22	62	3	280	22	62	129	16	60	124	19
		45%	43%	38%	38%	26%	45%	42%	32%	43%	29%	29%	40%	22%
Very important	(2)	265	72	29	73	8	244	21	97	117	30	104	138	45
		39%	40%	51%	45%	60%	39%	39%	50%	39%	55%	51%	44%	54%
Don't know		1	-	-	-	-	1	-	1	1	-	-	-	-
		*%	-%	-%	-%	-%	*%	-%	1%	*%	-%	-%	-%	-%
NET Important		568	150	51	135	11	524	44	159	246	47	164	262	64
		84%	84%	89%	82%	86%	84%	81%	82%	83%	84%	80%	84%	76%
NET Not Important		48	11	5	16	*	42	5	19	28	7	16	25	8
		7%	6%	9%	10%	*%	7%	10%	10%	10%	12%	8%	8%	9%
Answered		676	179	57	164	13	622	54	194	296	56	206	310	84
Mean score		1.1	1.2	1.3	1.1	1.4	1.2	1.0	1.2	1.1	1.2	1.2	1.2	1.2

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	8	8	8	4	-	8	8	8	6	2	-
		1%	2%	2%	3%	-%	2%	2%	1%	2%	1%	-%
Not very important	(-1)	39	31	20	3	-	21	17	39	24	13	*
		6%	7%	4%	2%	-%	6%	5%	6%	7%	4%	3%
Neither important nor unimportant	(0)	61	44	47	14	-	23	29	61	34	25	*
		9%	10%	10%	10%	-%	7%	8%	9%	9%	8%	4%
Important	(1)	303	196	213	59	1	135	127	303	140	112	*
		45%	42%	44%	44%	100%	41%	37%	45%	38%	38%	5%
Very important	(2)	265	182	192	55	-	144	164	265	160	144	7
		39%	39%	40%	41%	-%	43%	48%	39%	44%	49%	88%
Don't know		1	1	-	-	-	1	-	1	1	-	-
		*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	-%
NET Important		568	378	404	114	1	279	291	568	299	255	7
		84%	82%	84%	85%	100%	84%	84%	84%	82%	87%	93%
NET Not Important		48	39	28	7	-	29	25	48	30	15	*
		7%	8%	6%	5%	-%	9%	7%	7%	8%	5%	3%
Answered		676	461	480	135	1	331	345	676	364	295	8
Mean score		1.1	1.1	1.2	1.2	1.0	1.2	1.2	1.1	1.2	1.3	1.8

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	8	6	2	6	4	4	6	2	-	-	-	-
		1%	2%	1%	2%	5%	8% b	2%	1%	-%	-%	-%	-%
Not very important	(-1)	39	20	13	23	1	1	25	9	*	-	*	4
		6%	6%	4%	7%	1%	3%	8%	3%	*%	-%	3%	40%
Neither important nor unimportant	(0)	61	36	25	27	15	7	32	21	9	6	*	*
		9%	10%	7%	8%	17%	13%	11%	8%	15%	31%	*%	4%
Important	(1)	303	156	150	149	39	23	128	116	21	1	13	3
		45%	45%	43%	44%	43%	44%	42%	44%	33%	4%	84%	30%
Very important	(2)	265	127	161	131	31	17	110	117	33	12	1	3
		39%	37%	46%	39%	34%	32%	37%	44%	52%	64%	4%	26%
Don't know		1	1	-	1	-	-	1	-	-	-	1	-
		*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	8%	-%
NET Important		568	283	311	280	70	40	238	233	53	13	13	6
		84%	82%	88%	83%	77%	76%	79%	88%	85%	69%	88%	57%
NET Not Important		48	27	15	29	5	6	31	11	*	-	*	4
		7%	8%	4%	9%	6%	11%	10%	4%	*%	-%	3%	40%
Answered		676	346	352	336	91	53	300	265	63	19	14	10
Mean score		1.1	1.1	1.3 ae	1.1	1.0	.9	1.0	1.3 a	1.4	1.3	1.0	.4

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	8	7	7	7	7	7	3	7	-	-	8	-	2	6
		1%	1%	2%	1%	1%	2%	1%	1%	-%	-%	1%	-%	1%	1%
Not very important	(-1)	39	32	23	35	27	32	23	34	6	-	32	4	12	27
		6%	6%	6%	6%	5%	8%	7%	6%	6%	-%	5%	9%	6%	6%
Neither important nor unimportant	(0)	61	46	43	55	49	42	44	59	17	-	43	4	18	43
		9%	8%	11%	9%	9%	11%	12%	10%	17%	-%	7%	9%	8%	9%
Important	(1)	303	250	145	252	244	166	150	272	39	1	268	9	71	231
		45%	44%	38%	42%	45%	42%	43%	44%	39%	100%	46%	21%	32%	51% a
Very important	(2)	265	228	160	247	211	148	131	244	38	-	228	25	118	147
		39%	40%	42%	41%	39%	38%	37%	40%	38%	-%	39%	61%	53% b	32%
Don't know		1	1	1	1	1	-	1	1	-	-	1	-	1	-
		*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%	1%	-%
NET Important		568	477	305	499	455	314	281	517	77	1	495	34	189	379
		84%	85%	80%	83%	84%	80%	80%	84%	77%	100%	85%	82%	85%	83%
NET Not Important		48	39	30	42	34	39	26	41	6	-	40	4	14	33
		7%	7%	8%	7%	6%	10%	7%	7%	6%	-%	7%	9%	6%	7%
Answered		676	563	379	596	538	394	350	617	101	1	578	41	221	455
Mean score		1.1	1.2	1.1	1.2	1.2	1.1	1.1	1.2	1.1	1.0	1.2	1.3	1.3 b	1.1

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	8	4	-	-	4	4	4	-	-	-	8	-	8
		1%	2%	-%	-%	2%	4%	1%	-%	-%	-%	2%	-%	2%
Not very important	(-1)	39	8	3	4	8	2	29	7	8	1	28	12	27
		6%	4%	27%	6%	5%	2%	8%	4%	9%	1%	6%	7%	5%
Neither important nor unimportant	(0)	61	19	-	6	14	11	32	18	9	8	36	16	45
		9%	9%	-%	10%	8%	9%	8%	10%	10%	9%	8%	8%	9%
Important	(1)	303	79	5	26	73	39	175	88	33	36	224	72	230
		45%	39%	49%	40%	43%	34%	46%	49%	36%	40%	47%	39%	47%
Very important	(2)	265	90	3	28	73	59	139	67	41	46	176	84	181
		39%	45%	24%	44%	42%	51%	37%	37%	44%	50%	37%	45%	37%
Don't know		1	-	-	-	-	-	-	1	1	-	-	1	-
		*%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	1%	-%
NET Important		568	169	8	54	147	98	314	155	74	82	400	156	412
		84%	84%	73%	84%	85%	85%	83%	85%	80%	90%	85%	84%	84%
NET Not Important		48	12	3	4	12	6	33	7	8	1	37	12	35
		7%	6%	27%	6%	7%	6%	9%	4%	9%	1%	8%	7%	7%
Answered		676	200	11	64	172	116	378	181	91	91	473	184	492
Mean score		1.1	1.2	.7	1.2	1.2	1.3	1.1	1.2	1.2	1.4	1.1	1.2	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 110 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send anywhere within the UK

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	8	-	5	4	-	5	4
		1%	-%	3%	2%	-%	1%	1%
Not very important	(-1)	39	6	19	5	10	24	15
		6%	3%	10%	3%	7%	7%	5%
Neither important nor unimportant	(0)	61	16	15	18	12	31	30
		9%	9%	8%	10%	9%	8%	10%
Important	(1)	303	86	81	85	51	167	135
		45%	49%	44%	49%	35%	46%	43%
Very important	(2)	265	69	64	60	72	133	132
		39%	39%	35%	35%	50%	37%	42%
Don't know		1	-	1	-	-	1	-
		*%	-%	1%	-%	-%	*%	-%
NET Important		568	155	145	145	123	300	268
		84%	88%	79%	84%	85%	83%	85%
NET Not Important		48	6	23	9	10	29	18
		7%	3%	13%	5%	7%	8%	6%
				a				
Answered		676	176	183	171	145	360	316
Mean score		1.1	1.2	1.0	1.1	1.3	1.1	1.2

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	3	*	3	3	-	*	-	*
		*%	*%	1%	1%	-%	1%	-%	*%
Not very important	(-1)	17	16	1	16	1	*	*	1
		3%	8%	*%	2%	5%	2%	11%	5%
			b					a	
Neither important nor unimportant	(0)	38	13	24	36	2	-	*	2
		6%	7%	5%	6%	8%	-%	6%	7%
Important	(1)	270	105	165	258	11	1	1	12
		40%	55%	34%	40%	51%	27%	47%	48%
			b						
Very important	(2)	346	58	289	336	7	2	1	10
		51%	30%	60%	52%	36%	70%	36%	40%
				a	b		bde		
Don't know		3	-	3	3	-	-	-	-
		*%	-%	1%	*%	-%	-%	-%	-%
NET Important		616	163	454	594	18	3	1	23
		91%	85%	94%	91%	87%	97%	83%	88%
				a					
NET Not Important		20	16	4	19	1	*	*	1
		3%	8%	1%	3%	5%	3%	11%	5%
			b					a	
Answered		675	192	482	649	21	3	2	26
Mean score		1.4	1.1	1.5	1.4	1.2	1.6	1.1	1.2
				a	bd		b		

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	3	3	-	-	-	*	-	3	-	*
		*%	1%	-%	-%	-%	*%	-%	1%	-%	1%
Not very important	(-1)	17	11	2	2	1	*	*	16	1	*
		3%	2%	1%	5%	5%	3%	11% abg	2%	5%	5%
Neither important nor unimportant	(0)	38	25	7	4	2	*	*	36	2	*
		6%	5%	5%	10%	11%	2%	6%	6%	8%	2%
Important	(1)	270	168	77	14	7	4	1	258	11	2
		40%	36%	52% a	31%	51%	44%	47%	40%	51% a	34%
Very important	(2)	346	252	63	21	5	5	1	336	7	3
		51%	55% dfh	43%	47%	33%	51%	36%	52% dh	36%	58% dh
Don't know		3	-	-	3	-	-	-	3	-	-
		*%	-%	-%	6% ag	-%	-%	-%	*%	-%	-%
NET Important		616	420	140	34	12	10	1	594	18	5
		91%	91% c	94% c	78%	84%	95% c	83%	91% c	87%	93%
NET Not Important		20	15	2	2	1	*	*	19	1	*
		3%	3%	1%	5%	5%	3%	11% abg	3%	5%	6%
Answered		675	459	149	41	14	10	2	649	21	5
Mean score		1.4	1.4 dfh	1.4	1.3	1.1	1.4	1.1	1.4 dfh	1.2	1.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	3	3	*	-	-	-
		*%	1%	*%	-%	-%	-%
Not very important	(-1)	17	11	1	-	-	*
		3%	2%	1%	-%	-%	1%
Neither important nor unimportant	(0)	38	19	6	1	1	2
		6%	4%	9%	4%	20%	11%
Important	(1)	270	178	27	5	2	7
		40%	37%	40%	30%	51%	46%
Very important	(2)	346	266	34	12	1	6
		51%	55%	50%	67%	29%	42%
Don't know		3	3	-	-	-	-
		*%	1%	-%	-%	-%	-%
NET Important		616	444	61	18	3	13
		91%	92%	90%	96%	80%	88%
NET Not Important		20	15	1	-	-	*
		3%	3%	1%	-%	-%	1%
Answered		675	477	68	18	4	15
Mean score		1.4	1.4	1.4	1.6	1.1	1.3

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	3	-	-	3	-	-	-	-	-	-	3	-	*	*
		*%	-%	-%	2%	-%	-%	-%	-%	-%	-%	*%	-%	2%	*%
Not very important	(-1)	17	-	*	5	2	2	*	*	3	*	12	3	1	*
		3%	-%	*%	5%	6%	5%	*%	*%	4%	*%	2%	7%	6%	5%
Neither important nor unimportant	(0)	38	7	-	7	1	4	4	4	3	3	33	3	2	*
		6%	10% m	-%	6%	4%	9%	5%	4%	4%	6%	6%	7%	8%	1%
Important	(1)	270	21	20	43	10	21	27	40	23	29	235	22	10	3
		40%	33%	41%	37%	33%	45%	38%	37%	34%	57%	39%	58% achjl	39%	37%
Very important	(2)	346	36	28	56	17	19	41	63	39	19	319	11	12	5
		51%	56% k	59% k	48% k	57%	41%	57% k	59% k	57% k	37%	53% k	28%	46% k	58% k
Don't know		3	-	-	3	-	-	-	-	-	-	3	-	-	-
		*%	-%	-%	2%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
NET Important		616	57	48	100	27	40	68	103	62	48	553	33	22	9
		91%	90%	100%	85%	90%	86%	95%	96%	92%	94%	91%	87%	85%	94%
NET Not Important		20	-	*	8	2	2	*	*	3	*	15	3	2	*
		3%	-%	*%	7%	6%	5%	*%	*%	4%	*%	3%	7%	7%	5%
Answered		675	63	48	115	30	47	72	107	68	51	602	38	25	9
Mean score		1.4	1.5 k	1.6 k	1.3	1.4	1.2	1.5 k	1.5 k	1.4 k	1.3	1.4 k	1.1	1.2	1.5 k

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272	526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123	220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240	564	113	651	27
Not at all important	(-2)	3	*	3	-	-	-	-	-	*	3	-	3	*
		*%	*%	3%	-%	-%	-%	-%	-%	*%	1%	-%	1%	*%
Not very important	(-1)	17	*	*	-	*	8	*	1	8	15	2	17	*
		3%	1%	*%	-%	*%	4%	2%	3%	3%	3%	2%	3%	1%
Neither important nor unimportant	(0)	38	2	9	-	5	7	-	2	13	32	6	37	1
		6%	11%	11%	-%	13%	4%	-%	5%	5%	6%	6%	6%	3%
Important	(1)	270	5	29	1	12	88	4	16	101	228	42	258	12
		40%	35%	34%	78%	31%	43%	29%	41%	42%	40%	37%	40%	45%
Very important	(2)	346	8	41	*	20	99	9	20	118	284	62	333	14
		51%	53%	48%	22%	55%	49%	69%	51%	49%	50%	55%	51%	52%
Don't know		3	-	3	-	-	-	-	-	-	3	-	3	-
		*%	-%	3%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
NET Important		616	13	70	1	32	187	12	36	220	512	104	591	26
		91%	88%	83%	100%	86%	93%	98%	92%	91%	91%	92%	91%	97%
NET Not Important		20	*	3	-	*	8	*	1	8	18	2	20	*
		3%	1%	4%	-%	*%	4%	2%	3%	3%	3%	2%	3%	1%
Answered		675	15	82	1	37	202	13	39	240	562	113	648	27
Mean score		1.4	1.4	1.3	1.2	1.4	1.4	1.6	1.4	1.4	1.4	1.5	1.4	1.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	3	3	-	*	*	3
		*%	*%	-%	*%	*%	1%
Not very important	(-1)	17	17	-	3	1	13
		3%	3%	-%	1%	1%	5%
Neither important nor unimportant	(0)	38	37	*	21	7	10
		6%	6%	4%	7%	5%	4%
Important	(1)	270	267	3	130	37	103
		40%	40%	29%	44%	30%	40%
Very important	(2)	346	340	6	140	75	132
		51%	51%	66%	47%	61%	51%
Don't know		3	3	-	-	3	-
		*%	*%	-%	-%	2%	-%
NET Important		616	608	9	270	112	235
		91%	91%	96%	92%	91%	90%
NET Not Important		20	20	-	3	2	16
		3%	3%	-%	1%	1%	6%
							a
Answered		675	666	9	294	120	260
Mean score		1.4	1.4	1.6	1.4	1.5	1.3

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	3	3	*	-	-	-	-	-	-	3	-	-	*	3	*
		*%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%	1%	*%
Not very important	(-1)	17	13	3	2	-	-	-	-	-	15	2	-	2	11	4
		3%	2%	2%	11%	-%	-%	-%	-%	-%	2%	7%	-%	1%	3%	3%
Neither important nor unimportant	(0)	38	31	4	1	-	1	-	-	-	36	2	1	12	19	7
		6%	6%	4%	7%	-%	49%	-%	-%	-%	5%	9%	14%	7%	5%	5%
Important	(1)	270	210	49	7	3	*	*	*	*	259	11	4	69	141	60
		40%	39%	40%	51%	54%	16%	23%	100%	100%	40%	48%	45%	38%	40%	42%
Very important	(2)	346	272	66	5	3	1	*	-	-	338	8	4	94	179	74
		51%	51%	54%	31%	46%	35%	77%	-%	-%	52%	35%	41%	52%	51%	51%
Don't know		3	3	-	-	-	-	-	-	-	3	-	-	3	-	-
		*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	2%	-%	-%
NET Important		616	482	115	12	6	1	*	*	*	597	19	7	162	320	134
		91%	91%	94%	82%	100%	51%	100%	100%	100%	91%	83%	86%	91%	91%	93%
NET Not Important		20	16	3	2	-	-	-	-	-	19	2	-	2	14	4
		3%	3%	2%	11%	-%	-%	-%	-%	-%	3%	7%	-%	1%	4%	3%
Answered		675	530	122	15	6	2	*	*	*	651	23	8	176	353	145
Mean score		1.4	1.4	1.5	1.0	1.5	.9	1.8	1.0	1.0	1.4	1.1	1.3	1.4	1.4	1.4

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	3	*	3	3	3	-	*	-	3	*	-	-	-	-
		*%	*%	1%	1%	*%	-%	*%	-%	6% a	*%	-%	-%	-%	-%
Not very important	(-1)	17	3	8	9	17	4	6	7	2	*	-	*	-	-
		3%	1%	2%	2%	3%	5%	3%	2%	3%	2%	-%	5%	-%	-%
Neither important nor unimportant	(0)	38	23	12	25	38	6	7	16	7	2	*	-	-	-
		6%	7%	3%	5%	6%	6%	4%	4%	13%	17%	*%	-%	-%	-%
Important	(1)	270	128	136	175	270	31	78	158	9	4	2	*	1	*
		40%	38%	38%	37%	40%	36%	42%	41% b	17%	34%	24%	6%	11%	13%
Very important	(2)	346	177	197	259	346	45	93	209	28	6	6	4	5	2
		51%	53%	55%	55%	51%	52%	50%	53%	55%	47%	76%	89%	89%	87%
Don't know		3	3	3	3	3	-	-	-	3	-	-	-	-	-
		*%	1%	1%	1%	*%	-%	-%	-%	5% a	-%	-%	-%	-%	-%
NET Important		616	304	333	434	616	76	171	367	37	10	8	4	5	2
		91%	91%	93%	92%	91%	89%	93%	94% b	72%	81%	100%	95%	100%	100%
NET Not Important		20	3	11	12	20	4	6	7	5	*	-	*	-	-
		3%	1%	3%	3%	3%	5%	3%	2%	9%	2%	-%	5%	-%	-%
Answered		675	331	356	471	675	86	184	390	48	12	8	4	5	2
Mean score		1.4	1.4	1.5	1.4	1.4	1.4	1.4	1.5	1.2	1.3	1.8	1.8	1.9	1.9

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	3	*	3	-	-	-	-	-	-	-	*	-	3	-
		*%	*%	9% a	-%	-%	-%	-%	-%	-%	-%	*%	-%	6%	-%
Not very important	(-1)	17	15	1	*	1	-	-	-	-	*	2	7	1	-
		3%	2%	3%	*%	9%	-%	-%	-%	-%	*%	2%	4%	1%	-%
Neither important nor unimportant	(0)	38	36	-	1	*	*	-	1	1	3	13	7	1	-
		6%	6%	-%	6%	*%	1%	-%	34%	17%	2%	12% a	5%	3%	-%
Important	(1)	270	255	5	4	4	1	1	*	2	62	31	62	19	1
		40%	42%	15%	27%	31%	52%	88%	10%	36%	42%	29%	39%	37%	12%
Very important	(2)	346	304	24	8	7	1	*	2	3	80	60	82	27	10
		51%	50%	73%	50%	60%	47%	12%	56%	48%	55%	55%	52%	53%	88%
Don't know		3	-	-	3	-	-	-	-	-	-	3	-	-	-
		*%	-%	-%	17% a	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%
NET Important		616	559	29	13	11	3	1	2	6	142	91	144	47	11
		91%	92%	88%	77%	90%	99%	100%	66%	83%	98% b	84%	91%	90%	100%
NET Not Important		20	15	4	*	1	-	-	-	-	*	2	7	4	-
		3%	3%	12%	*%	9%	-%	-%	-%	-%	*%	2%	4%	7%	-%
Answered		675	610	32	14	12	3	1	3	7	145	105	158	52	11
Mean score		1.4	1.4	1.4	1.5	1.4	1.5	1.1	1.2	1.3	1.5	1.4	1.4	1.3	1.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	3	*	-	-	3	-	3	*	-	3	-	*	3
		*%	*%	-%	-%	7% a	-%	1%	*%	-%	1%	-%	*%	12%
Not very important	(-1)	17	2	6	6	2	1	15	-	2	16	1	9	1
		3%	1%	4%	4%	4%	12%	3%	-%	1%	3%	2%	2%	2%
Neither important nor unimportant	(0)	38	16	15	6	1	*	15	1	22	36	2	23	2
		6%	6%	10%	3%	3%	*%	3%	3%	13% a	6%	6%	5%	8%
Important	(1)	270	123	56	73	16	1	176	20	74	260	10	174	1
		40%	42%	37%	40%	37%	12%	38%	44%	43%	40%	33%	39%	3%
Very important	(2)	346	149	74	95	22	7	249	23	73	329	18	241	18
		51%	51%	49%	52%	50%	76%	54%	53%	43%	51%	58%	54%	75%
Don't know		3	-	-	3	-	-	3	-	-	3	-	3	-
		*%	-%	-%	1%	-%	-%	1%	-%	-%	*%	-%	1%	-%
NET Important		616	272	131	168	38	8	425	43	147	589	28	415	19
		91%	94%	86%	92%	87%	88%	92%	97%	86%	91%	91%	92%	78%
NET Not Important		20	3	6	6	5	1	18	*	2	20	1	9	3
		3%	1%	4%	4%	11% a	12%	4%	*%	1%	3%	2%	2%	14%
Answered		675	291	151	180	44	9	458	45	171	644	30	447	24
Mean score		1.4	1.4	1.3	1.4	1.2	1.5	1.4	1.5	1.3	1.4	1.5	1.4	1.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	3	*	3	3	-	3	-	-	*	-	3	3	3
		*%	*%	5%	2%	-%	1%	-%	-%	*%	-%	1%	1%	3%
Not very important	(-1)	17	5	1	2	-	16	1	1	3	*	*	8	*
		3%	3%	1%	1%	-%	3%	1%	*%	1%	1%	*%	3%	1%
Neither important nor unimportant	(0)	38	8	2	8	2	36	2	4	22	*	3	12	*
		6%	5%	3%	5%	12%	6%	4%	2%	7%	1%	1%	4%	*%
Important	(1)	270	57	20	50	2	248	22	65	117	18	54	128	17
		40%	32%	35%	31%	15%	40%	42%	33%	39%	33%	26%	41% ac	21%
Very important	(2)	346	107	31	98	9	318	28	123	155	37	143	159	63
		51%	59%	55%	60%	73%	51%	53%	63%	52%	66%	70% b	51%	75% b
Don't know		3	3	-	3	-	3	-	3	-	-	3	-	-
		*%	2%	-%	2%	-%	*%	-%	1%	-%	-%	1%	-%	-%
NET Important		616	164	51	148	11	566	51	188	272	55	197	287	80
		91%	91%	90%	90%	88%	91%	94%	96%	92%	99%	96%	93%	95%
NET Not Important		20	5	4	5	-	20	1	1	3	*	3	11	3
		3%	3%	7%	3%	-%	3%	1%	*%	1%	1%	2%	4%	4%
Answered		675	177	57	161	13	621	54	192	297	56	203	310	84
Mean score		1.4	1.5	1.3	1.5	1.6	1.4	1.5	1.6 b	1.4	1.6	1.6 b	1.4	1.6

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	3	3	*	-	-	*	-	3	-	*	-
		*%	1%	*%	-%	-%	*%	-%	*%	-%	*%	-%
Not very important	(-1)	17	8	14	5	-	3	8	17	8	8	-
		3%	2%	3%	4%	-%	1%	2%	3%	2%	3%	-%
Neither important nor unimportant	(0)	38	12	33	5	-	23	12	38	21	16	-
		6%	3%	7%	4%	-%	7%	3%	6%	6%	5%	-%
Important	(1)	270	167	200	44	-	127	130	270	120	107	1
		40%	36%	42%	33%	-%	38%	38%	40%	33%	36%	12%
Very important	(2)	346	269	232	80	1	176	193	346	213	164	7
		51%	58%	48%	59%	100%	53%	56%	51%	58%	56%	88%
Don't know		3	3	-	-	-	3	3	3	3	-	-
		*%	1%	-%	-%	-%	1%	1%	*%	1%	-%	-%
NET Important		616	437	432	124	1	303	323	616	334	271	8
		91%	94%	90%	92%	100%	91%	93%	91%	91%	92%	100%
NET Not Important		20	11	14	5	-	3	8	20	8	8	-
		3%	2%	3%	4%	-%	1%	2%	3%	2%	3%	-%
Answered		675	460	480	135	1	329	343	675	362	295	8
Mean score		1.4	1.5	1.4	1.5	2.0	1.4	1.5	1.4	1.5	1.4	1.9
			b									

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	3	3	3	-	-	-	3	*	-	-	-	3
		*%	1%	1%	-%	-%	-%	1%	*%	-%	-%	-%	30%
Not very important	(-1)	17	7	10	3	5	2	3	8	-	-	-	-
		3%	2%	3%	1%	6% c	5%	1%	3%	-%	-%	-%	-%
Neither important nor unimportant	(0)	38	20	25	12	-	3	18	15	1	1	*	-
		6%	6%	7%	4%	-%	6%	6%	6%	1%	6%	*%	-%
Important	(1)	270	143	137	111	21	16	110	107	8	3	5	4
		40%	41%	39%	33%	24%	30%	36%	41%	13%	16%	33%	44%
Very important	(2)	346	173	177	209	64	32	168	134	54	15	10	3
		51%	50%	50%	62% ab	71% ab	60%	56%	51%	85%	78%	67%	26%
Don't know		3	-	-	3	-	-	-	-	-	-	-	-
		*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		616	316	314	320	85	48	278	242	62	18	15	7
		91%	91%	89%	95%	94%	90%	92%	91%	99%	94%	100%	70%
NET Not Important		20	11	13	3	5	2	6	8	-	-	-	3
		3%	3%	4%	1%	6% c	5%	2%	3%	-%	-%	-%	30%
Answered		675	347	352	334	91	53	301	265	63	19	15	10
Mean score		1.4	1.4	1.3	1.6 ab	1.6	1.5	1.5	1.4	1.8	1.7	1.7	.4

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	3	*	*	*	*	3	-	*	-	-	*	-	3	*
		*%	*%	*%	*%	*%	1%	-%	*%	-%	-%	*%	-%	1%	*%
Not very important	(-1)	17	15	8	15	10	15	5	17	*	-	10	7	12	5
		3%	3%	2%	2%	2%	4%	1%	3%	*%	-%	2%	17% a	5% b	1%
Neither important nor unimportant	(0)	38	34	20	35	32	23	21	37	1	-	36	-	4	34
		6%	6%	5%	6%	6%	6%	6%	6%	1%	-%	6%	-%	2%	8% a
Important	(1)	270	208	131	225	206	132	140	243	34	-	230	9	72	198
		40%	37%	35%	38%	38%	34%	40%	39%	34%	-%	40%	22%	33%	43%
Very important	(2)	346	306	220	323	288	220	183	320	65	1	301	25	129	217
		51%	54%	58%	54%	53%	56%	52%	52%	65%	100%	52%	62%	58%	48%
Don't know		3	-	-	-	3	-	3	-	-	-	3	-	3	-
		*%	-%	-%	-%	1%	-%	1%	-%	-%	-%	*%	-%	1%	-%
NET Important		616	515	352	548	495	352	323	564	100	1	530	34	202	415
		91%	91%	93%	92%	92%	90%	92%	91%	99%	100%	92%	83%	91%	91%
NET Not Important		20	15	8	15	10	18	5	17	*	-	11	7	15	6
		3%	3%	2%	3%	2%	5%	1%	3%	*%	-%	2%	17% a	7% b	1%
Answered		675	564	380	598	537	394	349	618	101	1	577	41	220	455
Mean score		1.4	1.4	1.5	1.4	1.4	1.4	1.4	1.4	1.6	2.0	1.4	1.3	1.4	1.4

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	3	*	3	3	*	-	-	3	3	*	*	3	*
		*%	*%	27%	5%	*%	-%	-%	2%	3% c	*%	*%	2%	*%
Not very important	(-1)	17	4	-	3	3	5	7	5	3	1	13	2	15
		3%	2%	-%	4%	2%	5%	2%	3%	3%	1%	3%	1%	3%
Neither important nor unimportant	(0)	38	8	-	2	8	1	22	15	1	3	33	11	27
		6%	4%	-%	3%	5%	1%	6%	8%	1%	3%	7%	6%	5%
Important	(1)	270	62	7	26	51	36	172	60	38	40	184	71	199
		40%	31%	62%	41%	30%	31%	45%	33%	42%	44%	39%	38%	41%
Very important	(2)	346	123	1	27	111	71	177	98	47	44	244	99	248
		51%	62%	12%	42%	64% a	61%	47%	54%	51%	49%	52%	53%	50%
Don't know		3	3	-	3	-	3	-	-	-	3	-	-	3
		*%	1%	-%	4%	-%	2%	-%	-%	-%	3% c	-%	-%	1%
NET Important		616	185	8	53	162	107	349	159	85	84	427	169	447
		91%	93%	73%	84%	94%	92%	92%	87%	92%	92%	90%	91%	91%
NET Not Important		20	4	3	6	3	5	7	8	6	2	13	5	15
		3%	2%	27%	9%	2%	5%	2%	4%	6%	2%	3%	3%	3%
Answered		675	198	11	61	172	113	378	182	92	89	473	185	489
Mean score		1.4	1.5	.3	1.2	1.6 a	1.5	1.4	1.4	1.3	1.4	1.4	1.4	1.4

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 111 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage / dispatch

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	3	*	-	*	3	*	3
		*%	*%	-%	*%	2%	*%	1%
Not very important	(-1)	17	7	3	2	6	9	8
		3%	4%	1%	1%	4%	3%	2%
Neither important nor unimportant	(0)	38	2	17	15	4	19	18
		6%	1%	9%	9%	3%	5%	6%
				a	a			
Important	(1)	270	75	70	70	55	145	125
		40%	42%	38%	41%	38%	40%	39%
Very important	(2)	346	89	94	85	77	184	163
		51%	51%	51%	50%	53%	51%	51%
Don't know		3	3	-	-	-	3	-
		*%	2%	-%	-%	-%	1%	-%
NET Important		616	164	165	155	132	329	287
		91%	93%	89%	90%	91%	91%	91%
NET Not Important		20	7	3	2	9	10	10
		3%	4%	1%	1%	6%	3%	3%
Answered		675	174	185	171	145	358	316
Mean score		1.4	1.4	1.4	1.4	1.4	1.4	1.4

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	1	*	1	1	-	*	-	*
		*%	*%	*%	*%	-%	1%	-%	*%
Not very important	(-1)	26	19	7	24	1	*	*	2
		4%	10% b	1%	4%	7%	2%	6%	6%
Neither important nor unimportant	(0)	63	11	51	61	2	-	*	2
		9%	6%	11%	9%	9%	-%	2%	7%
Important	(1)	265	101	163	254	9	1	1	11
		39%	53% b	34%	39%	44%	35%	51%	44%
Very important	(2)	323	60	263	312	8	2	1	11
		48%	31%	54% a	48%	41%	62%	41%	43%
Don't know		-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
NET Important		588	161	427	566	17	3	2	22
		87%	84%	88%	87%	85%	97%	92%	87%
NET Not Important		27	19	7	25	1	*	*	2
		4%	10% b	1%	4%	7%	3%	6%	6%
Answered		677	192	485	652	21	3	2	26
Mean score		1.3	1.0	1.4 a	1.3	1.2	1.6	1.3	1.2

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	1	1	-	-	-	*	-	1	-	*
		*%	*%	-%	-%	-%	*%	-%	*%	-%	1%
Not very important	(-1)	26	17	6	1	1	1	*	24	1	*
		4%	4%	4%	3%	6%	5%	6%	4%	7%	3%
Neither important nor unimportant	(0)	63	47	9	5	1	*	*	61	2	*
		9%	10%	6%	11%	9%	5%	2%	9%	9%	1%
Important	(1)	265	158	77	18	6	4	1	254	9	2
		39%	34%	52%	41%	42%	44%	51%	39%	44%	41%
				a				a			
Very important	(2)	323	236	56	20	6	5	1	312	8	3
		48%	51%	38%	45%	42%	46%	41%	48%	41%	55%
Don't know		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		588	394	134	38	12	9	2	566	17	5
		87%	86%	90%	87%	84%	90%	92%	87%	85%	96%
NET Not Important		27	18	6	1	1	1	*	25	1	*
		4%	4%	4%	3%	6%	6%	6%	4%	7%	4%
Answered		677	459	149	44	14	10	2	652	21	5
Mean score		1.3	1.3	1.2	1.3	1.2	1.3	1.3	1.3	1.2	1.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	1	-	*	1	-	-
		*%	-%	*%	3%	-%	-%
Not very important	(-1)	26	17	1	-	*	*
		4%	4%	1%	-%	5%	2%
Neither important nor unimportant	(0)	63	42	11	*	*	2
		9%	9%	16%	*%	6%	12%
Important	(1)	265	166	29	10	2	7
		39%	35%	43%	52%	60%	43%
Very important	(2)	323	255	27	8	1	7
		48%	53%	40%	44%	29%	43%
Don't know		-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
NET Important		588	421	56	18	3	13
		87%	88%	83%	97%	89%	87%
NET Not Important		27	17	1	1	*	*
		4%	4%	1%	3%	5%	2%
Answered		677	480	68	18	4	15
Mean score		1.3	1.4	1.2	1.4	1.1	1.3

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	1	-	-	-	-	-	-	-	-	-	-	1	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%
Not very important	(-1)	26	*	-	5	1	2	1	2	6	1	19	5	2	*
		4%	*%	-%	5%	2%	5%	2%	2%	9%	3%	3%	13% j	8%	3%
Neither important nor unimportant	(0)	63	7	3	16	4	4	3	6	10	6	59	2	2	*
		9%	10%	7%	14% m	12%	9%	4%	6%	14% m	11%	10%	6%	7%	1%
Important	(1)	265	28	17	50	13	15	28	37	21	23	231	20	9	4
		39%	44%	34%	43%	41%	32%	39%	34%	32%	45%	38%	54% jl	36%	43%
Very important	(2)	323	29	29	46	14	26	40	62	31	21	296	10	12	5
		48%	46%	59% k	39%	45%	55% k	55% k	58% k	45%	41%	49% k	26%	48% k	52% k
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		588	57	45	96	26	41	68	99	52	44	527	30	21	9
		87%	90%	93%	82%	86%	87%	94%	92%	77%	86%	87%	80%	85%	95% hk
NET Not Important		27	*	-	5	1	2	1	2	6	1	19	5	2	*
		4%	*%	-%	5%	2%	5%	2%	2%	9%	3%	3%	14% aj	8%	4%
Answered		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Mean score		1.3	1.4 k	1.5 k	1.2	1.3	1.4	1.5 k	1.5 k	1.1	1.2	1.3 k	.9	1.2 k	1.4 k

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry									Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272	526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123	220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240	564	113	651	27
Not at all important	(-2)	1	*	-	-	-	-	-	-	-	1	*	1	*
		*%	1%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*%	*%
Not very important	(-1)	26	*	2	*	*	11	1	2	10	20	6	26	-
		4%	*%	3%	8%	*%	6%	5%	4%	4%	4%	6%	4%	-%
Neither important nor unimportant	(0)	63	2	6	-	5	22	1	1	21	52	11	61	1
		9%	17%	7%	-%	13%	11%	4%	2%	9%	9%	10%	9%	4%
Important	(1)	265	2	37	*	11	81	3	18	98	222	43	250	14
		39%	15%	44%	53%	29%	40%	27%	44%	41%	39%	38%	38%	54%
Very important	(2)	323	10	39	*	21	87	8	20	112	271	53	312	11
		48%	67%	46%	39%	57%	43%	64%	50%	47%	48%	47%	48%	42%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		588	12	76	1	32	168	11	37	210	493	95	563	25
		87%	82%	90%	92%	86%	83%	91%	94%	87%	87%	85%	86%	95%
NET Not Important		27	*	2	*	*	11	1	2	10	20	6	27	*
		4%	1%	3%	8%	*%	6%	5%	4%	4%	4%	6%	4%	*%
Answered		677	15	84	1	37	202	13	39	240	564	113	651	27
Mean score		1.3	1.5	1.3	1.2	1.4	1.2	1.5	1.4	1.3	1.3	1.3	1.3	1.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	1	1	-	1	*	-
		*%	*%	-%	*%	*%	-%
Not very important	(-1)	26	26	-	4	3	19
		4%	4%	-%	1%	2%	7% a
Neither important nor unimportant	(0)	63	63	-	27	8	28
		9%	9%	-%	9%	6%	11%
Important	(1)	265	262	3	122	45	98
		39%	39%	29%	42%	37%	38%
Very important	(2)	323	317	6	140	68	116
		48%	47%	71%	48%	55%	44%
Don't know		-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
NET Important		588	579	9	262	113	214
		87%	87%	100%	89%	92%	82%
NET Not Important		27	27	-	5	3	19
		4%	4%	-%	2%	2%	7% a
Answered		677	668	9	294	123	260
Mean score		1.3	1.3	1.7	1.3	1.4	1.2

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	1	*	1	-	-	-	-	-	-	1	-	-	-	*	1
		*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%
Not very important	(-1)	26	22	4	-	-	-	-	-	-	26	-	-	3	19	4
		4%	4%	4%	-%	-%	-%	-%	-%	-%	4%	-%	-%	2%	5%	3%
Neither important nor unimportant	(0)	63	54	6	2	-	1	-	-	-	60	3	1	20	34	9
		9%	10%	5%	13%	-%	49%	-%	-%	-%	9%	13%	14%	11%	10%	6%
Important	(1)	265	193	57	9	5	*	*	*	*	250	15	6	68	125	72
		39%	36%	46%	63%	88%	18%	32%	92%	100%	38%	65% a	69%	38%	36%	49%
Very important	(2)	323	264	55	4	1	1	*	*	-	318	5	1	89	175	60
		48%	50% j	45%	24%	12%	33%	68%	8%	-%	49%	22%	18%	50%	49%	41%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		588	457	111	13	6	1	*	*	*	568	20	7	157	300	131
		87%	86%	91%	87%	100%	51%	100%	100%	100%	87%	87%	86%	88%	85%	90%
NET Not Important		27	22	5	-	-	-	-	-	-	27	-	-	3	19	5
		4%	4%	4%	-%	-%	-%	-%	-%	-%	4%	-%	-%	2%	5%	3%
Answered		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Mean score		1.3	1.3	1.3	1.1	1.1	.8	1.7	1.1	1.0	1.3	1.1	1.0	1.4	1.3	1.3

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	1	1	*	1	1	1	-	1	*	*	-	-	-	-
		*%	*%	*%	*%	*%	1%	-%	*%	*%	*%	-%	-%	-%	-%
Not very important	(-1)	26	7	12	16	26	4	9	14	1	2	*	-	-	-
		4%	2%	3%	3%	4%	5%	5%	3%	2%	12%	*%	-%	-%	-%
Neither important nor unimportant	(0)	63	29	27	38	63	5	14	30	8	*	-	*	-	-
		9%	9%	8%	8%	9%	6%	7%	8%	15%	3%	-%	*%	-%	-%
Important	(1)	265	121	129	167	265	36	71	136	15	6	7	1	1	*
		39%	36%	36%	35%	39%	42%	38%	35%	30%	50%	86%	33%	11%	17%
Very important	(2)	323	177	190	252	323	40	91	210	27	4	1	3	5	2
		48%	53%	53%	53%	48%	47%	49%	54%	53%	34%	13%	66%	89%	83%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		588	298	319	419	588	76	161	346	42	10	8	4	5	2
		87%	89%	89%	88%	87%	89%	88%	89%	83%	85%	100%	100%	100%	100%
NET Not Important		27	7	12	17	27	5	9	14	1	2	*	-	-	-
		4%	2%	3%	4%	4%	6%	5%	4%	2%	13%	*%	-%	-%	-%
Answered		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Mean score		1.3	1.4	1.4	1.4	1.3	1.3	1.3	1.4	1.3	1.1	1.1	1.7	1.9	1.8

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	1	*	*	1	-	-	-	-	-	-	*	-	*	1
		*%	*%	*%	3% a	-%	-%	-%	-%	-%	-%	*%	-%	*%	5%
Not very important	(-1)	26	26	*	*	-	-	*	-	*	2	2	11	1	-
		4%	4%	1%	1%	-%	-%	5%	-%	1%	1%	2%	7%	1%	-%
Neither important nor unimportant	(0)	63	59	1	1	1	-	-	1	1	11	11	15	1	-
		9%	10%	2%	3%	9%	-%	-%	35%	17%	8%	10%	9%	3%	-%
Important	(1)	265	236	16	5	6	1	1	*	2	55	31	57	21	4
		39%	39%	49%	32%	48%	45%	84%	8%	31%	38%	29%	36%	40%	33%
Very important	(2)	323	289	16	10	5	2	*	2	4	77	64	75	29	7
		48%	47%	49%	60%	43%	55%	11%	58%	52%	53%	59%	48%	56%	62%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		588	525	31	15	11	3	1	2	6	132	95	132	50	11
		87%	86%	97%	92%	91%	100%	95%	65%	83%	91%	88%	84%	96%	95%
NET Not Important		27	26	*	1	-	-	*	-	*	2	2	11	1	1
		4%	4%	1%	5%	-%	-%	5%	-%	1%	1%	2%	7%	1%	5%
Answered		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Mean score		1.3	1.3	1.4	1.4	1.3	1.6	1.0	1.2	1.3	1.4	1.4	1.2	1.5	1.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	1	*	*	-	1	-	-	1	*	1	-	1	-
		*%	*%	*%	-%	1%	-%	-%	1%	*%	*%	-%	*%	-%
Not very important	(-1)	26	8	7	10	1	1	19	*	7	26	*	16	*
		4%	3%	4%	5%	2%	12%	4%	1%	4%	4%	1%	4%	*%
Neither important nor unimportant	(0)	63	32	14	14	2	*	42	2	19	63	*	38	-
		9%	11%	9%	8%	5%	3%	9%	4%	11%	10%	*%	8%	-%
Important	(1)	265	105	65	73	21	1	177	16	71	254	11	161	6
		39%	36%	43%	40%	49%	10%	38%	37%	42%	39%	35%	36%	25%
Very important	(2)	323	146	66	86	19	7	223	26	74	304	19	233	18
		48%	50%	44%	47%	43%	76%	48%	57%	43%	47%	64%	52%	75%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		588	251	131	159	40	8	400	42	145	558	30	395	24
		87%	86%	86%	87%	92%	86%	87%	94%	85%	86%	99%	88%	100%
NET Not Important		27	8	7	10	1	1	19	1	7	26	*	17	*
		4%	3%	5%	5%	3%	12%	4%	2%	4%	4%	1%	4%	*%
Answered		677	291	151	183	44	9	461	45	171	647	30	449	24
Mean score		1.3	1.3	1.3	1.3	1.3	1.5	1.3	1.5	1.2	1.3	1.6	1.4	1.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	1	*	-	*	-	1	-	1	1	-	-	*	-
		*%	*%	-%	*%	-%	*%	-%	*%	*%	-%	-%	*%	-%
Not very important	(-1)	26	5	*	2	*	26	*	2	7	2	*	12	*
		4%	3%	*%	1%	*%	4%	*%	1%	2%	3%	*%	4%	*%
Neither important nor unimportant	(0)	63	20	*	14	1	58	4	12	27	5	4	27	8
		9%	11%	*%	8%	9%	9%	8%	6%	9%	9%	2%	9% a	9%
Important	(1)	265	59	25	53	2	245	20	49	111	15	56	121	21
		39%	33%	43%	32%	19%	39%	37%	25%	37%	26%	27%	39%	25%
Very important	(2)	323	95	32	96	9	294	29	131	152	34	146	149	54
		48%	53%	56%	58%	72%	47%	54%	67% b	51%	62%	71% b	48%	65%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		588	154	57	149	12	539	49	180	263	49	201	270	76
		87%	86%	99% a	91%	91%	86%	92%	92%	88%	88%	98% b	87%	90%
NET Not Important		27	5	*	2	*	26	*	3	7	2	*	12	*
		4%	3%	*%	1%	*%	4%	*%	1%	2%	3%	*%	4%	*%
Answered		677	179	57	164	13	624	54	195	297	56	206	310	84
Mean score		1.3	1.4	1.6	1.5	1.6	1.3	1.5	1.6 b	1.4	1.5	1.7 b	1.3	1.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	1	1	*	-	-	1	*	1	1	*	-
		*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
Not very important	(-1)	26	9	22	7	-	7	12	26	11	15	-
		4%	2%	5%	5%	-%	2%	4%	4%	3%	5%	-%
Neither important nor unimportant	(0)	63	27	57	13	-	29	27	63	34	17	-
		9%	6%	12% a	10%	-%	9%	8%	9%	9%	6%	-%
Important	(1)	265	168	195	42	1	120	117	265	119	107	1
		39%	36%	41%	31%	100%	36%	34%	39%	33%	36%	10%
Very important	(2)	323	258	205	72	-	176	189	323	201	156	7
		48%	56% b	43%	54%	-%	53%	55%	48%	55%	53%	90%
Don't know		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		588	426	400	115	1	296	306	588	319	263	8
		87%	92% b	83%	85%	100%	89%	89%	87%	87%	89%	100%
NET Not Important		27	9	23	7	-	7	12	27	12	15	-
		4%	2%	5%	5%	-%	2%	4%	4%	3%	5%	-%
Answered		677	463	480	135	1	332	345	677	365	295	8
Mean score		1.3	1.5 b	1.2	1.3	1.0	1.4	1.4	1.3	1.4	1.4	1.9

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	1	1	*	1	-	-	1	*	-	1	-	-
		*%	*%	*%	*%	-%	-%	*%	*%	-%	3%	-%	-%
Not very important	(-1)	26	13	18	3	5	4	6	14	-	-	*	-
		4%	4%	5%	1%	6%	7%	2%	5%	-%	-%	1%	-%
				c			c						
Neither important nor unimportant	(0)	63	37	40	17	6	11	33	19	1	1	-	*
		9%	11%	11%	5%	7%	20%	11%	7%	1%	6%	-%	*%
				c			c						
Important	(1)	265	141	142	129	19	15	106	102	11	7	7	7
		39%	41%	40%	38%	21%	28%	35%	39%	18%	38%	49%	73%
			d	d									
Very important	(2)	323	155	151	188	60	24	156	130	51	10	8	3
		48%	45%	43%	56%	67%	45%	52%	49%	81%	53%	51%	26%
					b	ab							
Don't know		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		588	296	293	316	79	38	262	232	62	17	15	10
		87%	85%	83%	94%	88%	73%	87%	88%	99%	91%	99%	100%
					abe								
NET Not Important		27	14	18	4	5	4	7	14	-	1	*	-
		4%	4%	5%	1%	6%	7%	2%	5%	-%	3%	1%	-%
Answered		677	347	352	337	91	53	301	265	63	19	15	10
Mean score		1.3	1.3	1.2	1.5	1.5	1.1	1.4	1.3	1.8	1.4	1.5	1.3
					abe								

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	1	1	1	1	*	1	1	1	-	-	1	-	1	*
		*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%
Not very important	(-1)	26	23	16	24	18	24	10	26	1	-	19	6	15	11
		4%	4%	4%	4%	3%	6%	3%	4%	1%	-%	3%	15% a	7%	2%
Neither important nor unimportant	(0)	63	54	34	58	56	35	27	61	6	-	59	*	13	50
		9%	10%	9%	10%	10%	9%	8%	10%	6%	-%	10%	*%	6%	11%
Important	(1)	265	216	122	226	184	143	108	237	30	-	224	8	77	188
		39%	38%	32%	38%	34%	36%	31%	38%	30%	-%	39%	19%	35%	41%
Very important	(2)	323	271	207	288	281	191	206	293	63	1	278	27	117	206
		48%	48%	55%	48%	52%	48%	59% b	47%	62%	100%	48%	66%	53%	45%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		588	487	329	515	466	334	314	530	93	1	501	35	194	394
		87%	86%	87%	86%	86%	85%	89%	86%	92%	100%	86%	85%	87%	87%
NET Not Important		27	23	17	25	18	24	11	26	1	-	20	6	15	11
		4%	4%	4%	4%	3%	6%	3%	4%	1%	-%	3%	15% a	7%	2%
Answered		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Mean score		1.3	1.3	1.4	1.3	1.4	1.3	1.4	1.3	1.5	2.0	1.3	1.4	1.3	1.3

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	1	*	-	-	*	1	*	*	1	-	*	1	*
		*%	*%	-%	-%	*%	*%	*%	*%	1%	-%	*%	*%	*%
Not very important	(-1)	26	5	-	1	5	7	12	7	2	2	22	3	23
		4%	2%	-%	2%	3%	6%	3%	4%	2%	3%	5%	2%	5%
Neither important nor unimportant	(0)	63	19	*	2	18	2	45	16	4	5	50	11	52
		9%	10%	*%	4%	10%	2%	12%	9%	5%	6%	11%	6%	10%
								a						
Important	(1)	265	63	8	30	53	40	157	66	46	43	166	80	185
		39%	32%	70%	47%	31%	35%	42%	36%	50%	47%	35%	43%	38%
Very important	(2)	323	113	3	31	97	66	164	93	40	41	235	90	233
		48%	57%	30%	48%	56%	57%	43%	51%	43%	44%	50%	49%	47%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		588	176	11	61	150	106	321	159	85	84	401	170	418
		87%	88%	100%	95%	87%	92%	85%	87%	93%	92%	85%	92%	85%
NET Not Important		27	5	-	1	5	7	12	7	2	2	22	4	23
		4%	2%	-%	2%	3%	6%	3%	4%	3%	3%	5%	2%	5%
Answered		677	200	11	64	172	116	378	182	92	91	473	185	492
Mean score		1.3	1.4	1.3	1.4	1.4	1.4	1.3	1.3	1.3	1.3	1.3	1.4	1.3

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 112 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt / delivery

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	1	1	*	*	-	1	*
		*%	*%	*%	*%	-%	*%	*%
Not very important	(-1)	26	6	5	2	13	11	15
		4%	4%	3%	1%	9%	3%	5%
						c		
Neither important nor unimportant	(0)	63	15	23	14	10	38	25
		9%	8%	12%	8%	7%	10%	8%
Important	(1)	265	70	70	69	55	140	124
		39%	40%	38%	40%	38%	39%	39%
Very important	(2)	323	85	86	86	66	171	152
		48%	48%	47%	50%	46%	47%	48%
Don't know		-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
NET Important		588	155	157	155	122	311	277
		87%	88%	85%	90%	84%	86%	87%
NET Not Important		27	7	5	2	13	12	15
		4%	4%	3%	1%	9%	3%	5%
						c		
Answered		677	176	185	171	145	361	316
Mean score		1.3	1.3	1.3	1.4	1.2	1.3	1.3

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	5	1	4	5	*	-	*	*
		1%	*%	1%	1%	*%	-%	2%	*%
Not very important	(-1)	19	11	8	18	1	*	-	1
		3%	6%	2%	3%	5%	2%	-%	4%
Neither important nor unimportant	(0)	56	16	40	54	1	*	*	1
		8%	8%	8%	8%	7%	2%	4%	6%
Important	(1)	248	86	162	238	7	1	1	10
		37%	45%	33%	37%	36%	43%	45%	38%
Very important	(2)	348	79	269	335	11	2	1	13
		51%	41%	55% a	51%	52%	53%	48%	52%
Don't know		2	-	2	2	-	-	-	-
		*%	-%	*%	*%	-%	-%	-%	-%
NET Important		596	165	431	573	18	3	2	23
		88%	86%	89%	88%	88%	96%	94%	90%
NET Not Important		23	12	12	22	1	*	*	1
		3%	6%	2%	3%	5%	2%	2%	4%
Answered		675	192	483	649	21	3	2	26
Mean score		1.4	1.2	1.4 a	1.4	1.4	1.5	1.4	1.4

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	5	5	-	-	*	-	*	5	*	*
		1%	1%	-%	-%	*%	-%	2%	1%	*%	1%
Not very important	(-1)	19	8	9	1	1	*	-	18	1	*
		3%	2%	6%	2%	5%	4%	-%	3%	5%	1%
Neither important nor unimportant	(0)	56	42	11	1	1	*	*	54	1	*
		8%	9%	7%	3%	8%	3%	4%	8%	7%	3%
Important	(1)	248	168	55	16	5	4	1	238	7	2
		37%	37%	37%	36%	37%	38%	45%	37%	36%	44%
Very important	(2)	348	235	74	26	7	6	1	335	11	3
		51%	51%	50%	59%	50%	56%	48%	51%	52%	52%
Don't know		2	2	-	-	-	-	-	2	-	-
		*%	*%	-%	-%	-%	-%	-%	*%	-%	-%
NET Important		596	403	128	42	12	9	2	573	18	5
		88%	88%	86%	95%	87%	94%	94%	88%	88%	95%
NET Not Important		23	12	9	1	1	*	*	22	1	*
		3%	3%	6%	2%	5%	4%	2%	3%	5%	2%
Answered		675	457	149	44	14	10	2	649	21	5
Mean score		1.4	1.4	1.3	1.5	1.3	1.5	1.4	1.4	1.4	1.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	5	4	-	-	-	-
		1%	1%	-%	-%	-%	-%
Not very important	(-1)	19	10	3	-	-	*
		3%	2%	5%	-%	-%	*%
Neither important nor unimportant	(0)	56	49	2	1	1	*
		8%	10%	3%	4%	21%	1%
Important	(1)	248	162	30	4	2	8
		37%	34%	45%	21%	44%	49%
Very important	(2)	348	252	32	14	1	8
		51%	53%	47%	75%	36%	50%
Don't know		2	2	-	-	-	-
		*%	*%	-%	-%	-%	-%
NET Important		596	415	63	18	3	15
		88%	86%	92%	96%	79%	99%
NET Not Important		23	14	3	-	-	*
		3%	3%	5%	-%	-%	*%
Answered		675	478	68	18	4	15
Mean score		1.4	1.4	1.3	1.7	1.2	1.5

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	5	*	-	-	-	-	1	-	-	3	4	1	-	*
		1%	*%	-%	-%	-%	-%	2%	-%	-%	5%	1%	2%	-%	1%
Not very important	(-1)	19	-	-	8	-	-	3	2	-	3	16	2	1	*
		3%	-%	-%	6%	-%	-%	4%	2%	-%	7%	3%	4%	4%	3%
Neither important nor unimportant	(0)	56	4	5	9	1	6	4	7	7	8	51	1	3	*
		8%	6%	10%	8%	2%	13%	5%	7%	11%	16% k	9%	3%	10%	3%
Important	(1)	248	31	13	51	10	15	20	29	33	16	218	18	10	3
		37%	50%	27%	44%	32%	32%	28%	27%	49%	30%	36%	46%	38%	32%
Very important	(2)	348	28	30	50	20	26	44	67	28	22	314	17	12	6
		51%	44%	62%	42%	66%	55%	61%	62%	41%	42%	52%	44%	47%	61%
Don't know		2	-	-	-	-	-	-	2	-	-	2	-	-	-
		*%	-%	-%	-%	-%	-%	-%	2%	-%	-%	*%	-%	-%	-%
NET Important		596	59	43	101	30	41	64	95	61	37	532	34	22	9
		88%	94% i	90%	86%	98%	87%	89%	89%	89%	73%	88% i	91% i	86%	93% i
NET Not Important		23	*	-	8	-	-	4	2	-	6	20	2	1	*
		3%	*%	-%	6%	-%	-%	6%	2%	-%	12% j	3%	6%	4%	4%
Answered		675	63	48	118	30	47	72	105	68	51	603	38	25	9
Mean score		1.4	1.4	1.5	1.2	1.6	1.4	1.4	1.5 i	1.3	1.0	1.4 i	1.3	1.3	1.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272	526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123	220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240	564	113	651	27
Not at all important	(-2)	5	*	-	*	-	3	-	-	2	3	1	5	-
		1%	1%	-%	4%	-%	1%	-%	-%	1%	1%	1%	1%	-%
Not very important	(-1)	19	-	8	-	*	4	*	-	6	16	2	19	-
		3%	-%	9%	-%	*%	2%	3%	-%	2%	3%	2%	3%	-%
Neither important nor unimportant	(0)	56	1	1	-	-	26	1	6	17	45	10	55	1
		8%	6%	1%	-%	-%	13%	9%	15% b	7%	8%	9%	8%	2%
Important	(1)	248	4	34	1	17	62	4	11	99	205	44	237	11
		37%	28%	40%	81%	45%	31%	34%	28%	41%	36%	39%	36%	43%
Very important	(2)	348	10	42	*	20	107	7	22	114	295	53	333	15
		51%	65%	50%	14%	55%	53%	54%	56%	47%	52%	47%	51%	55%
Don't know		2	-	-	-	-	-	-	-	2	-	2	2	-
		*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	2% a	*%	-%
NET Important		596	14	76	1	37	169	11	33	213	500	96	570	26
		88%	93%	90%	96%	100%	84%	88%	85%	89%	89%	85%	88%	98%
NET Not Important		23	*	8	*	*	7	*	-	8	20	4	23	-
		3%	1%	9%	4%	*%	3%	3%	-%	3%	3%	3%	4%	-%
Answered		675	15	84	1	37	202	13	39	238	564	111	648	27
Mean score		1.4	1.6	1.3	1.0	1.5	1.3	1.4	1.4	1.3	1.4	1.3	1.3	1.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	5	5	-	3	*	1
		1%	1%	-%	1%	*%	1%
Not very important	(-1)	19	19	-	11	2	6
		3%	3%	-%	4%	2%	2%
Neither important nor unimportant	(0)	56	55	*	20	3	32
		8%	8%	4%	7%	3%	12%
							b
Important	(1)	248	246	2	105	43	99
		37%	37%	25%	36%	35%	38%
Very important	(2)	348	342	6	153	74	122
		51%	51%	71%	52%	60%	47%
Don't know		2	2	-	2	-	-
		*%	*%	-%	1%	-%	-%
NET Important		596	588	9	258	117	221
		88%	88%	96%	88%	95%	85%
						c	
NET Not Important		23	23	-	14	3	7
		3%	4%	-%	5%	2%	3%
Answered		675	666	9	292	123	260
Mean score		1.4	1.4	1.7	1.4	1.5	1.3

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	5	5	-	-	-	*	-	-	-	5	*	*	3	1	*
		1%	1%	-%	-%	-%	2%	-%	-%	-%	1%	*%	*%	2%	*%	*%
Not very important	(-1)	19	13	6	-	-	-	-	-	-	19	-	-	7	6	6
		3%	2%	5%	-%	-%	-%	-%	-%	-%	3%	-%	-%	4%	2%	4%
Neither important nor unimportant	(0)	56	45	10	1	-	*	-	-	-	55	1	*	17	27	11
		8%	8%	8%	5%	-%	1%	-%	-%	-%	8%	3%	*%	10%	8%	8%
Important	(1)	248	186	49	7	3	2	*	*	*	235	13	6	59	128	62
		37%	35%	40%	50%	54%	95%	48%	92%	100%	36%	56%	67%	33%	36%	43%
Very important	(2)	348	281	57	7	3	*	*	*	-	339	9	3	91	190	67
		51%	53%	47%	46%	46%	2%	52%	8%	-%	52%	41%	32%	51%	54%	46%
Don't know		2	2	-	-	-	-	-	-	-	2	-	-	2	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%	-%
NET Important		596	468	106	14	6	2	*	*	*	574	22	8	150	318	128
		88%	88%	87%	95%	100%	97%	100%	100%	100%	88%	97%	99%	84%	90%	89%
NET Not Important		23	18	6	-	-	*	-	-	-	23	*	*	10	8	6
		3%	3%	5%	-%	-%	2%	-%	-%	-%	4%	*%	*%	5%	2%	4%
Answered		675	530	122	15	6	2	*	*	*	652	23	8	177	353	145
Mean score		1.4	1.4	1.3	1.4	1.5	1.0	1.5	1.1	1.0	1.4	1.4	1.3	1.3	1.4	1.3

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	5	4	*	4	5	*	1	4	*	-	-	-	-	-
		1%	1%	*%	1%	1%	*%	1%	1%	*%	-%	-%	-%	-%	-%
Not very important	(-1)	19	5	4	6	19	8	1	4	-	2	-	-	-	-
		3%	1%	1%	1%	3%	10%	*%	1%	-%	12%	-%	-%	-%	-%
							abcdf				a				
Neither important nor unimportant	(0)	56	18	31	37	56	2	3	31	1	*	*	*	5	-
		8%	6%	9%	8%	8%	3%	2%	8%	3%	3%	1%	1%	86%	-%
				f		f									
Important	(1)	248	117	135	173	248	26	74	147	22	2	2	*	1	*
		37%	35%	38%	37%	37%	31%	40%	38%	42%	15%	25%	11%	11%	17%
Very important	(2)	348	189	189	254	348	49	105	205	28	9	6	4	*	2
		51%	57%	53%	54%	51%	57%	57%	53%	55%	70%	74%	89%	3%	83%
Don't know		2	-	-	-	2	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		596	307	324	427	596	75	179	352	50	10	8	4	1	2
		88%	92%	90%	90%	88%	88%	97%	90%	97%	84%	99%	99%	14%	100%
								d							
NET Not Important		23	9	4	10	23	8	2	8	*	2	-	-	-	-
		3%	3%	1%	2%	3%	10%	1%	2%	*%	12%	-%	-%	-%	-%
							abcf								
Answered		675	334	359	474	675	86	184	390	51	12	8	4	5	2
Mean score		1.4	1.4	1.4	1.4	1.4	1.3	1.5	1.4	1.5	1.4	1.7	1.9	.2	1.8

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	5	5	-	-	-	-	-	*	*	-	3	1	*	-
		1%	1%	-%	-%	-%	-%	-%	1%	1%	-%	2%	1%	*%	-%
Not very important	(-1)	19	18	*	-	-	-	-	-	-	2	1	1	1	-
		3%	3%	1%	-%	-%	-%	-%	-%	-%	1%	1%	1%	2%	-%
Neither important nor unimportant	(0)	56	49	1	6	*	*	-	-	*	14	5	12	2	5
		8%	8%	2%	35% a	*%	1%	-%	-%	*%	9%	5%	7%	3%	42%
Important	(1)	248	221	10	10	4	2	1	1	4	45	45	55	26	2
		37%	36%	30%	59%	36%	55%	87%	42%	52%	31%	42%	35%	50%	21%
Very important	(2)	348	315	22	1	7	1	*	2	3	84	54	88	23	4
		51%	52% c	68% c	6%	63%	44%	13%	56%	47%	58%	50%	56%	44%	37%
Don't know		2	2	-	-	-	-	-	-	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		596	536	31	11	12	3	1	3	7	129	99	143	49	6
		88%	88%	97%	65%	100%	99%	100%	99%	99%	89%	92%	91%	95%	58%
NET Not Important		23	23	*	-	-	-	-	*	*	2	4	3	1	-
		3%	4%	1%	-%	-%	-%	-%	1%	1%	1%	4%	2%	2%	-%
Answered		675	608	32	16	12	3	1	3	7	145	108	158	52	11
Mean score		1.4	1.4 c	1.6 c	.7	1.6	1.4	1.1	1.5	1.4 c	1.5	1.4	1.4	1.4	.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	5	5	*	-	-	-	1	3	1	5	*	4	*
		1%	2%	*%	-%	-%	-%	*%	6% a	1%	1%	*%	1%	*%
Not very important	(-1)	19	11	6	2	*	-	12	-	7	19	-	6	-
		3%	4%	4%	1%	1%	-%	3%	-%	4%	3%	-%	1%	-%
Neither important nor unimportant	(0)	56	31	2	21	1	-	33	1	21	55	1	37	-
		8%	11% b	1%	12% b	3%	-%	7%	2%	13%	8%	3%	8%	-%
Important	(1)	248	93	63	66	23	2	165	13	69	237	11	165	8
		37%	32%	42%	36%	53%	24%	36%	28%	41%	37%	36%	37%	34%
Very important	(2)	348	151	78	93	19	7	247	28	72	330	18	238	16
		51%	52%	52%	51%	43%	76%	54%	64%	42%	51%	60%	53%	65%
Don't know		2	-	2	-	-	-	2	-	-	2	-	-	-
		*%	-%	1%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
NET Important		596	244	141	160	42	9	413	41	141	567	29	403	24
		88%	84%	93%	87%	96%	100%	90%	92%	83%	88%	96%	90%	100%
NET Not Important		23	16	6	2	*	-	13	3	8	23	*	10	*
		3%	5%	4%	1%	1%	-%	3%	6%	5%	4%	*%	2%	*%
Answered		675	291	149	183	44	9	458	45	171	645	30	449	24
Mean score		1.4	1.3	1.4	1.4	1.4	1.8	1.4 c	1.4	1.2	1.3	1.6	1.4	1.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	5	1	*	1	*	5	-	1	4	1	*	*	-
		1%	1%	*%	1%	*%	1%	-%	1%	1%	3%	*%	*%	-%
Not very important	(-1)	19	4	-	-	-	19	-	1	5	*	1	4	*
		3%	2%	-%	-%	-%	3%	-%	*%	2%	1%	*%	1%	*%
Neither important nor unimportant	(0)	56	15	2	12	*	54	2	8	18	3	8	29	8
		8%	8%	3%	7%	*%	9%	3%	4%	6%	5%	4%	9%	10%
Important	(1)	248	69	24	62	6	223	25	52	105	13	66	122	24
		37%	38%	43%	38%	43%	36%	46%	27%	35%	23%	32%	39%	28%
Very important	(2)	348	88	31	88	7	321	27	133	165	38	130	155	52
		51%	49%	55%	54%	56%	51%	51%	68%	56%	68%	63% b	50%	61%
Don't know		2	2	-	-	-	2	-	-	-	-	-	-	-
		*%	1%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
NET Important		596	157	55	151	13	544	52	185	270	51	196	277	75
		88%	87%	97%	92%	99%	87%	97%	95%	91%	91%	96%	89%	90%
NET Not Important		23	6	*	1	*	23	-	2	9	2	1	4	*
		3%	3%	*%	1%	*%	4%	-%	1%	3%	3%	*%	1%	*%
Answered		675	177	57	164	13	621	54	195	297	56	206	310	84
Mean score		1.4	1.3	1.5	1.4	1.5	1.3	1.5	1.6	1.4	1.5	1.6 b	1.4	1.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	5	3	2	1	-	4	*	5	2	4	-
		1%	1%	*%	1%	-%	1%	*%	1%	*%	1%	-%
Not very important	(-1)	19	8	14	5	-	5	4	19	4	5	-
		3%	2%	3%	3%	-%	1%	1%	3%	1%	2%	-%
Neither important nor unimportant	(0)	56	29	47	10	-	18	31	56	31	27	*
		8%	6%	10%	8%	-%	6%	9%	8%	8%	9%	*%
Important	(1)	248	159	179	53	1	116	127	248	124	103	1
		37%	34%	37%	39%	100%	35%	37%	37%	34%	35%	12%
Very important	(2)	348	262	236	66	-	188	184	348	205	156	7
		51%	57%	49%	49%	-%	57%	53%	51%	56%	53%	88%
Don't know		2	2	2	-	-	-	-	2	-	-	-
		*%	*%	*%	-%	-%	-%	-%	*%	-%	-%	-%
NET Important		596	421	415	119	1	305	311	596	329	259	8
		88%	91%	86%	88%	100%	92%	90%	88%	90%	88%	100%
NET Not Important		23	10	16	6	-	9	4	23	6	9	-
		3%	2%	3%	4%	-%	3%	1%	3%	2%	3%	-%
Answered		675	460	477	135	1	332	345	675	365	295	8
Mean score		1.4	1.5	1.3	1.3	1.0	1.4	1.4	1.4	1.4	1.4	1.9

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	5	2	4	*	-	1	2	3	-	*	*	-
		1%	1%	1%	*%	-%	3% c	1%	1%	-%	*%	*%	-%
Not very important	(-1)	19	11	12	7	4	*	4	6	-	-	3	-
		3%	3%	3%	2%	5%	*%	1%	2%	-%	-%	18%	-%
Neither important nor unimportant	(0)	56	24	39	9	3	6	20	27	4	2	-	-
		8%	7%	11% c	3%	4%	12% c	7%	10%	6%	11%	-%	-%
Important	(1)	248	134	131	114	32	24	107	95	11	3	8	6
		37%	39%	37%	34%	35%	45%	35%	36%	18%	15%	52%	64%
Very important	(2)	348	173	163	208	51	21	169	135	48	14	4	4
		51%	50%	46%	62% ab	56%	40%	56%	51%	77%	74%	29%	36%
Don't know		2	2	2	-	-	-	-	-	-	-	-	-
		*%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET Important		596	307	295	321	83	45	276	230	59	17	12	10
		88%	89%	84%	95% ab	92%	85%	92%	87%	94%	89%	82%	100%
NET Not Important		23	14	16	7	4	2	5	8	-	*	3	-
		3%	4%	5%	2%	5%	3%	2%	3%	-%	*%	18%	-%
Answered		675	345	350	337	91	53	301	265	63	19	15	10
Mean score		1.4	1.3	1.3	1.5 abe	1.4	1.2	1.5	1.3	1.7	1.6	.9	1.4

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	5	5	2	5	2	2	2	5	1	-	5	-	*	5
		1%	1%	1%	1%	*%	1%	1%	1%	1%	-%	1%	-%	*%	1%
Not very important	(-1)	19	9	7	11	11	14	4	14	*	-	18	-	5	14
		3%	2%	2%	2%	2%	3%	1%	2%	*%	-%	3%	-%	2%	3%
Neither important nor unimportant	(0)	56	44	30	47	47	28	30	52	11	-	41	5	15	41
		8%	8%	8%	8%	9%	7%	9%	8%	11%	-%	7%	11%	7%	9%
Important	(1)	248	199	138	214	202	138	114	220	34	1	210	7	79	169
		37%	35%	36%	36%	37%	35%	32%	36%	33%	100%	36%	18%	36%	37%
Very important	(2)	348	305	200	319	276	209	202	324	55	-	303	29	121	227
		51%	54%	53%	53%	51%	53%	57%	52%	54%	-%	52%	71%	54%	50%
Don't know		2	2	2	2	2	2	-	2	-	-	2	-	2	-
		*%	*%	1%	*%	*%	1%	-%	*%	-%	-%	*%	-%	1%	-%
NET Important		596	504	338	533	478	347	316	544	88	1	513	36	200	396
		88%	89%	89%	89%	89%	88%	90%	88%	88%	100%	89%	89%	90%	87%
NET Not Important		23	14	10	16	13	16	6	19	2	-	23	-	5	18
		3%	3%	3%	3%	2%	4%	2%	3%	2%	-%	4%	-%	2%	4%
Answered		675	562	378	595	537	391	352	616	101	1	577	41	220	455
Mean score		1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.0	1.4	1.6	1.4	1.3

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	5	2	-	*	1	1	4	-	-	*	5	*	5
		1%	1%	-%	*%	1%	1%	1%	-%	-%	*%	1%	*%	1%
Not very important	(-1)	19	-	-	-	4	3	11	4	1	3	13	3	16
		3%	-%	-%	-%	2%	2%	3%	2%	1%	3%	3%	2%	3%
Neither important nor unimportant	(0)	56	15	1	3	13	*	44	11	6	5	38	11	45
		8%	8%	9%	5%	8%	*%	12% a	6%	6%	5%	8%	6%	9%
Important	(1)	248	75	6	34	59	36	138	73	41	28	178	65	183
		37%	37%	55%	53%	34%	31%	36%	40%	45%	31%	38%	35%	37%
Very important	(2)	348	106	4	27	92	76	178	94	42	55	240	106	242
		51%	53%	36%	42%	53%	66% b	47%	51%	46%	61%	51%	57%	49%
Don't know		2	2	-	-	2	-	2	-	2	-	-	-	2
		*%	1%	-%	-%	1%	-%	1%	-%	2% c	-%	-%	-%	*%
NET Important		596	181	10	60	152	112	316	166	83	84	418	172	425
		88%	91%	91%	95%	88%	97% b	84%	91%	91%	92%	88%	93%	86%
NET Not Important		23	2	-	*	6	3	16	4	1	3	17	3	21
		3%	1%	-%	*%	3%	3%	4%	2%	1%	3%	4%	2%	4%
Answered		675	198	11	64	170	116	376	182	90	91	473	185	490
Mean score		1.4	1.4	1.3	1.4	1.4	1.6 b	1.3	1.4	1.4	1.5	1.3	1.5	1.3

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 113 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	5	3	1	*	1	3	1
		1%	1%	*%	*%	1%	1%	*%
Not very important	(-1)	19	1	6	9	3	7	12
		3%	1%	3%	5%	2%	2%	4%
Neither important nor unimportant	(0)	56	12	9	11	23	21	34
		8%	7%	5%	7%	16%	6%	11%
						b		
Important	(1)	248	57	76	73	42	133	115
		37%	32%	41%	43%	29%	37%	36%
Very important	(2)	348	102	93	78	75	194	154
		51%	58%	50%	46%	52%	54%	49%
Don't know		2	2	-	-	-	2	-
		*%	1%	-%	-%	-%	1%	-%
NET Important		596	159	168	151	118	327	269
		88%	90%	91%	88%	81%	91%	85%
NET Not Important		23	3	7	9	4	10	13
		3%	2%	4%	5%	3%	3%	4%
Answered		675	174	185	171	145	359	316
Mean score		1.4	1.5	1.4	1.3	1.3	1.4	1.3

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		672	247	425	463	101	32	76	209
Effective base		275	92	186	256	61	15	44	85
Weighted Base		677	192	485	652	21	3	2	26
Not at all important	(-2)	63	11	52	61	2	*	*	2
		9%	5%	11%	9%	9%	1%	2%	7%
Not very important	(-1)	114	50	63	111	3	*	*	3
		17%	26%	13%	17%	14%	9%	2%	12%
			b		d	d			
Neither important nor unimportant	(0)	96	21	75	93	3	*	*	3
		14%	11%	15%	14%	14%	9%	2%	13%
					d	d			
Important	(1)	204	63	141	195	7	1	1	9
		30%	33%	29%	30%	33%	37%	39%	34%
Very important	(2)	181	34	147	173	6	1	1	8
		27%	18%	30%	27%	30%	31%	50%	31%
				a				abe	
Don't know		20	14	7	20	*	*	*	1
		3%	7%	1%	3%	1%	12%	4%	3%
			b				b		
NET Important		384	96	288	368	13	2	2	17
		57%	50%	59%	56%	63%	68%	90%	65%
								abe	
NET Not Important		177	61	116	172	5	*	*	5
		26%	32%	24%	26%	22%	10%	4%	19%
					d	d			d
Answered		657	178	479	632	20	3	2	25
Mean score		.5	.3	.6	.5	.6	1.0	1.4	.7
								abe	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		672	284	119	60	59	74	76	463	101	108
Effective base		275	171	61	31	38	39	44	256	61	32
Weighted Base		677	459	149	44	14	10	2	652	21	5
Not at all important	(-2)	63	48	10	3	2	*	*	61	2	*
		9%	10%	7%	8%	13%	1%	2%	9%	9%	1%
			e			ei					
Not very important	(-1)	114	73	33	5	2	1	*	111	3	*
		17%	16%	22%	11%	13%	13%	2%	17%	14%	7%
			f	fi		f	f		f	f	
Neither important nor unimportant	(0)	96	68	17	8	2	1	*	93	3	*
		14%	15%	11%	17%	15%	11%	2%	14%	14%	7%
			f		f	f			f	f	
Important	(1)	204	130	55	11	4	4	1	195	7	2
		30%	28%	37%	24%	32%	36%	39%	30%	33%	38%
Very important	(2)	181	132	28	13	4	3	1	173	6	2
		27%	29%	19%	30%	27%	33%	50%	27%	30%	38%
								abdgh			
Don't know		20	9	7	4	-	1	*	20	*	*
		3%	2%	4%	10%	-%	6%	4%	3%	1%	10%
					ah						a
NET Important		384	262	82	24	8	7	2	368	13	4
		57%	57%	55%	54%	59%	69%	90%	56%	63%	76%
								abcdegh			ag
NET Not Important		177	120	43	8	4	1	*	172	5	*
		26%	26%	29%	19%	25%	14%	4%	26%	22%	8%
			fi	fi	f	fi			fi	f	
Answered		657	450	142	40	14	9	2	632	20	5
Mean score		.5	.5	.4	.6	.5	.9	1.4	.5	.6	1.2
							bg	abcdgh			abdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		672	297	82	34	20	72
Effective base		275	177	31	12	9	11
Weighted Base		677	480	68	18	4	15
Not at all important	(-2)	63	52	5	3	*	1
		9%	11%	7%	19%	5%	7%
Not very important	(-1)	114	79	24	3	*	1
		17%	16%	34%	14%	11%	3%
				ae			
Neither important nor unimportant	(0)	96	72	6	4	1	3
		14%	15%	9%	22%	18%	22%
Important	(1)	204	129	24	3	1	6
		30%	27%	34%	14%	25%	39%
Very important	(2)	181	139	10	5	1	2
		27%	29%	15%	29%	41%	14%
Don't know		20	10	-	*	-	2
		3%	2%	-%	2%	-%	15%
NET Important		384	268	34	8	2	8
		57%	56%	50%	43%	66%	53%
NET Not Important		177	130	28	6	1	2
		26%	27%	42%	33%	15%	10%
Answered		657	470	68	18	4	13
Mean score		.5	.5	.2	.2	.9	.6

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base		672	43	34	60	26	35	44	42	47	38	369	106	103	94
Effective base		275	28	22	37	14	23	27	32	27	23	224	62	67	31
Weighted Base		677	63	48	118	30	47	72	107	68	51	605	38	25	9
Not at all important	(-2)	63	4	5	25	-	-	8	6	-	10	58	2	2	1
		9%	6%	11%	21%	-%	-%	11%	6%	-%	19%	10%	6%	8%	7%
					ehjk						eh				
Not very important	(-1)	114	8	9	30	3	7	3	16	17	12	105	4	3	1
		17%	12%	20%	25%	11%	15%	4%	15%	25%	23%	17%	12%	12%	14%
					f					f	f				
Neither important nor unimportant	(0)	96	10	6	4	4	13	10	9	15	11	81	8	5	1
		14%	15%	13%	4%	15%	27%	13%	8%	22%	21%	13%	22%	19%	14%
							c			c	c		c	c	
Important	(1)	204	24	11	32	12	9	27	37	19	10	181	9	9	4
		30%	37%	23%	27%	39%	19%	38%	34%	28%	20%	30%	25%	37%	44%
Very important	(2)	181	18	17	25	10	18	23	29	14	9	163	10	6	2
		27%	29%	35%	21%	32%	39%	32%	27%	20%	17%	27%	27%	23%	21%
Don't know		20	-	-	2	1	-	1	10	3	*	17	3	*	-
		3%	-%	-%	2%	4%	-%	1%	9%	4%	1%	3%	7%	2%	-%
									m						
NET Important		384	42	28	57	22	27	51	66	33	19	344	20	15	6
		57%	66%	57%	48%	71%	58%	70%	62%	49%	37%	57%	52%	60%	65%
			i					i							i
NET Not Important		177	12	15	54	3	7	11	23	17	21	163	7	5	2
		26%	18%	30%	46%	11%	15%	15%	21%	25%	41%	27%	18%	20%	21%
					aefgjklm						efkl				
Answered		657	63	48	116	29	47	71	97	65	51	588	35	25	9
Mean score		.5	.7	.5	*	1.0	.8	.8	.7	.5	-.1	.5	.6	.6	.6
			i				ci	ci	i				ci	i	

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		672	31	74	5	44	144	25	40	272	526	146	597	75
Effective base		275	9	32	3	19	63	9	16	123	220	59	260	19
Weighted Base		677	15	84	1	37	202	13	39	240	564	113	651	27
Not at all important	(-2)	63	*	12	-	2	25	*	7	14	51	12	63	*
		9%	1%	14%	-%	6%	12%	3%	19%	6%	9%	11%	10%	1%
Not very important	(-1)	114	5	18	1	11	40	1	7	32	106	8	109	5
		17%	34%	21%	81%	28%	20%	5%	17%	13%	19% b	7%	17%	19%
Neither important nor unimportant	(0)	96	4	12	-	5	21	1	3	37	72	24	92	4
		14%	26%	14%	-%	13%	10%	8%	9%	16%	13%	21%	14%	13%
Important	(1)	204	3	34	*	8	51	8	13	78	166	38	196	7
		30%	20%	40%	4%	20%	25%	67%	32%	33%	29%	33%	30%	28%
Very important	(2)	181	3	9	*	12	56	*	8	75	154	26	171	10
		27%	19%	11%	14%	32%	28%	3%	19%	31% b	27%	23%	26%	38%
Don't know		20	-	-	-	*	10	2	2	4	15	5	20	*
		3%	-%	-%	-%	*%	5%	14%	5%	2%	3%	5%	3%	*%
NET Important		384	6	43	*	20	106	9	20	153	321	64	367	18
		57%	39%	50%	19%	53%	53%	70%	51%	64%	57%	56%	56%	66%
NET Not Important		177	5	30	1	13	65	1	14	46	156	20	171	5
		26%	35%	35%	81%	34%	32% h	8%	36%	19%	28%	18%	26%	20%
Answered		657	15	84	1	37	192	11	38	236	549	108	630	27
Mean score		.5	.2	.1	-.5	.4	.4	.7	.2	.7 b	.5	.5	.5	.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		672	665	7	293	159	220
Effective base		275	273	3	122	55	99
Weighted Base		677	668	9	294	123	260
Not at all important	(-2)	63	63	-	27	2	34
		9%	9%	-%	9%	2%	13% b
Not very important	(-1)	114	111	2	56	15	43
		17%	17%	25%	19%	12%	16%
Neither important nor unimportant	(0)	96	95	1	41	13	42
		14%	14%	14%	14%	11%	16%
Important	(1)	204	199	5	91	34	79
		30%	30%	57%	31%	27%	31%
Very important	(2)	181	181	*	69	58	53
		27%	27%	*%	24%	48% ac	20%
Don't know		20	20	*	10	1	10
		3%	3%	4%	3%	1%	4%
NET Important		384	379	5	160	92	133
		57%	57%	57%	54%	75% ac	51%
NET Not Important		177	174	2	83	17	76
		26%	26%	25%	28% b	14%	29% b
Answered		657	648	9	284	122	251
Mean score		.5	.5	.3	.4	1.1 ac	.3

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		672	438	164	40	9	10	6	3	2	602	70	30	130	308	234
Effective base		275	216	47	8	3	3	4	2	1	263	14	5	71	145	59
Weighted Base		677	532	122	15	6	2	*	*	*	654	23	8	179	353	145
Not at all important	(-2)	63	40	18	5	-	-	-	-	-	58	5	-	9	31	23
		9%	8%	15%	32% ai	-%	-%	-%	-%	-%	9%	20%	-%	5%	9%	16%
Not very important	(-1)	114	90	24	-	-	-	-	-	-	114	-	-	36	54	24
		17%	17%	19%	-%	-%	-%	-%	-%	-%	17%	-%	-%	20%	15%	16%
Neither important nor unimportant	(0)	96	79	13	4	-	*	*	-	*	92	4	*	29	50	17
		14%	15%	11%	24%	-%	2%	8%	-%	96%	14%	17%	4%	16%	14%	12%
Important	(1)	204	166	32	2	3	2	*	*	*	197	7	5	51	115	38
		30%	31%	26%	11%	59%	66%	52%	100%	4%	30%	29%	59%	28%	32%	26%
Very important	(2)	181	139	35	4	2	1	*	-	-	174	7	3	49	90	42
		27%	26%	29%	25%	41%	32%	40%	-%	-%	27%	30%	38%	27%	25%	29%
Don't know		20	19	*	1	-	-	-	-	-	19	1	-	5	14	2
		3%	4%	*%	8%	-%	-%	-%	-%	-%	3%	5%	-%	3%	4%	1%
NET Important		384	304	67	5	6	2	*	*	*	371	14	8	100	204	80
		57%	57%	55%	37%	100%	98%	92%	100%	4%	57%	58%	96% c	56%	58%	55%
NET Not Important		177	130	42	5	-	-	-	-	-	172	5	-	45	85	46
		26%	24%	34%	32%	-%	-%	-%	-%	-%	26%	20%	-%	25%	24%	32%
Answered		657	513	121	14	6	2	*	*	*	635	22	8	174	339	143
Mean score		.5	.5	.3	*	1.4	1.3	1.3	1.0	*	.5	.5	1.3	.5	.5	.4

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		672	417	385	508	672	147	209	354	61	31	29	12	10	11
Effective base		275	155	153	200	275	43	80	163	19	9	8	4	1	2
Weighted Base		677	334	359	474	677	86	184	390	51	12	8	4	5	2
Not at all important	(-2)	63	27	19	35	63	1	13	34	-	*	1	-	-	-
		9%	8%	5%	7%	9%	1%	7%	9%	-%	1%	12%	-%	-%	-%
Not very important	(-1)	114	39	35	58	114	19	25	50	6	*	-	*	1	-
		17%	12%	10%	12%	17% b	22% b	14%	13%	12%	4%	-%	5%	11%	-%
Neither important nor unimportant	(0)	96	43	52	61	96	12	20	49	6	4	1	*	-	*
		14%	13%	15%	13%	14%	14%	11%	13%	12%	30%	16%	4%	-%	13%
Important	(1)	204	112	127	155	204	24	62	121	26	5	2	2	*	*
		30%	34%	35%	33%	30%	28%	34%	31%	51%	37%	26%	45%	*%	4%
Very important	(2)	181	101	117	152	181	28	56	125	12	3	3	2	5	2
		27%	30%	33%	32%	27%	33%	30%	32%	24%	28%	41%	46%	88%	83%
Don't know		20	11	9	13	20	1	8	11	1	-	*	-	-	-
		3%	3%	2%	3%	3%	1%	4%	3%	2%	-%	5%	-%	-%	-%
NET Important		384	213	244	308	384	53	118	246	38	8	6	4	5	2
		57%	64%	68% d	65%	57%	62%	64%	63%	74%	65%	67%	90%	89%	87%
NET Not Important		177	67	54	93	177	20	39	84	6	1	1	*	1	-
		26%	20%	15%	20%	26% b	23%	21%	22%	12%	5%	12%	5%	11%	-%
Answered		657	323	350	461	657	85	176	379	50	12	8	4	5	2
Mean score		.5	.7	.8 d	.7	.5	.7	.7	.7	.9	.9	.9	1.3	1.7	1.7

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		672	550	35	30	24	8	12	13	33	124	106	158	101	19
Effective base		275	246	12	7	8	3	2	3	8	64	44	67	21	4
Weighted Base		677	610	32	16	12	3	1	3	7	145	108	158	52	11
Not at all important	(-2)	63	63	*	*	-	-	-	-	-	4	5	18	8	-
		9%	10%	*%	*%	-%	-%	-%	-%	-%	3%	5%	11%	15%	-%
Not very important	(-1)	114	113	*	*	-	-	1	-	1	18	16	15	9	-
		17%	18%	1%	*%	-%	-%	79%	-%	9%	12%	15%	9%	17%	-%
Neither important nor unimportant	(0)	96	86	5	1	3	*	*	1	1	22	8	23	5	2
		14%	14%	16%	6%	23%	13%	*%	15%	13%	15%	7%	15%	10%	20%
Important	(1)	204	169	19	9	5	*	*	1	1	53	39	50	12	2
		30%	28%	60% a	54%	42%	3%	9%	36%	19%	36%	36%	31%	23%	19%
Very important	(2)	181	160	8	6	3	2	*	2	4	44	39	45	18	7
		27%	26%	24%	37%	26%	84%	12%	49%	59% a	30%	37%	29%	34%	61%
Don't know		20	19	-	*	1	-	-	-	-	5	1	7	*	-
		3%	3%	-%	3%	9%	-%	-%	-%	-%	3%	1%	4%	*%	-%
NET Important		384	329	27	15	8	2	*	3	5	96	78	95	30	9
		57%	54%	83% a	91%	68%	87%	21%	85%	79%	66%	73%	60%	57%	80%
NET Not Important		177	176	*	*	-	-	1	-	1	22	21	33	17	-
		26%	29% b	1%	*%	-%	-%	79%	-%	9%	15%	19%	21%	32%	-%
Answered		657	591	32	16	11	3	1	3	7	140	107	151	52	11
Mean score		.5	.4	1.1	1.3	1.0	1.7	-.5	1.3	1.3	.8	.9	.6	.4	1.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base		672	234	140	189	88	21	397	55	217	623	49	484	24
Effective base		275	120	65	66	23	3	175	22	80	262	13	190	9
Weighted Base		677	291	151	183	44	9	461	45	171	647	30	449	24
Not at all important	(-2)	63	16	11	32	4	*	50	3	10	58	4	31	4
		9%	5%	7%	17% a	10%	3%	11%	6%	6%	9%	15%	7%	18%
Not very important	(-1)	114	59	30	16	9	-	79	4	31	113	1	58	-
		17%	20% c	20%	9%	21%	-%	17%	9%	18%	17%	2%	13%	-%
Neither important nor unimportant	(0)	96	47	16	28	4	1	65	6	25	89	7	57	4
		14%	16%	11%	15%	8%	8%	14%	13%	15%	14%	23%	13%	15%
Important	(1)	204	81	49	56	17	1	124	19	60	197	7	148	7
		30%	28%	32%	31%	38%	8%	27%	42%	35%	30%	22%	33%	30%
Very important	(2)	181	78	43	43	9	7	128	14	39	169	12	143	9
		27%	27%	29%	23%	21%	82%	28%	31%	23%	26%	39%	32%	37%
Don't know		20	9	2	8	1	-	16	-	5	20	-	13	-
		3%	3%	1%	5%	3%	-%	3%	-%	3%	3%	-%	3%	-%
NET Important		384	160	92	99	26	8	252	32	100	366	18	292	16
		57%	55%	61%	54%	58%	90%	55%	72%	58%	57%	61%	65%	67%
NET Not Important		177	74	41	47	14	*	129	7	41	171	5	88	4
		26%	26%	27%	26%	31%	3%	28%	15%	24%	26%	17%	20%	18%
Answered		657	282	149	174	43	9	445	45	166	627	30	437	24
Mean score		.5	.5	.6	.4	.4	1.7	.5	.8	.5	.5	.7	.7	.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		672	161	87	160	32	587	85	233	367	89	225	330	88
Effective base		275	70	26	68	5	252	24	85	136	25	89	131	33
Weighted Base		677	179	57	164	13	624	54	195	297	56	206	310	84
Not at all important	(-2)	63	19	5	11	4	58	4	21	20	12	11	19	10
		9%	11%	9%	6%	35%	9%	8%	11%	7%	21% b	6%	6%	11%
Not very important	(-1)	114	26	1	15	*	113	1	13	39	2	11	34	10
		17%	15%	1%	9%	*%	18% b	1%	7%	13%	3%	5%	11%	11%
Neither important nor unimportant	(0)	96	29	10	22	1	84	12	26	37	8	36	43	18
		14%	16%	17%	13%	9%	13%	22%	13%	12%	14%	18%	14%	22%
Important	(1)	204	52	15	52	2	192	12	61	97	10	70	105	17
		30%	29%	27%	32%	14%	31%	22%	31%	33%	19%	34%	34%	20%
Very important	(2)	181	51	24	61	5	157	24	71	95	24	74	102	28
		27%	28%	43%	37%	41%	25%	44% a	36%	32%	43%	36%	33%	33%
Don't know		20	2	2	3	-	19	1	4	9	*	3	7	2
		3%	1%	3%	2%	-%	3%	2%	2%	3%	1%	1%	2%	2%
NET Important		384	103	40	113	7	349	36	132	193	34	144	207	45
		57%	57%	70%	69%	55%	56%	66%	68%	65%	61%	70%	67%	54%
NET Not Important		177	46	6	26	5	171	5	34	59	14	22	53	19
		26%	26%	10%	16%	35%	27%	9%	17%	20%	24%	11%	17%	23%
Answered		657	178	55	161	13	604	53	192	289	55	203	303	83
Mean score		.5	.5	1.0	.9	.3	.5	1.0	.8	.7	.6	.9	.8	.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		672	466	463	136	1	411	375	672	411	335	16
Effective base		275	186	193	55	1	153	146	275	154	127	3
Weighted Base		677	463	480	135	1	332	345	677	365	295	8
Not at all important	(-2)	63	32	46	13	-	27	19	63	17	17	-
		9%	7%	10%	9%	-%	8%	6%	9%	5%	6%	-%
Not very important	(-1)	114	69	78	29	-	39	35	114	49	33	-
		17%	15%	16%	22%	-%	12%	10%	17%	14%	11%	-%
Neither important nor unimportant	(0)	96	67	78	22	-	41	50	96	51	36	*
		14%	15%	16%	16%	-%	12%	15%	14%	14%	12%	3%
Important	(1)	204	150	142	41	1	112	118	204	114	90	4
		30%	32%	30%	31%	100%	34%	34%	30%	31%	31%	50%
Very important	(2)	181	131	127	28	-	101	115	181	123	106	3
		27%	28%	27%	21%	-%	31%	33%	27%	34%	36%	41%
Don't know		20	13	8	2	-	11	9	20	10	11	*
		3%	3%	2%	1%	-%	3%	3%	3%	3%	4%	6%
NET Important		384	281	269	69	1	213	232	384	237	197	7
		57%	61%	56%	51%	100%	64%	67% c	57%	65%	67%	91%
NET Not Important		177	101	124	42	-	67	54	177	67	51	-
		26%	22%	26%	31%	-%	20%	16%	26% b	18%	17%	-%
Answered		657	450	472	133	1	321	337	657	355	284	7
Mean score		.5	.6	.5	.3	1.0	.7	.8 c	.5	.8	.8	1.4

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base		672	370	338	348	69	44	342	304	62	26	23	14
Effective base		275	142	146	138	34	21	127	117	23	8	9	5
Weighted Base		677	347	352	337	91	53	301	265	63	19	15	10
Not at all important	(-2)	63	29	22	27	6	7	16	9	3	4	-	1
		9%	8%	6%	8%	7%	13%	5%	3%	5%	24%	-%	10%
Not very important	(-1)	114	54	55	55	22	13	43	32	8	-	3	3
		17%	16%	16%	16%	24%	24%	14%	12%	13%	-%	18%	26%
Neither important nor unimportant	(0)	96	48	47	53	15	13	46	33	13	3	4	-
		14%	14%	13%	16%	16%	25%	15%	12%	20%	14%	29%	-%
Important	(1)	204	103	116	100	24	6	90	88	15	6	5	6
		30%	30%	33%	30%	26%	12%	30%	33%	24%	31%	32%	56%
Very important	(2)	181	103	104	90	24	12	103	96	24	6	3	*
		27%	30%	30%	27%	26%	23%	34%	36%	38%	31%	20%	3%
Don't know		20	9	8	13	*	2	5	8	*	-	-	*
		3%	3%	2%	4%	*%	3%	2%	3%	1%	-%	-%	4%
NET Important		384	206	220	190	48	18	192	184	39	12	8	6
		57%	59% e	63% e	56%	53%	35%	64%	69%	61%	62%	53%	59%
NET Not Important		177	84	77	81	28	20	58	41	11	4	3	4
		26%	24%	22%	24%	31%	37%	19%	15%	18%	24%	18%	37%
Answered		657	338	344	324	90	51	297	257	63	19	15	9
Mean score		.5	.6	.7	.5	.4	.1	.7	.9	.8	.5	.5	.2

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		672	579	441	614	537	422	402	596	102	1	591	32	210	462
Effective base		275	235	165	248	217	165	152	250	37	1	238	16	91	185
Weighted Base		677	564	380	598	540	394	352	618	101	1	580	41	222	455
Not at all important	(-2)	63	45	27	51	42	29	14	61	7	-	54	5	16	47
		9%	8%	7%	9%	8%	7%	4%	10% a	7%	-%	9%	12%	7%	10%
Not very important	(-1)	114	90	63	98	84	79	55	101	24	-	94	6	25	89
		17%	16%	17%	16%	16%	20%	16%	16%	24%	-%	16%	15%	11%	20%
Neither important nor unimportant	(0)	96	85	53	88	81	53	62	93	19	-	67	13	38	58
		14%	15%	14%	15%	15%	13%	18%	15%	19%	-%	12%	31% a	17%	13%
Important	(1)	204	168	108	177	160	109	107	174	27	-	184	10	72	131
		30%	30%	29%	30%	30%	28%	30%	28%	27%	-%	32%	25%	33%	29%
Very important	(2)	181	158	113	166	155	108	102	170	23	1	161	7	70	110
		27%	28%	30%	28%	29%	27%	29%	28%	23%	100%	28%	17%	32%	24%
Don't know		20	18	16	18	18	17	12	18	-	-	20	-	2	19
		3%	3%	4%	3%	3%	4%	3%	3%	-%	-%	3%	-%	1%	4%
NET Important		384	326	222	343	314	216	209	345	50	1	345	17	143	242
		57%	58%	58%	57%	58%	55%	59%	56%	50%	100%	59%	42%	64%	53%
NET Not Important		177	135	90	148	126	108	69	162	31	-	148	11	40	136
		26%	24%	24%	25%	23%	27%	20%	26%	31%	-%	25%	27%	18%	30% a
Answered		657	546	364	580	521	377	340	600	101	1	560	41	221	436
Mean score		.5	.6	.6	.5	.6	.5	.7	.5	.4	2.0	.5	.2	.7	.4

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		672	208	11	82	166	122	364	183	114	91	445	264	408
Effective base		275	79	5	30	66	51	153	71	44	39	187	95	186
Weighted Base		677	200	11	64	172	116	378	182	92	91	473	185	492
Not at all important	(-2)	63	25	-	-	25	10	44	9	5	*	58	10	53
		9%	12%	-%	-%	14% a	8%	12%	5%	5%	*%	12% b	5%	11%
Not very important	(-1)	114	19	-	9	18	13	72	28	12	19	81	21	93
		17%	10%	-%	14%	10%	11%	19%	16%	13%	20%	17%	11%	19%
Neither important nor unimportant	(0)	96	37	1	9	31	13	53	29	15	10	64	35	61
		14%	18%	12%	13%	18%	11%	14%	16%	17%	11%	13%	19%	12%
Important	(1)	204	55	6	25	42	35	110	57	32	34	137	55	148
		30%	27%	60%	39%	24%	31%	29%	31%	35%	37%	29%	30%	30%
Very important	(2)	181	62	3	20	56	37	91	53	25	28	121	61	119
		27%	31%	29%	31%	32%	32%	24%	29%	27%	31%	26%	33%	24%
Don't know		20	3	-	2	2	8	8	5	2	1	13	3	17
		3%	2%	-%	2%	1%	7%	2%	3%	2%	2%	3%	2%	4%
NET Important		384	117	10	45	98	72	200	110	58	62	258	117	268
		57%	58%	88%	70%	57%	63%	53%	61%	63%	67%	55%	63%	54%
NET Not Important		177	44	-	9	43	23	117	37	17	19	138	31	146
		26%	22%	-%	14%	25%	20%	31%	21%	18%	21%	29%	17%	30% a
Answered		657	197	11	62	171	108	370	177	90	90	460	182	475
Mean score		.5	.6	1.2	.9	.5	.7	.4	.7	.7	.8	.4	.8 b	.4

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 114 (continuation)

QD10A. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		672	173	195	171	133	368	304
Effective base		275	70	72	72	61	143	133
Weighted Base		677	176	185	171	145	361	316
Not at all important	(-2)	63	13	23	18	9	36	27
		9%	7%	12%	11%	6%	10%	9%
Not very important	(-1)	114	27	39	24	23	66	48
		17%	15%	21%	14%	16%	18%	15%
Neither important nor unimportant	(0)	96	28	21	26	21	49	47
		14%	16%	11%	15%	15%	13%	15%
Important	(1)	204	46	54	54	50	100	104
		30%	26%	29%	31%	34%	28%	33%
Very important	(2)	181	51	45	46	38	96	85
		27%	29%	24%	27%	27%	27%	27%
Don't know		20	12	3	3	3	14	6
		3%	7%	1%	2%	2%	4%	2%
NET Important		384	97	99	100	88	196	188
		57%	55%	54%	58%	61%	54%	60%
NET Not Important		177	40	62	43	32	102	75
		26%	23%	34%	25%	22%	28%	24%
Answered		657	165	182	169	142	347	310
Mean score		.5	.6	.3	.5	.6	.4	.6

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 115

QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Factors													
		Low cost	Guarantee that the parcel will arrive on time	Ability to track the delivery	Ability to choose an express or next day service	Ability to select a specific date/time for delivery	Fast delivery	Convenient options for me to drop the parcel off	Convenient options for the operator to pick the parcel up from me	Convenient options for the recipient to accept the delivery	Insurance against damage or loss	Same price to send to anywhere within the UK	Proof of postage/ dispatch	Proof of receipt/delivery	Guaranteed delivery to recipient's door
Unweighted Base		672	672	672	672	672	672	672	672	672	672	672	672	672	672
Effective base		275	275	275	275	275	275	275	275	275	275	275	275	275	275
Weighted Base		677	677	677	677	677	677	677	677	677	677	677	677	677	677
Not at all important	(-2.0)	2	12	6	32	58	2	10	85	20	29	8	3	1	5
		*%	2%	1%	5%	9%	*%	2%	12%	3%	4%	1%	*%	*%	1%
Not very important	(-1.0)	20	33	39	90	188	43	47	119	54	59	39	17	26	19
		3%	5%	6%	13%	28%	6%	7%	18%	8%	9%	6%	3%	4%	3%
Neither important nor unimportant	(0.0)	48	65	86	137	160	77	56	155	130	83	61	38	63	56
		7%	10%	13%	20%	24%	11%	8%	23%	19%	12%	9%	6%	9%	8%
Important	(1.0)	295	280	281	265	172	334	313	186	286	270	303	270	265	248
		44%	41%	41%	39%	25%	49%	46%	27%	42%	40%	45%	40%	39%	37%
Very important	(2.0)	311	286	266	152	99	221	242	117	184	231	265	346	323	348
		46%	42%	39%	22%	15%	33%	36%	17%	27%	34%	39%	51%	48%	51%
Don't know		1	1	-	2	-	-	8	16	3	6	1	3	-	2
		*%	*%	-%	*%	-%	-%	1%	2%	*%	1%	*%	*%	-%	*%
NET Important		607	566	547	417	271	555	555	303	470	501	568	616	588	596
		90%	84%	81%	62%	40%	82%	82%	45%	69%	74%	84%	91%	87%	88%
NET Not Important		22	45	45	122	246	45	58	203	74	87	48	20	27	23
		3%	7%	7%	18%	36%	7%	9%	30%	11%	13%	7%	3%	4%	3%
Answered		677	676	677	676	677	677	669	661	675	671	676	675	677	675
Mean score		1.3	1.2	1.1	.6	.1	1.1	1.1	.2	.8	.9	1.1	1.4	1.3	1.4

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 115 (continuation)

QD10a. Below, are a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: SUMMARY TABLE

Base: All using RM to send parcels and packets (QV6a2=3) using a RM specific service (QV6a.1= 1-14)

		Factors
		Daily collection service
Unweighted Base		672
Effective base		275
Weighted Base		677
Not at all important	(-2.0)	63 9%
Not very important	(-1.0)	114 17%
Neither important nor unimportant	(0.0)	96 14%
Important	(1.0)	204 30%
Very important	(2.0)	181 27%
Don't know		20 3%
NET Important		384 57%
NET Not Important		177 26%
Answered		657
Mean score		.5

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	905	328	577	565	163	53	124	340
Effective base	347	115	233	316	103	21	76	143
Weighted Base	868	267	601	825	33	6	3	43
Royal Mail signed for 1st Class	482	111	371	460	17	3	2	22
	56%	41%	62%	56%	52%	49%	60%	52%
			a					
Royal Mail signed for 2nd Class	249	30	220	243	5	1	1	7
	29%	11%	37%	29%	14%	21%	20%	15%
			a	be				
Special delivery - Next Day (by 9am)	104	21	83	95	8	1	1	10
	12%	8%	14%	11%	23%	16%	31%	23%
					a		a	a
Special delivery - Next Day (by 1pm)	273	69	204	258	11	3	1	15
	31%	26%	34%	31%	33%	45%	46%	36%
							a	
Royal Mail Tracked	355	109	246	338	14	2	1	16
	41%	41%	41%	41%	42%	25%	27%	38%
				d	d			
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	3	6	9	-	-	*	*
	1%	1%	1%	1%	-%	-%	1%	*%
Refused	6	6	-	6	-	-	-	-
	1%	2%	-%	1%	-%	-%	-%	-%
		b						
None of these	37	14	23	36	*	*	*	1
	4%	5%	4%	4%	1%	3%	1%	2%
Don't know	2	2	*	2	*	-	*	*
	*%	1%	*%	*%	1%	-%	2%	1%
							a	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	905	322	165	78	100	116	124	565	163	177
Effective base	347	192	88	48	68	56	76	316	103	45
Weighted Base	868	533	230	63	23	17	3	825	33	9
Royal Mail signed for 1st Class	482	286	133	40	12	9	2	460	17	5
	56%	54%	58%	64%	52%	51%	60%	56%	52%	53%
Royal Mail signed for 2nd Class	249	180	53	10	3	3	1	243	5	2
	29%	34%	23%	15%	13%	17%	20%	29%	14%	21%
		cdefh						cdh		
Special delivery - Next Day (by 9am)	104	63	23	8	5	3	1	95	8	2
	12%	12%	10%	13%	24%	20%	31%	11%	23%	21%
					abg		abcg		abg	
Special delivery - Next Day (by 1pm)	273	187	52	18	7	6	1	258	11	4
	31%	35%	23%	29%	33%	38%	46%	31%	33%	45%
		b				b	bg			b
Royal Mail Tracked	355	230	88	20	9	6	1	338	14	2
	41%	43%	38%	33%	41%	37%	27%	41%	42%	26%
		fi						f	f	
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	9	-	1	-	-	*	9	-	*
	1%	2%	-%	1%	-%	-%	1%	1%	-%	*%
Refused	6	6	-	-	-	-	-	6	-	-
	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%
None of these	37	32	4	*	*	*	*	36	*	*
	4%	6%	2%	*%	1%	3%	1%	4%	1%	2%
Don't know	2	-	1	1	*	*	*	2	*	*
	*%	-%	*%	1%	1%	*%	2%	*%	1%	1%
							ag			

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	905	377	124	46	32	121
Effective base	347	210	55	17	4	19
Weighted Base	868	589	123	20	14	21
Royal Mail signed for 1st Class	482	322	78	15	10	11
	56%	55%	63%	75%	75%	53%
Royal Mail signed for 2nd Class	249	200	26	2	1	1
	29%	34%	21%	8%	10%	6%
		ce				
Special delivery - Next Day (by 9am)	104	65	18	4	7	4
	12%	11%	14%	19%	51%	18%
					a	
Special delivery - Next Day (by 1pm)	273	196	32	8	2	9
	31%	33%	26%	40%	17%	45%
Royal Mail Tracked	355	243	45	7	10	9
	41%	41%	37%	33%	70%	44%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	7	3	-	-	*
	1%	1%	2%	-%	-%	*%
Refused	6	6	-	-	-	-
	1%	1%	-%	-%	-%	-%
None of these	37	31	2	*	*	*
	4%	5%	1%	1%	*%	*%
Don't know	2	*	-	*	-	*
	*%	*%	-%	*%	-%	*%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	905	59	50	101	31	55	77	56	64	43	536	138	110	121
Effective base	347	36	30	53	17	31	44	38	33	23	291	78	74	25
Weighted Base	868	77	64	164	29	65	130	133	79	46	787	44	25	12
Royal Mail signed for 1st Class	482	47	37	68	16	46	67	66	59	28	435	27	13	8
	56%	61%	58%	42%	56%	72% cl	52%	50%	75% cfgjl	60%	55%	61% c	50%	64%
Royal Mail signed for 2nd Class	249	23	19	51	4	22	33	34	32	10	228	10	6	6
	29%	30%	30%	31%	13%	34%	25%	26%	41% d	21%	29%	22%	24%	47% dkl
Special delivery - Next Day (by 9am)	104	8	10	24	1	13	13	15	12	1	97	4	2	2
	12%	11%	16%	15%	4%	20%	10%	11%	15%	2%	12%	8%	10%	13%
Special delivery - Next Day (by 1pm)	273	22	36	40	9	21	46	39	28	11	251	13	6	3
	31%	28%	56% acgijklm	24%	32%	33%	35%	29%	36%	23%	32%	29%	24%	22%
Royal Mail Tracked	355	40	18	47	13	30	74	48	31	17	317	18	12	7
	41%	51% c	29%	29%	46%	46%	57% bcj	36%	39%	37%	40%	42%	49% c	57% bc
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	-	-	3	-	-	-	6	-	*	9	1	-	-
	1%	-%	-%	2%	-%	-%	-%	5%	-%	*%	1%	2%	-%	-%
Refused	6	-	-	6	-	-	-	-	-	-	6	-	-	-
	1%	-%	-%	4%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
None of these	37	*	3	18	2	-	*	9	-	2	35	1	1	*
	4%	*%	5%	11% fh	6%	-%	*%	7%	-%	5%	4%	3%	3%	2%
Don't know	2	-	-	-	1	-	*	-	1	-	2	-	-	*
	*%	-%	-%	-%	3%	-%	*%	-%	1%	-%	*%	-%	-%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	905	37	93	10	81	152	31	72	384	723	182	804	101
Effective base	347	14	36	3	26	60	12	29	165	278	73	325	26
Weighted Base	868	26	94	4	86	196	18	71	307	725	143	827	41
Royal Mail signed for 1st Class	482	13	49	3	36	103	11	43	177	394	88	459	23
	56%	51%	52%	74%	42%	52%	59%	60%	58%	54%	61%	56%	56%
Royal Mail signed for 2nd Class	249	6	39	3	14	61	5	16	93	216	33	244	5
	29%	22%	41% d	70%	17%	31%	28%	23%	30%	30%	23%	29%	13%
Special delivery - Next Day (by 9am)	104	2	9	1	7	22	6	7	42	91	13	98	7
	12%	9%	10%	17%	8%	11%	32%	9%	14%	13%	9%	12%	16%
Special delivery - Next Day (by 1pm)	273	3	26	1	23	71	4	34	88	226	47	264	8
	31%	10%	27%	24%	26%	36%	20%	48% ah	29%	31%	33%	32%	20%
Royal Mail Tracked	355	8	37	1	37	66	6	23	158	313	42	340	14
	41%	29%	39%	17%	43%	33%	34%	33%	51% e	43% b	29%	41%	35%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	-	4	-	-	1	-	-	5	7	2	9	-
	1%	-%	4%	-%	-%	*%	-%	-%	2%	1%	2%	1%	-%
Refused	6	-	-	-	6	-	-	-	-	6	-	6	-
	1%	-%	-%	-%	7% eh	-%	-%	-%	-%	1%	-%	1%	-%
None of these	37	3	3	-	*	19	1	*	7	28	9	37	*
	4%	12% h	3%	-%	*%	10% h	4%	*%	2%	4%	7%	4%	*%
Don't know	2	-	*	-	-	*	-	*	2	1	1	2	*
	*%	-%	*%	-%	-%	*%	-%	*%	1%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	905	897	8	436	222	246
Effective base	347	344	4	172	69	107
Weighted Base	868	856	12	435	163	270
Royal Mail signed for 1st Class	482	477	5	236	93	153
	56%	56%	41%	54%	57%	57%
Royal Mail signed for 2nd Class	249	249	*	115	38	97
	29%	29%	3%	26%	23%	36%
Special delivery - Next Day (by 9am)	104	104	-	52	18	35
	12%	12%	-%	12%	11%	13%
Special delivery - Next Day (by 1pm)	273	266	6	107	61	105
	31%	31%	54%	25%	37%	39%
						a
Royal Mail Tracked	355	354	1	180	76	100
	41%	41%	5%	41%	46%	37%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	9	-	5	-	5
	1%	1%	-%	1%	-%	2%
Refused	6	6	-	6	-	-
	1%	1%	-%	1%	-%	-%
None of these	37	37	-	18	5	14
	4%	4%	-%	4%	3%	5%
Don't know	2	2	*	1	*	1
	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	905	594	197	60	13	22	8	6	5	791	114	54	194	400	311
Effective base	347	275	57	13	2	7	3	2	2	332	16	6	99	178	73
Weighted Base	868	703	131	16	10	8	*	*	*	833	35	18	281	422	165
Royal Mail signed for 1st Class	482	396	63	9	9	5	*	*	*	458	23	14	165	231	86
	56%	56%	48%	56%	91%	59%	46%	95%	97%	55%	68%	77%	59%	55%	52%
Royal Mail signed for 2nd Class	249	193	48	5	*	2	*	*	*	241	8	3	91	102	56
	29%	27%	37%	32%	2%	30%	15%	35%	73%	29%	24%	17%	32%	24%	34%
Special delivery - Next Day (by 9am)	104	74	17	6	7	*	*	*	*	91	14	7	32	43	30
	12%	11%	13%	38%	70%	5%	59%	36%	5%	11%	39%	40%	11%	10%	18%
				abi							abi	ai			
Special delivery - Next Day (by 1pm)	273	213	52	7	1	*	*	*	*	265	8	1	64	149	60
	31%	30%	40%	42%	6%	1%	4%	35%	91%	32%	23%	6%	23%	35%	36%
														a	
Royal Mail Tracked	355	302	40	5	7	*	*	*	*	343	12	7	131	171	52
	41%	43%	31%	28%	73%	*%	43%	1%	79%	41%	35%	40%	47%	41%	32%
													c		
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	9	-	-	*	1	-	-	-	9	1	1	2	7	1
	1%	1%	-%	-%	*%	9%	-%	-%	-%	1%	2%	4%	1%	2%	*%
Refused	6	6	-	-	-	-	-	-	-	6	-	-	6	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	2%	-%	-%
													b		
None of these	37	30	7	1	-	-	-	-	*	36	1	*	12	17	7
	4%	4%	5%	4%	-%	-%	-%	-%	3%	4%	2%	*%	4%	4%	4%
Don't know	2	2	-	*	*	*	-	-	-	2	*	*	1	1	*
	*%	*%	-%	*%	*%	3%	-%	-%	-%	*%	1%	1%	*%	*%	*%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	905	662	555	776	616	228	296	548	70	58	40	21	19	20
Effective base	347	228	209	287	246	64	105	239	21	12	5	6	3	4
Weighted Base	868	541	505	720	598	132	267	602	54	26	15	7	11	5
Royal Mail signed for 1st Class	482	322	308	409	311	82	165	343	30	10	14	3	4	5
	56%	59%	61%	57%	52%	62%	62%	57%	55%	37%	91% c	46%	41%	96%
Royal Mail signed for 2nd Class	249	121	155	204	184	27	54	163	20	11	1	2	6	*
	29%	22%	31% a	28%	31% af	20%	20%	27%	36%	43%	8%	28%	58%	8%
Special delivery - Next Day (by 9am)	104	68	67	90	63	26	40	65	8	4	10	1	1	2
	12%	13%	13%	13%	10%	20% d	15%	11%	15%	13%	62% a	19%	5%	33%
Special delivery - Next Day (by 1pm)	273	168	188	236	202	44	89	200	21	6	4	3	*	2
	31%	31%	37%	33%	34%	33%	33%	33%	38%	24%	27%	46%	2%	31%
Royal Mail Tracked	355	245	223	314	228	63	113	262	29	6	9	6	2	2
	41%	45%	44%	44%	38%	48%	42%	43%	53%	22%	57%	87%	15%	34%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	3	-	3	9	*	4	3	-	-	-	-	-	-
	1%	1%	-%	*%	2%	*%	1%	*%	-%	-%	-%	-%	-%	-%
Refused	6	6	-	6	-	-	-	6	-	-	-	-	-	-
	1%	1%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%
None of these	37	26	19	33	30	*	17	30	3	*	-	-	-	-
	4%	5%	4%	5%	5%	*%	6% e	5%	5%	*%	-%	-%	-%	-%
Don't know	2	2	*	2	2	1	1	2	-	*	-	-	*	*
	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	-%	-%	*%	4%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	905	471	36	33	27	15	15	19	49	202	157	231	154	32
Effective base	347	213	14	7	6	6	2	5	13	96	60	93	33	7
Weighted Base	868	523	35	19	7	5	2	5	13	254	147	218	84	17
Royal Mail signed for 1st Class	482	272	14	13	5	1	*	5	7	145	85	122	51	6
	56%	52%	39%	69%	75%	25%	13%	100%	53%	57%	58%	56%	60%	37%
Royal Mail signed for 2nd Class	249	158	14	9	1	1	*	*	2	64	44	59	24	12
	29%	30%	39%	47%	17%	21%	9%	7%	13%	25%	30%	27%	29%	72% abcd
Special delivery - Next Day (by 9am)	104	46	8	4	1	1	*	2	3	27	14	33	13	4
	12%	9%	24%	21%	11%	25%	10%	31%	25%	11%	10%	15%	15%	21%
Special delivery - Next Day (by 1pm)	273	184	12	1	1	1	2	2	5	81	53	73	23	6
	31%	35%	34%	6%	7%	25%	80%	33%	38%	32%	36%	33%	28%	37%
Royal Mail Tracked	355	195	18	4	3	4	2	2	8	126	68	84	28	8
	41%	37%	52%	19%	45%	82%	77%	35%	62%	50%	46%	38%	34%	45%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	9	-	1	-	*	-	-	*	3	-	-	*	-
	1%	2%	-%	4%	-%	*%	-%	-%	*%	1%	-%	-%	*%	-%
Refused	6	-	-	-	-	-	-	-	-	-	-	6	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%
None of these	37	29	1	-	-	-	*	-	*	14	1	18	*	*
	4%	6%	1%	-%	-%	-%	10%	-%	2%	6%	1%	8% b	*%	*%
Don't know	2	2	*	*	-	-	-	-	-	1	-	*	1	-
	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	*%	1%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	905	193	123	181	91	28	381	53	178	810	95	733	43
Effective base	347	104	55	62	21	5	159	22	66	318	30	275	13
Weighted Base	868	254	126	161	46	11	409	48	141	779	89	676	44
Royal Mail signed for 1st Class	482	143	70	76	16	7	212	26	73	443	39	386	24
	56%	56%	55%	47%	34%	64%	52%	55%	52%	57%	43%	57%	54%
Royal Mail signed for 2nd Class	249	67	33	65	13	6	138	15	31	218	32	186	18
	29%	26%	27%	40%	27%	54%	34%	30%	22%	28%	35%	27%	41%
Special delivery - Next Day (by 9am)	104	30	9	14	5	5	47	4	12	93	11	83	7
	12%	12%	7%	9%	10%	44%	11%	8%	8%	12%	13%	12%	17%
Special delivery - Next Day (by 1pm)	273	80	42	59	17	5	152	17	33	263	9	229	7
	31%	31%	33%	36%	37%	41%	37% c	36%	24%	34% b	11%	34%	17%
Royal Mail Tracked	355	104	36	64	17	8	149	15	63	327	28	305	9
	41%	41%	29%	39%	37%	68%	37%	32%	45%	42%	31%	45%	21%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	3	2	-	5	-	7	-	3	6	3	3	-
	1%	1%	2%	-%	10% c	-%	2%	-%	2%	1%	4%	*%	-%
Refused	6	-	-	-	-	-	-	-	-	6	-	6	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%	-%
None of these	37	11	6	13	*	*	24	*	5	20	17	26	7
	4%	4%	4%	8%	*%	2%	6%	*%	4%	3%	19% a	4%	16% a
Don't know	2	1	-	1	-	*	1	-	1	2	-	2	-
	*%	*%	-%	*%	-%	*%	*%	-%	1%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	905	154	145	229	64	474	142	537	528	143	443	423	120
Effective base	347	66	45	91	14	201	46	181	183	37	167	160	42
Weighted Base	868	159	104	217	49	493	105	444	439	102	399	390	120
Royal Mail signed for 1st Class	482	94	50	128	26	264	47	281	254	68	274	231	88
	56%	59%	48%	59%	53%	54%	45%	63%	58%	67%	69%	59%	74%
Royal Mail signed for 2nd Class	249	56	37	84	9	149	35	111	96	19	130	123	42
	29%	35%	35%	39%	18%	30%	33%	25%	22%	19%	33%	31%	35%
Special delivery - Next Day (by 9am)	104	33	8	43	13	56	7	65	52	17	62	50	22
	12%	21%	8%	20%	26%	11%	6%	15%	12%	17%	16%	13%	19%
Special delivery - Next Day (by 1pm)	273	59	24	77	5	173	29	134	146	33	157	153	58
	31%	37%	23%	36%	11%	35%	27%	30%	33%	32%	39%	39%	48%
Royal Mail Tracked	355	68	39	96	15	191	37	201	207	61	187	178	65
	41%	43%	38%	44%	31%	39%	35%	45%	47%	59%	47%	46%	54%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	7	3	3	-	6	3	-	3	-	-	-	-
	1%	4%	3%	1%	-%	1%	3%	-%	1%	-%	-%	-%	-%
Refused	6	-	-	-	-	-	-	6	6	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%
None of these	37	9	10	12	9	13	16	19	23	6	*	19	4
	4%	5%	9%	6%	18%	3%	16% a	4%	5%	6%	*%	5% a	4% a
Don't know	2	*	*	*	-	2	-	1	1	*	*	*	*
	*%	*%	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	905	573	333	136	647	537	519	654	456	24
Effective base	347	227	135	50	227	202	211	235	167	4
Weighted Base	868	552	336	127	539	491	517	574	413	8
Royal Mail signed for 1st Class	482	283	192	77	321	299	279	371	240	7
	56%	51%	57%	60%	60%	61%	54%	65%	58%	87%
Royal Mail signed for 2nd Class	249	171	110	28	121	151	157	135	183	7
	29%	31%	33%	22%	22%	31%	30%	24%	44% a	85%
Special delivery - Next Day (by 9am)	104	61	43	13	67	64	59	88	55	7
	12%	11%	13%	10%	12%	13%	11%	15%	13%	84%
Special delivery - Next Day (by 1pm)	273	193	111	58	167	187	182	207	140	7
	31%	35%	33%	46%	31%	38%	35%	36%	34%	88%
Royal Mail Tracked	355	216	145	56	244	223	203	267	184	7
	41%	39%	43%	44%	45%	45%	39%	47%	44%	91%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	9	7	5	3	-	7	3	*	-
	1%	2%	2%	4%	1%	-%	1%	*%	*%	-%
Refused	6	-	-	-	6	-	-	6	-	-
	1%	-%	-%	-%	1%	-%	-%	1%	-%	-%
None of these	37	24	23	5	26	19	22	23	20	-
	4%	4%	7%	4%	5%	4%	4%	4%	5%	-%
Don't know	2	2	*	*	2	*	2	1	1	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	4%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	905	264	225	341	66	35	505	382	96	44	47	19
Effective base	347	101	94	135	32	16	177	134	31	12	20	5
Weighted Base	868	244	231	333	86	42	445	339	76	31	39	10
Royal Mail signed for 1st Class	482	169	130	185	50	27	273	195	49	27	18	2
	56%	69% c	56%	56%	58%	65%	61%	58%	64%	86% c	47%	16%
Royal Mail signed for 2nd Class	249	75	111	87	21	5	108	146	29	11	17	3
	29%	31%	48% acde	26%	25%	11%	24%	43% a	38%	37%	42%	30%
Special delivery - Next Day (by 9am)	104	37	32	46	12	6	65	47	14	6	7	*
	12%	15%	14%	14%	14%	14%	15%	14%	18%	20%	18%	*%
Special delivery - Next Day (by 1pm)	273	94	84	152	51	27	169	113	30	5	8	3
	31%	39%	36%	46%	59% ab	63% b	38%	33%	40%	15%	20%	27%
Royal Mail Tracked	355	118	86	153	44	26	218	161	42	5	7	3
	41%	48%	37%	46%	51%	62%	49%	48%	55% bc	17%	17%	34%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	3	6	4	4	-	3	*	4	-	1	-
	1%	1%	3%	1%	4%	-%	1%	*%	5%	-%	2%	-%
Refused	6	-	-	-	-	-	6	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
None of these	37	11	13	5	5	4	12	20	-	*	5	-
	4%	5%	6%	2%	5%	10% c	3%	6%	-%	*%	13% a	-%
Don't know	2	*	*	*	-	-	*	1	-	*	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	905	793	620	841	673	583	603	772	147	2	771	49	318	587
Effective base	347	299	231	320	261	214	222	305	52	1	285	23	129	219
Weighted Base	868	746	551	796	629	526	499	763	143	1	709	59	307	561
Royal Mail signed for 1st Class	482	412	338	438	367	287	324	414	100	1	374	29	191	291
	56%	55%	61%	55%	58%	55%	65% b	54%	70% b	100%	53%	48%	62%	52%
Royal Mail signed for 2nd Class	249	203	174	226	195	137	151	225	45	-	204	15	105	144
	29%	27%	32%	28%	31%	26%	30%	30%	32%	-%	29%	25%	34%	26%
Special delivery - Next Day (by 9am)	104	89	63	94	85	62	66	87	26	-	87	7	33	71
	12%	12%	11%	12%	14%	12%	13%	11%	18%	-%	12%	13%	11%	13%
Special delivery - Next Day (by 1pm)	273	245	198	261	223	180	190	247	63	-	234	19	93	179
	31%	33%	36%	33%	35%	34%	38%	32%	44%	-%	33%	33%	30%	32%
Royal Mail Tracked	355	312	241	330	272	231	221	322	66	1	313	14	122	233
	41%	42%	44%	41%	43%	44%	44%	42%	46%	100%	44%	23%	40%	42%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	9	3	9	9	7	5	9	5	-	7	3	9	1
	1%	1%	1%	1%	2%	1%	1%	1%	3%	-%	1%	5%	3% b	*%
Refused	6	6	-	6	-	-	-	6	-	-	6	-	-	6
	1%	1%	-%	1%	-%	-%	-%	1%	-%	-%	1%	-%	-%	1%
None of these	37	35	15	37	22	29	9	37	3	-	27	8	11	26
	4%	5%	3%	5%	3%	5%	2%	5%	2%	-%	4%	13% a	4%	5%
Don't know	2	2	2	2	2	2	1	2	-	-	2	-	-	2
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	905	290	14	127	218	168	475	259	143	143	593	421	484
Effective base	347	104	7	39	86	62	191	93	62	50	231	132	215
Weighted Base	868	266	12	99	216	146	475	245	133	140	577	324	544
Royal Mail signed for 1st Class	482	158	3	55	126	88	255	139	74	85	309	177	305
	56%	60%	26%	55%	58%	60%	54%	57%	55%	61%	54%	55%	56%
Royal Mail signed for 2nd Class	249	94	5	46	65	55	125	67	44	48	151	69	180
	29%	35%	41%	46%	30%	38%	26%	28%	33%	35%	26%	21%	33% a
Special delivery - Next Day (by 9am)	104	50	1	20	36	34	52	18	21	15	61	49	56
	12%	19%	7%	20%	17%	23% bc	11%	7%	16%	11%	11%	15%	10%
Special delivery - Next Day (by 1pm)	273	78	2	20	71	45	149	79	47	46	180	104	169
	31%	29%	14%	20%	33%	31%	31%	32%	35%	33%	31%	32%	31%
Royal Mail Tracked	355	122	3	40	89	78	173	104	49	65	237	144	211
	41%	46%	26%	40%	41%	53% b	36%	42%	37%	47%	41%	44%	39%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	9	-	1	9	5	5	*	9	-	-	4	6
	1%	3%	-%	1%	4%	3%	1%	*%	7% bc	-%	-%	1%	1%
Refused	6	-	-	-	-	-	6	-	-	-	6	6	-
	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	2%	-%
None of these	37	22	-	5	19	4	27	7	8	*	29	18	19
	4%	8%	-%	5%	9%	2%	6%	3%	6%	*%	5%	5%	4%
Don't know	2	*	-	*	*	*	2	*	-	-	2	1	1
	*%	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 116 (continuation)

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All using RM (QV4=1) for urgent, tracked or timed delivery of letters, large letters or parcels/packets (QV6b1/2/3=1-3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	905	230	268	234	173	498	407
Effective base	347	82	98	92	80	177	172
Weighted Base	868	244	228	225	172	471	397
Royal Mail signed for 1st Class	482	121	135	131	95	256	226
	56%	50%	59%	58%	55%	54%	57%
Royal Mail signed for 2nd Class	249	49	64	67	68	114	136
	29%	20%	28%	30%	40%	24%	34%
					a		a
Special delivery - Next Day (by 9am)	104	27	24	30	23	51	54
	12%	11%	10%	13%	14%	11%	14%
Special delivery - Next Day (by 1pm)	273	68	92	58	55	160	113
	31%	28%	40%	26%	32%	34%	29%
			c				
Royal Mail Tracked	355	115	82	91	67	197	158
	41%	47%	36%	40%	39%	42%	40%
I send urgent or tracked mail by a carrier other than Royal Mail (PLEASE SPECIFY)	9	2	3	4	1	5	5
	1%	1%	1%	2%	*%	1%	1%
Refused	6	6	-	-	-	6	-
	1%	3%	-%	-%	-%	1%	-%
None of these	37	11	4	17	5	15	22
	4%	5%	2%	7%	3%	3%	5%
Don't know	2	2	*	*	*	2	*
	*%	1%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1428	691	737	962	245	63	158	466
Effective base	535	242	299	487	148	25	93	194
Weighted Base	1246	489	757	1184	51	7	4	62
Standard Stamped Mail 1st Class	756	273	482	729	23	3	2	27
	61%	56%	64%	62%	45%	40%	42%	44%
				bcde				
Standard Stamped Mail 2nd Class	640	191	449	618	20	1	2	22
	51%	39%	59%	52%	38%	16%	40%	36%
			a	bcde	c		c	c
1st Class large letter stamps	330	83	247	318	10	1	1	12
	27%	17%	33%	27%	20%	17%	16%	19%
			a	de				
2nd Class large letter stamps	265	54	211	258	6	1	*	8
	21%	11%	28%	22%	13%	13%	11%	12%
			a	bde				
Franked / metered mail 1st Class	65	49	15	47	12	4	2	17
	5%	10%	2%	4%	24%	54%	41%	28%
		b			a	abe	abe	a
Franked / metered mail 2nd Class	48	39	10	36	9	2	1	13
	4%	8%	1%	3%	18%	31%	31%	20%
		b			a	a	abe	a
PPI - PPI 1st Class (Printed Postage Impressions)	12	*	12	11	1	1	*	2
	1%	*%	2%	1%	1%	10%	7%	3%
						ab	ab	
PPI - PPI 2nd Class (Printed Postage Impressions)	15	2	14	14	1	*	*	1
	1%	*%	2%	1%	2%	5%	2%	2%
None of these (DO NOT READ OUT)	18	5	13	18	*	-	-	*
	1%	1%	2%	1%	*%	-%	-%	*%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1428	533	276	153	142	166	158	962	245	221
Effective base	535	281	142	93	87	84	93	487	148	57
Weighted Base	1246	768	301	115	30	28	4	1184	51	11
Standard Stamped Mail 1st Class	756	484	180	64	12	14	2	729	23	4
	61%	63%	60%	56%	40%	50%	42%	62%	45%	41%
		defhi	dfhi	d				defhi		
Standard Stamped Mail 2nd Class	640	417	148	52	11	10	2	618	20	3
	51%	54%	49%	46%	35%	36%	40%	52%	38%	24%
		defhi	di	i				defhi		
1st Class large letter stamps	330	210	87	22	7	4	1	318	10	2
	27%	27%	29%	19%	24%	15%	16%	27%	20%	17%
		ef	ef					ef		
2nd Class large letter stamps	265	180	61	17	4	3	*	258	6	1
	21%	23%	20%	15%	14%	11%	11%	22%	13%	12%
		efh						efh		
Franked / metered mail 1st Class	65	7	25	15	8	8	2	47	12	5
	5%	1%	8%	13%	26%	29%	41%	4%	24%	49%
			ag	ag	abcg	abcg	abcdgh	a	abcg	abcdegh
Franked / metered mail 2nd Class	48	5	15	15	6	5	1	36	9	3
	4%	1%	5%	13%	22%	17%	31%	3%	18%	31%
			a	abg	abg	abg	abcegh	a	abg	abcgh
PPI - PPI 1st Class (Printed Postage Impressions)	12	5	5	1	1	1	*	11	1	1
	1%	1%	2%	1%	2%	3%	7%	1%	1%	9%
							abcgh			abcgh
PPI - PPI 2nd Class (Printed Postage Impressions)	15	11	*	2	1	*	*	14	1	*
	1%	1%	*%	2%	3%	2%	2%	1%	2%	4%
					b					
None of these (DO NOT READ OUT)	18	12	5	1	-	*	-	18	*	-
	1%	2%	2%	1%	-%	1%	-%	1%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1428	474	163	61	36	164
Effective base	535	271	66	24	13	32
Weighted Base	1246	746	152	27	9	38
Standard Stamped Mail 1st Class	756	463	95	18	6	22
	61%	62%	63%	67%	58%	58%
Standard Stamped Mail 2nd Class	640	420	83	10	6	13
	51%	56%	55%	36%	61%	34%
		e				
1st Class large letter stamps	330	227	47	4	2	13
	27%	30%	31%	16%	18%	35%
2nd Class large letter stamps	265	194	28	2	2	10
	21%	26%	18%	6%	18%	25%
		c				
Franked / metered mail 1st Class	65	11	*	5	2	10
	5%	1%	*%	18%	19%	27%
				ab	ab	ab
Franked / metered mail 2nd Class	48	7	4	2	2	6
	4%	1%	3%	7%	18%	15%
				a	ab	ab
PPI - PPI 1st Class (Printed Postage Impressions)	12	7	*	2	*	1
	1%	1%	*%	7%	1%	1%
				ab		
PPI - PPI 2nd Class (Printed Postage Impressions)	15	11	-	1	*	1
	1%	2%	-%	5%	1%	2%
None of these (DO NOT READ OUT)	18	12	5	1	-	-
	1%	2%	3%	3%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1428	75	87	111	55	95	115	76	71	84	769	228	225	206
Effective base	535	47	59	54	31	62	64	50	37	50	427	142	144	63
Weighted Base	1246	90	109	185	56	115	198	154	88	106	1100	73	48	25
Standard Stamped Mail 1st Class	756	55	60	112	38	74	118	97	45	62	663	48	28	17
	61%	61%	55%	61%	67%	65%	60%	63%	52%	59%	60%	66%	59%	67%
Standard Stamped Mail 2nd Class	640	53	58	79	21	60	104	92	41	58	565	37	24	13
	51%	58%	53%	43%	37%	52%	53%	59%	47%	55%	51%	51%	50%	52%
1st Class large letter stamps	330	23	40	55	6	24	77	37	17	19	298	13	10	9
	27%	25%	36%	30%	12%	21%	39%	24%	20%	18%	27%	18%	21%	36%
			dikl				dehikl				k			dikl
2nd Class large letter stamps	265	15	31	28	7	22	65	34	18	16	236	14	10	5
	21%	17%	28%	15%	12%	19%	33%	22%	21%	15%	21%	20%	20%	22%
							cdijk							
Franked / metered mail 1st Class	65	10	7	12	5	3	8	2	6	6	58	3	3	1
	5%	11%	6%	6%	9%	2%	4%	1%	6%	6%	5%	4%	6%	4%
Franked / metered mail 2nd Class	48	6	8	7	2	3	4	2	4	5	42	3	2	1
	4%	7%	7%	4%	4%	2%	2%	1%	5%	5%	4%	4%	4%	6%
PPI - PPI 1st Class (Printed Postage Impressions)	12	*	-	*	-	3	3	-	3	3	12	*	-	1
	1%	*%	-%	*%	-%	3%	1%	-%	3%	3%	1%	*%	-%	2%
						l								
PPI - PPI 2nd Class (Printed Postage Impressions)	15	*	-	-	5	3	1	-	6	*	15	-	*	*
	1%	*%	-%	-%	9%	3%	*%	-%	7%	*%	1%	-%	1%	*%
					bcfgijklm	k			cjklm					
None of these (DO NOT READ OUT)	18	-	1	9	-	*	4	-	-	3	17	*	-	-
	1%	-%	1%	5%	-%	*%	2%	-%	-%	3%	2%	*%	-%	-%
				klm						l				

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1428	55	95	11	188	212	68	114	631	1112	316	1286	142
Effective base	535	19	29	4	64	79	32	48	263	423	123	499	42
Weighted Base	1246	48	64	10	174	251	43	114	469	1037	209	1182	64
Standard Stamped Mail 1st Class	756	30	33	7	100	139	24	73	297	628	128	725	31
	61%	62%	51%	74%	57%	55%	55%	64%	63%	61%	61%	61%	48%
Standard Stamped Mail 2nd Class	640	19	28	4	84	121	26	66	257	511	128	617	23
	51%	40%	43%	45%	48%	48%	61%	58%	55%	49%	61% a	52% b	35%
1st Class large letter stamps	330	3	22	3	29	81	5	35	136	285	45	318	13
	27%	6%	35% af	28%	16%	32% adf	12%	31% a	29% adf	27%	22%	27%	20%
2nd Class large letter stamps	265	3	14	3	32	48	3	31	117	214	51	258	8
	21%	6%	23%	28%	19%	19%	7%	27% f	25% f	21%	24%	22%	12%
Franked / metered mail 1st Class	65	2	9	1	9	6	*	5	32	54	10	54	10
	5%	5%	15% ef	10%	5%	2%	*%	4%	7%	5%	5%	5%	16% a
Franked / metered mail 2nd Class	48	2	2	*	7	6	*	4	26	41	8	40	8
	4%	5%	3%	5%	4%	3%	*%	4%	5%	4%	4%	3%	13% a
PPI - PPI 1st Class (Printed Postage Impressions)	12	-	2	-	*	5	-	1	1	8	5	12	*
	1%	-%	3%	-%	*%	2%	-%	1%	*%	1%	2%	1%	*%
PPI - PPI 2nd Class (Printed Postage Impressions)	15	-	1	-	*	11	-	*	1	11	5	15	*
	1%	-%	2%	-%	*%	4% h	-%	*%	*%	1%	2%	1%	*%
None of these (DO NOT READ OUT)	18	6	-	-	*	3	-	7	1	15	3	18	-
	1%	13% bdeh	-%	-%	*%	1%	-%	6% dh	*%	1%	1%	2%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1428	1402	26	886	281	258
Effective base	535	522	14	337	90	109
Weighted Base	1246	1220	26	801	188	256
Standard Stamped Mail 1st Class	756	736	20	509	116	130
	61%	60%	75%	64% c	62%	51%
Standard Stamped Mail 2nd Class	640	628	12	437	100	102
	51%	51%	46%	55% c	53%	40%
1st Class large letter stamps	330	328	2	186	77	67
	27%	27%	8%	23%	41% ac	26%
2nd Class large letter stamps	265	263	2	156	57	51
	21%	22%	9%	20%	30% a	20%
Franked / metered mail 1st Class	65	65	-	30	18	17
	5%	5%	-%	4%	9% a	6%
Franked / metered mail 2nd Class	48	48	-	18	12	19
	4%	4%	-%	2%	6%	7% a
PPI - PPI 1st Class (Printed Postage Impressions)	12	12	-	1	1	11
	1%	1%	-%	*%	*%	4% a
PPI - PPI 2nd Class (Printed Postage Impressions)	15	15	-	1	*	14
	1%	1%	-%	*%	*%	6% ab

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1428	1402	26	886	281	258
Effective base	535	522	14	337	90	109
Weighted Base	1246	1220	26	801	188	256
None of these (DO NOT READ OUT)	18	18	-	7	*	10
	1%	1%	-%	1%	*%	4%
						a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1428	1100	245	50	9	8	6	5	5	1345	83	33	547	553	328
Effective base	535	459	68	7	1	2	2	2	2	526	9	3	240	223	77
Weighted Base	1246	1075	147	19	3	1	*	*	*	1222	24	5	610	465	171
Standard Stamped Mail 1st Class	756	690	56	8	*	1	*	*	*	746	10	2	403	287	65
	61%	64%	38%	42%	5%	80%	97%	74%	12%	61%	40%	30%	66%	62%	38%
		b								b			c	c	
Standard Stamped Mail 2nd Class	640	582	53	2	3	*	*	*	*	635	5	3	332	250	58
	51%	54%	36%	10%	95%	2%	97%	87%	12%	52%	21%	62%	54%	54%	34%
		bcj								bc			c	c	
1st Class large letter stamps	330	278	49	3	*	-	*	*	*	327	4	*	127	151	52
	27%	26%	33%	17%	5%	-%	82%	87%	5%	27%	15%	7%	21%	32%	31%
														a	
2nd Class large letter stamps	265	235	30	1	*	*	*	*	-	264	1	*	108	126	31
	21%	22%	20%	4%	2%	*%	79%	87%	-%	22%	4%	5%	18%	27%	18%
														a	
Franked / metered mail 1st Class	65	42	20	3	-	*	-	*	*	61	3	*	3	39	23
	5%	4%	13%	16%	-%	2%	-%	14%	74%	5%	14%	7%	*%	8%	13%
			ai											a	a
Franked / metered mail 2nd Class	48	31	16	1	*	*	*	*	*	47	2	*	7	24	18
	4%	3%	11%	6%	1%	4%	3%	13%	77%	4%	6%	8%	1%	5%	10%
			ai											a	a
PPI - PPI 1st Class (Printed Postage Impressions)	12	1	10	1	*	*	*	*	*	11	2	1	*	*	12
	1%	*%	7%	7%	*%	16%	3%	2%	73%	1%	8%	10%	*%	*%	7%
			ai	a							a	a			ab
PPI - PPI 2nd Class (Printed Postage Impressions)	15	1	12	2	-	*	*	*	*	12	3	1	*	*	15
	1%	*%	8%	13%	-%	16%	3%	2%	85%	1%	13%	11%	*%	*%	9%
			ai	ai						a	ai	a			ab
None of these (DO NOT READ OUT)	18	11	*	6	-	-	-	-	-	11	6	-	*	11	7
	1%	1%	*%	33%	-%	-%	-%	-%	-%	1%	26%	-%	*%	2%	4%
				abi							abi			a	a

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	1428	1288	740	1428	550	271	380	1151	110	66	46	18	24	13
Effective base	535	470	276	535	212	87	139	474	31	16	11	4	2	3
Weighted Base	1246	1046	635	1246	498	164	309	1104	75	38	15	4	7	2
Standard Stamped Mail 1st Class	756	681	374	756	294	94	187	688	37	19	6	3	1	1
	61%	65%	59%	61%	59%	57%	61%	62%	49%	50%	43%	77%	10%	61%
Standard Stamped Mail 2nd Class	640	560	322	640	274	86	161	571	46	17	3	2	1	*
	51%	54%	51%	51%	55%	52%	52%	52%	62%	43%	20%	38%	10%	9%
								d	d					
1st Class large letter stamps	330	252	266	330	170	61	107	282	26	13	1	2	6	*
	27%	24%	42%	27%	34%	37%	34%	26%	35%	33%	10%	36%	85%	*%
			ac		ac	ac	a							
2nd Class large letter stamps	265	208	220	265	134	51	89	238	16	3	1	1	6	*
	21%	20%	35%	21%	27%	31%	29%	22%	22%	8%	9%	25%	84%	*%
			ac		a	ac	a							
Franked / metered mail 1st Class	65	62	45	65	24	25	35	48	5	3	5	2	2	*
	5%	6%	7%	5%	5%	15%	11%	4%	6%	9%	32%	47%	26%	15%
						abcd	acd				ab			
Franked / metered mail 2nd Class	48	46	30	48	14	18	20	36	6	4	1	1	1	*
	4%	4%	5%	4%	3%	11%	6%	3%	7%	11%	7%	12%	14%	14%
						abcd								
PPI - PPI 1st Class (Printed Postage Impressions)	12	4	12	12	12	1	4	10	*	*	2	*	-	*
	1%	*%	2%	1%	2%	1%	1%	1%	*%	*%	13%	1%	-%	26%
			a		a						a			
PPI - PPI 2nd Class (Printed Postage Impressions)	15	4	15	15	12	1	5	12	1	*	2	*	*	1
	1%	*%	2%	1%	2%	1%	2%	1%	2%	*%	12%	*%	*%	29%
			a		a						a			
None of these (DO NOT READ OUT)	18	12	10	18	11	*	4	17	-	*	-	-	-	-
	1%	1%	2%	1%	2%	*%	1%	2%	-%	1%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1428	445	28	25	21	6	14	11	31	509	280	370	238	31
Effective base	535	189	10	5	5	3	2	3	8	225	107	140	60	7
Weighted Base	1246	443	25	14	7	3	3	3	9	564	239	299	127	17
Standard Stamped Mail 1st Class	756	268	15	3	4	1	2	2	5	378	157	172	45	4
	61%	60%	59%	21%	52%	34%	66%	87%	60%	67% de	66% de	58% d	35%	22%
Standard Stamped Mail 2nd Class	640	251	11	6	3	2	*	*	3	312	126	146	51	4
	51%	57%	45%	46%	45%	73%	8%	*%	30%	55% d	53%	49%	40%	24%
1st Class large letter stamps	330	152	6	6	5	1	*	*	1	123	77	88	37	5
	27%	34%	23%	42%	74%	34%	6%	*%	14%	22%	32% a	29%	29%	32%
2nd Class large letter stamps	265	120	2	6	4	2	*	*	2	96	59	82	21	7
	21%	27%	7%	43%	64%	59%	2%	*%	23%	17%	25%	27% a	17%	40%
Franked / metered mail 1st Class	65	19	1	1	*	*	2	*	3	3	10	27	21	3
	5%	4%	6%	5%	5%	1%	88%	10%	32% a	1%	4% a	9% a	17% ab	20% a
Franked / metered mail 2nd Class	48	13	*	1	*	*	*	*	*	5	7	18	17	1
	4%	3%	1%	5%	1%	1%	1%	10%	4%	1%	3%	6% a	13% ab	4%
PPI - PPI 1st Class (Printed Postage Impressions)	12	10	2	1	*	-	*	*	*	1	*	10	2	*
	1%	2%	6%	4%	*%	-%	*%	10%	3%	*%	*%	3% a	1%	2%
PPI - PPI 2nd Class (Printed Postage Impressions)	15	9	1	-	1	-	*	*	*	1	*	10	1	3
	1%	2%	5%	-%	16%	-%	*%	12%	4%	*%	*%	3% a	1%	20% abcd

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1428	445	28	25	21	6	14	11	31	509	280	370	238	31
Effective base	535	189	10	5	5	3	2	3	8	225	107	140	60	7
Weighted Base	1246	443	25	14	7	3	3	3	9	564	239	299	127	17
None of these (DO NOT READ OUT)	18	11	*	-	-	-	-	-	-	7	-	6	5	-
	1%	2%	1%	-%	-%	-%	-%	-%	-%	1%	-%	2%	4%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1428	195	111	149	78	17	299	49	197	1355	73	1389	39
Effective base	535	99	43	47	19	4	125	17	70	511	24	523	13
Weighted Base	1246	236	94	115	42	11	304	41	152	1182	64	1205	41
Standard Stamped Mail 1st Class	756	155	61	58	12	8	181	25	88	733	23	747	9
	61%	66% d	65% d	51%	29%	71%	59%	62%	58%	62% b	36%	62% b	22%
Standard Stamped Mail 2nd Class	640	144	57	49	18	6	173	21	80	606	33	617	22
	51%	61% c	61%	43%	42%	59%	57%	53%	53%	51%	52%	51%	55%
1st Class large letter stamps	330	88	30	39	13	*	111	11	47	318	13	321	9
	27%	37%	32%	34%	32%	1%	37%	27%	31%	27%	20%	27%	23%
2nd Class large letter stamps	265	64	28	34	7	*	103	10	21	247	18	254	11
	21%	27%	29%	30%	18%	1%	34% c	25%	14%	21%	29%	21%	28%
Franked / metered mail 1st Class	65	7	2	9	3	4	12	2	10	59	6	61	3
	5%	3%	2%	7%	6%	40%	4%	4%	7%	5%	9%	5%	8%
Franked / metered mail 2nd Class	48	4	3	4	3	*	8	*	5	44	5	45	4
	4%	2%	3%	4%	6%	3%	3%	*%	4%	4%	7%	4%	9%
PPI - PPI 1st Class (Printed Postage Impressions)	12	*	2	8	2	*	12	-	*	10	3	12	-
	1%	*%	3%	7% a	4%	2%	4%	-%	*%	1%	4%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1428	195	111	149	78	17	299	49	197	1355	73	1389	39
Effective base	535	99	43	47	19	4	125	17	70	511	24	523	13
Weighted Base	1246	236	94	115	42	11	304	41	152	1182	64	1205	41
PPI - PPI 2nd Class (Printed Postage Impressions)	15	-	-	9	2	*	11	-	*	15	*	15	*
	1%	-%	-%	8% a	6%	3%	4%	-%	*%	1%	*%	1%	*%
None of these (DO NOT READ OUT)	18	1	4	6	-	-	6	*	5	13	4	13	4
	1%	*%	5%	5%	-%	-%	2%	1%	3%	1%	7% a	1%	11% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1428	118	130	250	50	430	120	419	1272	157	349	702	127
Effective base	535	52	43	99	12	173	40	139	468	43	129	265	45
Weighted Base	1246	129	91	227	36	415	82	346	1043	105	310	609	126
Standard Stamped Mail 1st Class	756	89	47	152	10	244	50	261	678	80	213	353	92
	61%	69%	51%	67% b	29%	59%	61%	75% b	65%	76%	69% b	58%	73%
Standard Stamped Mail 2nd Class	640	74	46	128	17	236	38	186	558	63	160	309	73
	51%	58%	51%	57%	48%	57%	47%	54%	54%	60%	52%	51%	58%
1st Class large letter stamps	330	48	25	89	4	146	24	134	250	53	149	253	75
	27%	37%	28%	39% b	10%	35%	29%	39% b	24%	50% b	48%	42%	60% b
2nd Class large letter stamps	265	41	25	73	8	111	23	99	207	38	115	206	51
	21%	32%	28%	32%	21%	27%	28%	29% b	20%	36% b	37%	34%	40%
Franked / metered mail 1st Class	65	5	8	13	2	15	9	24	62	7	18	44	4
	5%	4%	9%	6%	6%	4%	11%	7%	6%	7%	6%	7%	3%
Franked / metered mail 2nd Class	48	2	4	5	4	11	3	14	46	3	12	30	3
	4%	2%	4%	2%	11%	3%	4%	4%	4%	3%	4%	5%	2%
PPI - PPI 1st Class (Printed Postage Impressions)	12	4	3	4	3	10	3	3	4	1	8	12	5
	1%	3%	3%	2%	7%	2%	3%	1%	*%	1%	2%	2%	4%
PPI - PPI 2nd Class (Printed Postage Impressions)	15	3	*	3	*	11	*	3	4	1	10	15	7
	1%	2%	*%	1%	1%	3%	*%	1%	*%	1%	3%	2%	6%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1428	118	130	250	50	430	120	419	1272	157	349	702	127
Effective base	535	52	43	99	12	173	40	139	468	43	129	265	45
Weighted Base	1246	129	91	227	36	415	82	346	1043	105	310	609	126
None of these (DO NOT READ OUT)	18	-	4	-	4	11	-	4	12	4	10	10	4
	1%	-%	5%	-%	12% a	3%	-%	1%	1%	4%	3%	2%	4%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1428	369	403	117	1	1278	723	460	1088	877	21
Effective base	535	136	158	40	1	468	269	178	403	326	3
Weighted Base	1246	332	373	93	1	1044	620	423	931	740	7
Standard Stamped Mail 1st Class	756	215	219	66	1	680	366	256	739	358	7
	61%	65%	59%	71%	100%	65%	59%	60%	79% b	48%	90%
Standard Stamped Mail 2nd Class	640	165	217	45	-	560	319	232	380	612	6
	51%	50%	58%	49%	-%	54%	51%	55%	41%	83% a	84%
1st Class large letter stamps	330	130	122	42	-	252	261	150	316	192	6
	27%	39%	33%	45%	-%	24%	42% a	35% a	34% b	26%	87%
2nd Class large letter stamps	265	90	107	29	-	207	219	116	197	244	6
	21%	27%	29%	31%	-%	20%	35% a	27% a	21%	33% a	87%
Franked / metered mail 1st Class	65	17	18	6	-	62	45	18	63	33	1
	5%	5%	5%	6%	-%	6%	7%	4%	7%	5%	11%
Franked / metered mail 2nd Class	48	8	12	2	-	46	30	13	34	46	1
	4%	2%	3%	2%	-%	4%	5%	3%	4%	6%	11%
PPI - PPI 1st Class (Printed Postage Impressions)	12	12	9	3	-	4	12	10	12	8	1
	1%	4%	3%	3%	-%	*%	2% a	2% a	1%	1%	14%
PPI - PPI 2nd Class (Printed Postage Impressions)	15	6	11	2	-	4	15	11	10	15	1
	1%	2%	3%	2%	-%	*%	2% a	3% a	1%	2%	10%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1428	369	403	117	1	1278	723	460	1088	877	21
Effective base	535	136	158	40	1	468	269	178	403	326	3
Weighted Base	1246	332	373	93	1	1044	620	423	931	740	7
None of these (DO NOT READ OUT)	18	8	11	4	-	12	10	11	10	6	-
	1%	2%	3%	5%	-%	1%	2%	3%	1%	1%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	*c	*d
Unweighted Base	1428	301	272	210	46	35	1050	874	76	33	29	9
Effective base	535	110	112	76	21	16	384	327	29	8	12	3
Weighted Base	1246	256	264	187	50	44	887	741	67	21	25	8
Standard Stamped Mail 1st Class	756	200	145	131	39	34	756	342	43	10	11	2
	61%	78%	55%	70%	77%	79%	85%	46%	65%	49%	45%	21%
		b		b			b					
Standard Stamped Mail 2nd Class	640	118	206	88	27	15	335	640	42	4	10	4
	51%	46%	78%	47%	53%	34%	38%	86%	63%	17%	40%	58%
			acde					a	b			
1st Class large letter stamps	330	118	83	88	32	25	330	195	22	3	4	4
	27%	46%	31%	47%	64%	57%	37%	26%	33%	16%	17%	58%
		b		b	b	b	b					
2nd Class large letter stamps	265	60	104	61	20	13	199	265	18	2	6	2
	21%	23%	39%	33%	39%	30%	22%	36%	26%	12%	22%	21%
			a					a				
Franked / metered mail 1st Class	65	15	6	9	1	1	65	33	4	1	3	*
	5%	6%	2%	5%	2%	2%	7%	5%	6%	7%	10%	*%
Franked / metered mail 2nd Class	48	9	7	6	1	1	33	48	2	3	*	*
	4%	4%	3%	3%	2%	1%	4%	7%	3%	12%	1%	*%
PPI - PPI 1st Class (Printed Postage Impressions)	12	7	7	7	2	2	12	7	6	*	2	*
	1%	3%	3%	4%	5%	5%	1%	1%	10%	1%	10%	3%
PPI - PPI 2nd Class (Printed Postage Impressions)	15	7	11	4	2	2	7	15	6	-	*	-
	1%	3%	4%	2%	4%	3%	1%	2%	9%	-%	1%	-%
None of these (DO NOT READ OUT)	18	4	6	8	-	-	-	-	3	4	-	-
	1%	1%	2%	4%	-%	-%	-%	-%	4%	21%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1428	1349	885	1377	865	878	675	1346	164	4	1234	61	323	1105
Effective base	535	505	315	517	311	309	234	510	57	3	447	28	134	401
Weighted Base	1246	1169	693	1198	689	672	473	1183	141	4	1036	68	322	924
Standard Stamped Mail 1st Class	756	726	467	742	454	417	331	731	108	4	646	21	195	561
	61%	62%	67%	62%	66%	62%	70% b	62%	76% b	83%	62% b	31%	60%	61%
Standard Stamped Mail 2nd Class	640	620	351	623	361	349	243	614	81	3	531	36	175	464
	51%	53%	51%	52%	52%	52%	51%	52%	57%	69%	51%	52%	54%	50%
1st Class large letter stamps	330	308	261	318	235	218	186	314	74	4	283	9	86	245
	27%	26%	38% ac	26%	34% ac	32%	39% b	27%	53% b	99%	27%	13%	27%	26%
2nd Class large letter stamps	265	254	206	256	185	175	123	254	58	2	238	5	75	190
	21%	22%	30% ac	21%	27%	26%	26%	21%	41% ab	52%	23%	7%	23%	21%
Franked / metered mail 1st Class	65	63	47	64	42	56	36	63	9	-	56	5	15	49
	5%	5%	7%	5%	6%	8%	8%	5%	6%	-%	5%	7%	5%	5%
Franked / metered mail 2nd Class	48	47	36	48	24	37	20	48	4	-	40	3	7	41
	4%	4%	5%	4%	3%	5%	4%	4%	3%	-%	4%	5%	2%	4%
PPI - PPI 1st Class (Printed Postage Impressions)	12	10	10	12	12	7	10	12	4	-	10	2	7	6
	1%	1%	1%	1%	2%	1%	2%	1%	3%	-%	1%	3%	2%	1%
PPI - PPI 2nd Class (Printed Postage Impressions)	15	8	10	11	11	6	10	12	7	-	15	-	9	7
	1%	1%	1%	1%	2%	1%	2%	1%	5% b	-%	1%	-%	3%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1428	1349	885	1377	865	878	675	1346	164	4	1234	61	323	1105
Effective base	535	505	315	517	311	309	234	510	57	3	447	28	134	401
Weighted Base	1246	1169	693	1198	689	672	473	1183	141	4	1036	68	322	924
None of these (DO NOT READ OUT)	18	8	8	11	7	5	5	10	4	-	10	4	14	4
	1%	1%	1%	1%	1%	1%	1%	1%	3%	-%	1%	7% a	4% b	*%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1428	259	10	87	214	142	819	456	112	120	1126	723	705
Effective base	535	95	4	28	83	54	328	150	46	41	429	231	305
Weighted Base	1246	225	8	58	204	116	760	359	96	118	992	513	733
Standard Stamped Mail 1st Class	756	144	2	28	135	65	489	192	55	67	600	294	462
	61%	64%	29%	48%	66%	56%	64% c	53%	57%	57%	61%	57%	63%
Standard Stamped Mail 2nd Class	640	129	4	35	111	52	401	186	53	76	497	276	363
	51%	57%	49%	60%	54%	45%	53%	52%	55%	64%	50%	54%	50%
1st Class large letter stamps	330	83	4	16	77	28	210	92	30	38	262	125	206
	27%	37%	52%	27%	38%	24%	28%	26%	31%	32%	26%	24%	28%
2nd Class large letter stamps	265	71	*	19	61	34	171	60	26	28	208	113	153
	21%	31%	1%	33%	30%	30% c	22%	17%	27%	24%	21%	22%	21%
Franked / metered mail 1st Class	65	13	*	5	10	5	29	31	7	2	54	40	25
	5%	6%	1%	9%	5%	4%	4%	9% b	8%	2%	5%	8% b	3%
Franked / metered mail 2nd Class	48	6	*	2	8	1	27	21	3	3	42	26	22
	4%	2%	1%	3%	4%	1%	4%	6%	4%	2%	4%	5%	3%
PPI - PPI 1st Class (Printed Postage Impressions)	12	7	-	2	5	8	2	3	3	7	3	1	11
	1%	3%	-%	4%	2%	7% bc	*%	1%	3% c	6% c	*%	*%	2%
PPI - PPI 2nd Class (Printed Postage Impressions)	15	3	-	3	*	8	4	3	4	10	1	1	14
	1%	1%	-%	5%	*%	7% bc	1%	1%	4% c	8% c	*%	*%	2% a
None of these (DO NOT READ OUT)	18	4	-	-	4	7	6	5	-	3	14	5	13
	1%	2%	-%	-%	2%	6% b	1%	1%	-%	3%	1%	1%	2%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 117 (continuation)

QV6d.3 Which, if any, of the following Royal Mail services does your organisation use to send your standard letters?

Base: All using RM (QV4=1) for standard delivery of letters or large letters (QV6b1/2=4)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1428	356	435	381	256	791	637
Effective base	535	123	156	148	118	275	264
Weighted Base	1246	350	338	334	224	689	557
Standard Stamped Mail 1st Class	756	212	183	218	142	395	360
	61%	61%	54%	65%	64%	57%	65%
				b			
Standard Stamped Mail 2nd Class	640	163	182	180	115	345	295
	51%	46%	54%	54%	52%	50%	53%
1st Class large letter stamps	330	116	69	76	69	185	145
	27%	33%	20%	23%	31%	27%	26%
		b			b		
2nd Class large letter stamps	265	72	63	64	66	136	130
	21%	21%	19%	19%	29%	20%	23%
					b		
Franked / metered mail 1st Class	65	14	16	16	19	30	34
	5%	4%	5%	5%	8%	4%	6%
Franked / metered mail 2nd Class	48	13	12	10	14	25	24
	4%	4%	4%	3%	6%	4%	4%
PPI - PPI 1st Class (Printed Postage Impressions)	12	6	2	1	3	9	4
	1%	2%	1%	*%	1%	1%	1%
PPI - PPI 2nd Class (Printed Postage Impressions)	15	3	5	1	7	8	7
	1%	1%	1%	*%	3%	1%	1%
					c		
None of these (DO NOT READ OUT)	18	11	6	1	-	17	1
	1%	3%	2%	*%	-%	2%	*%
						b	

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2073	1047	1026	1473	338	76	186	600
Effective base	830	411	432	764	207	32	110	264
Weighted Base	1914	813	1100	1830	70	9	5	84
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	7	94	95	4	1	*	6
	5%	1%	9%	5%	6%	15%	6%	7%
			a			a		
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	9	31	38	2	*	*	2
	2%	1%	3%	2%	2%	1%	7%	3%
							a	
Switched from Royal Mail to other postal service providers	47	8	39	45	2	*	*	2
	2%	1%	4%	2%	3%	3%	3%	3%
			a					
Switched from other postal service providers to Royal Mail	14	5	9	13	1	-	*	1
	1%	1%	1%	1%	1%	-%	2%	1%
Or has not changed mail in the last 12 months?	1643	776	867	1573	60	7	4	70
	86%	95%	79%	86%	85%	74%	79%	83%
		b						
Don't Know (DO NOT READ OUT)	70	9	61	66	2	1	*	3
	4%	1%	6%	4%	3%	7%	4%	4%
			a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2073	852	416	205	207	207	186	1473	338	262
Effective base	830	455	215	123	130	108	110	764	207	69
Weighted Base	1914	1191	476	163	44	35	5	1830	70	13
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	68	21	7	3	2	*	95	4	2
	5%	6%	4%	4%	7%	6%	6%	5%	6%	12% bg
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	22	13	3	1	1	*	38	2	*
	2%	2%	3%	2%	2%	2%	7% ag	2%	2%	3%
Switched from Royal Mail to other postal service providers	47	28	13	3	1	1	*	45	2	*
	2%	2%	3%	2%	2%	4%	3%	2%	3%	3%
Switched from other postal service providers to Royal Mail	14	10	3	-	-	1	*	13	1	*
	1%	1%	1%	-%	-%	2%	2%	1%	1%	1%
Or has not changed mail in the last 12 months?	1643	1015	414	144	38	28	4	1573	60	10
	86%	85% i	87% i	88% i	86%	80%	79%	86% i	85%	76%
Don't Know (DO NOT READ OUT)	70	48	13	6	1	2	*	66	2	1
	4%	4%	3%	4%	2%	6%	4%	4%	3%	6%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2073	792	237	79	49	200
Effective base	830	436	99	27	8	34
Weighted Base	1914	1153	224	36	19	57
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	79	9	4	1	4
	5%	7%	4%	11%	5%	7%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	28	6	1	*	3
	2%	2%	3%	3%	1%	6%
Switched from Royal Mail to other postal service providers	47	31	8	1	*	3
	2%	3%	4%	2%	*%	5%
Switched from other postal service providers to Royal Mail	14	9	3	-	*	*
	1%	1%	1%	-%	1%	*%
Or has not changed mail in the last 12 months?	1643	957	194	29	18	46
	86%	83%	86%	79%	92%	80%
Don't Know (DO NOT READ OUT)	70	49	4	2	*	1
	4%	4%	2%	6%	*%	1%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base	830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base	1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	8	6	15	6	7	15	21	12	4	94	3	3	1
	5%	5%	4%	5%	6%	5%	5%	8% k	9% k	3%	6%	3%	4%	3%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	4	9	8	4	2	5	1	5	-	37	2	1	1
	2%	3%	6% il	2%	4%	1%	2%	1%	4%	-%	2%	1%	1%	2%
Switched from Royal Mail to other postal service providers	47	7	1	14	1	1	4	5	2	4	40	3	3	1
	2%	4%	1%	4%	2%	*%	2%	2%	1%	3%	2%	3%	4%	2%
Switched from other postal service providers to Royal Mail	14	-	*	3	2	3	-	-	3	-	10	2	1	*
	1%	-%	*%	1%	2%	2%	-%	-%	2%	-%	1%	2%	1%	1%
Or has not changed mail in the last 12 months?	1643	137	133	262	72	130	249	214	113	128	1439	103	67	35
	86%	86%	86%	84%	82%	85%	88%	86%	80%	89%	85%	89%	87%	91% h
Don't Know (DO NOT READ OUT)	70	3	6	11	3	10	10	9	6	7	65	2	3	1
	4%	2%	4%	4%	4%	7% km	3%	4%	4%	5%	4%	2%	3%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2073	73	169	18	233	296	111	139	947	1625	448	1884	189
Effective base	830	28	68	6	87	121	49	58	420	657	184	781	58
Weighted Base	1914	67	166	13	225	392	63	130	747	1586	328	1832	82
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	5	12	-	3	19	4	14	33	84	17	94	7
	5%	7%	7% d	-%	1%	5%	6%	11% dh	4%	5%	5%	5%	9%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	3	6	*	8	4	*	5	12	37	3	36	4
	2%	4%	4%	*%	3%	1%	*%	4%	2%	2%	1%	2%	5%
Switched from Royal Mail to other postal service providers	47	*	5	-	4	4	*	1	26	37	9	45	2
	2%	*%	3%	-%	2%	1%	*%	1%	4%	2%	3%	2%	2%
Switched from other postal service providers to Royal Mail	14	*	3	*	-	7	-	*	3	13	1	11	3
	1%	*%	2%	*%	-%	2%	-%	*%	*%	1%	*%	1%	3% a
Or has not changed mail in the last 12 months?	1643	59	139	9	202	348	57	103	648	1351	292	1580	62
	86%	88%	84%	67%	90%	89%	90%	79%	87%	85%	89%	86% b	76%
Don't Know (DO NOT READ OUT)	70	*	1	4	9	10	2	7	25	63	6	66	3
	4%	*%	1%	32%	4%	2%	3%	5%	3%	4%	2%	4%	4%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2073	2023	50	1289	373	408
Effective base	830	805	25	529	122	179
Weighted Base	1914	1861	52	1228	261	424
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	101	-	45	20	35
	5%	5%	-%	4%	8%	8%
						a
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	37	3	14	17	10
	2%	2%	5%	1%	6%	2%
					a	
Switched from Royal Mail to other postal service providers	47	47	-	21	8	18
	2%	3%	-%	2%	3%	4%
Switched from other postal service providers to Royal Mail	14	14	-	3	1	10
	1%	1%	-%	*%	*%	2%
						a
Or has not changed mail in the last 12 months?	1643	1595	47	1093	202	346
	86%	86%	91%	89%	78%	82%
				bc		
Don't Know (DO NOT READ OUT)	70	68	2	51	13	5
	4%	4%	4%	4%	5%	1%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base	830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base	1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	84	10	4	*	2	*	*	*	94	7	2	28	56	17
	5%	5%	5%	15%	2%	23%	18%	1%	1%	5%	12%	9%	3%	8% a	7%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	33	4	1	*	2	*	*	-	38	2	2	11	23	7
	2%	2%	2%	3%	*%	19%	1%	5%	-%	2%	4%	7%	1%	3% a	3%
Switched from Royal Mail to other postal service providers	47	27	13	*	-	4	*	-	2	40	7	7	10	18	20
	2%	2%	6% ai	1%	-%	54%	1%	-%	94%	2%	12% ai	28% ai	1%	3%	8% ab
Switched from other postal service providers to Royal Mail	14	7	6	*	*	-	*	-	-	13	1	1	2	5	7
	1%	*%	3% ai	*%	3%	-%	58%	-%	-%	1%	1%	2%	*%	1%	3% a
Or has not changed mail in the last 12 months?	1643	1438	167	25	12	*	*	*	*	1605	38	13	890	547	205
	86%	87% jk	83%	81%	94%	5%	3%	93%	6%	86% jk	69%	54%	91% bc	81%	80%
Don't Know (DO NOT READ OUT)	70	68	1	*	*	-	*	-	-	69	*	*	39	30	1
	4%	4%	*%	1%	*%	-%	19%	-%	-%	4%	1%	*%	4%	4% c	*%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base	830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base	1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	59	59	81	70	17	26	48	13	10	3	3	2	2
	5%	5%	8%	6%	9%	7%	6%	4%	14%	22%	14%	46%	13%	28%
					a				a	a				
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	20	26	35	20	7	10	27	1	4	*	*	3	*
	2%	2%	4%	2%	2%	3%	2%	2%	1%	7%	1%	3%	26%	1%
Switched from Royal Mail to other postal service providers	47	18	23	32	34	7	11	22	4	3	1	-	*	2
	2%	2%	3%	2%	4%	3%	3%	2%	5%	7%	3%	-%	*%	37%
					a									
Switched from other postal service providers to Royal Mail	14	3	8	8	10	2	5	5	3	*	*	-	*	*
	1%	*%	1%	1%	1%	1%	1%	*%	3%	*%	1%	-%	*%	2%
									a					
Or has not changed mail in the last 12 months?	1643	1014	584	1208	634	187	356	1081	65	29	20	4	7	2
	86%	87%	81%	85%	79%	82%	87%	88%	73%	63%	81%	51%	61%	32%
		bd		d			d	bc						
Don't Know (DO NOT READ OUT)	70	46	24	51	32	8	1	48	3	*	*	*	*	-
	4%	4%	3%	4%	4%	4%	*%	4%	3%	*%	*%	*%	*%	-%
		f	f	f	f	f								

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base	830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base	1914	717	37	21	12	5	3	5	14	633	286	347	129	20
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	52	9	2	3	1	2	2	5	19	18	27	14	2
	5%	7%	24%	8%	21%	18%	63%	40%	36%	3%	6%	8%	11%	11%
			a						a			a	a	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	15	2	1	*	*	*	1	2	3	18	6	7	1
	2%	2%	6%	4%	2%	4%	3%	22%	11%	*%	6%	2%	5%	5%
									a		ac		a	
Switched from Royal Mail to other postal service providers	47	29	1	3	1	*	*	*	1	14	4	8	5	1
	2%	4%	3%	17%	4%	1%	2%	9%	4%	2%	1%	2%	4%	7%
Switched from other postal service providers to Royal Mail	14	6	4	*	*	*	*	-	*	*	*	5	3	*
	1%	1%	11%	*%	*%	2%	1%	-%	1%	*%	*%	1%	2%	1%
			a											
Or has not changed mail in the last 12 months?	1643	586	18	15	9	4	1	1	6	573	230	290	100	15
	86%	82%	48%	71%	71%	72%	31%	28%	46%	91%	80%	84%	77%	76%
		bh								bcd				
Don't Know (DO NOT READ OUT)	70	29	3	-	-	*	-	-	*	22	16	12	*	*
	4%	4%	8%	-%	-%	3%	-%	-%	1%	4%	6%	3%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base	830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base	1914	344	174	208	59	14	550	52	197	1798	116	1359	56
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	22	15	16	12	6	62	2	6	91	10	80	1
	5%	6%	9%	7%	20% a	45% abc	11% c	4%	3%	5%	8%	6%	1%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	2	12	5	1	*	11	4	4	33	7	22	13
	2%	1%	7% a	2%	2%	2%	2%	8%	2%	2%	6%	2%	23% a
Switched from Royal Mail to other postal service providers	47	11	11	4	5	3	28	3	4	27	20	31	1
	2%	3%	6%	2%	9%	20% c	5%	6%	2%	1%	17% a	2%	2%
Switched from other postal service providers to Royal Mail	14	3	*	1	6	1	10	*	*	10	3	6	3
	1%	1%	*%	*%	10% abc	5%	2%	*%	*%	1%	3%	*%	5% a
Or has not changed mail in the last 12 months?	1643	290	123	181	35	4	418	40	174	1573	70	1172	35
	86%	84% bde	70% e	87% bde	60%	28%	76%	77%	88% a	87% b	60%	86% b	63%
Don't Know (DO NOT READ OUT)	70	17	13	1	*	*	20	3	9	64	6	48	3
	4%	5%	8% c	1%	*%	1%	4%	5%	5%	4%	5%	4%	5%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base	830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base	1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	28	11	26	4	61	9	33	48	12	43	51	18	-
	5%	14%	9%	10%	7%	9%	8%	7%	5%	10%	11%	8%	13%	-%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	5	7	10	8	19	1	13	17	5	24	14	11	-
	2%	2%	6%	4%	14%	3%	1%	3%	2%	4%	6% b	2%	8% b	-%
Switched from Royal Mail to other postal service providers	47	12	14	23	6	14	21	10	12	1	8	21	6	*
	2%	6%	12%	9%	10%	2%	17% a	2%	1%	1%	2%	3%	5%	54%
Switched from other postal service providers to Royal Mail	14	3	3	6	*	9	*	2	2	2	4	7	3	-
	1%	2%	3%	2%	*%	1%	*%	1%	*%	1%	1%	1%	2%	-%
Or has not changed mail in the last 12 months?	1643	148	82	198	36	551	83	364	926	101	305	501	103	*
	86%	76%	67%	75%	64%	81% b	69%	82%	89% a	81%	77%	82%	73%	46%
Don't Know (DO NOT READ OUT)	70	*	6	3	3	26	6	22	39	3	16	14	*	-
	4%	*%	5%	1%	5%	4%	5%	5%	4%	2%	4%	2%	*%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2073	573	523	163	2	1402	814	700	1223	937	27
Effective base	830	227	216	61	2	515	306	288	456	350	4
Weighted Base	1914	552	527	148	1	1156	704	702	1054	795	8
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	58	65	20	-	59	58	66	68	60	1
	5%	10%	12%	13%	-%	5%	8%	9% a	6%	8%	13%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	16	11	7	-	20	22	19	19	12	*
	2%	3%	2%	5%	-%	2%	3%	3%	2%	2%	*%
Switched from Royal Mail to other postal service providers	47	33	16	7	*	16	23	16	22	13	*
	2%	6%	3%	5%	32%	1%	3%	2%	2%	2%	3%
Switched from other postal service providers to Royal Mail	14	10	2	2	-	3	5	10	2	5	*
	1%	2%	*%	1%	-%	*%	1%	1% a	*%	1%	3%
Or has not changed mail in the last 12 months?	1643	417	414	112	1	1013	571	566	905	674	7
	86%	76%	79%	76%	68%	88% bc	81%	81%	86%	85%	80%
Don't Know (DO NOT READ OUT)	70	18	19	*	-	45	24	24	38	30	-
	4%	3%	4%	*%	-%	4%	3%	3%	4%	4%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2073	370	338	348	69	44	1050	874	118	58	57	22
Effective base	830	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	1914	347	352	337	91	53	887	741	101	40	47	14
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	43	43	38	20	9	49	47	101	-	-	-
	5%	12%	12%	11%	22%	18%	6%	6%	100% bc	-%	-%	-%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	4	3	12	3	1	12	6	-	40	-	-
	2%	1%	1%	4%	3%	1%	1%	1%	-%	100% ac	-%	-%
Switched from Royal Mail to other postal service providers	47	12	8	8	4	*	15	15	-	-	47	-
	2%	3%	2%	2%	5%	*%	2%	2%	-%	-%	100% ab	-%
Switched from other postal service providers to Royal Mail	14	5	7	4	2	-	5	4	-	-	-	14
	1%	1%	2%	1%	2%	-%	1%	1%	-%	-%	-%	100%
Or has not changed mail in the last 12 months?	1643	270	284	269	63	43	778	643	-	-	-	-
	86%	78%	81%	80%	69%	81%	88%	87%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	70	14	7	6	-	-	28	26	-	-	-	-
	4%	4%	2%	2%	-%	-%	3%	4%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base	830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base	1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	79	57	92	69	51	56	82	22	-	81	11	55	46
	5%	5%	6%	5%	6%	5%	7%	5%	11% b	-%	5%	11%	11% b	3%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	31	26	36	29	18	26	35	5	-	24	8	32	8
	2%	2%	3%	2%	3%	2%	3%	2%	3%	-%	1%	8% a	7% b	1%
Switched from Royal Mail to other postal service providers	47	36	27	40	40	21	35	36	10	*	30	12	32	15
	2%	2%	3%	2%	4%	2%	4% b	2%	5%	1%	2%	13% a	6% b	1%
Switched from other postal service providers to Royal Mail	14	10	5	10	10	12	8	7	3	-	8	-	8	6
	1%	1%	1%	1%	1%	1%	1%	*%	2%	-%	*%	-%	2%	*%
Or has not changed mail in the last 12 months?	1643	1444	823	1477	902	963	655	1489	149	4	1404	63	348	1294
	86%	87% d	84%	86%	83%	89% bd	81%	87% ac	76%	99%	88% b	65%	71%	91% a
Don't Know (DO NOT READ OUT)	70	52	42	60	43	13	31	63	6	-	45	3	13	57
	4%	3% e	4% e	3% e	4% e	1%	4%	4%	3%	-%	3%	3%	3%	4%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base	830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base	1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	41	1	14	29	29	32	40	25	21	54	58	43
	5%	12%	7%	12%	10%	15%	3%	8%	13%	11%	4%	8%	4%
						b		b	c	c		b	
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	10	*	8	10	6	18	16	5	17	19	28	12
	2%	3%	*%	7%	3%	3%	2%	3%	3%	8%	1%	4%	1%
										c		b	
Switched from Royal Mail to other postal service providers	47	27	4	19	18	16	24	7	26	12	7	23	24
	2%	8%	22%	16%	6%	8%	2%	1%	13%	6%	*%	3%	2%
				b		bc			c	c			
Switched from other postal service providers to Royal Mail	14	6	3	6	3	9	2	3	12	1	1	4	10
	1%	2%	19%	5%	1%	4%	*%	1%	6%	*%	*%	1%	1%
						bc			bc				
Or has not changed mail in the last 12 months?	1643	253	8	67	225	134	1040	451	124	143	1314	597	1045
	86%	74%	52%	57%	77%	68%	89%	85%	65%	72%	91%	82%	88%
					a		a	a			ab		a
Don't Know (DO NOT READ OUT)	70	6	-	3	6	4	54	12	-	6	55	22	47
	4%	2%	-%	3%	2%	2%	5%	2%	-%	3%	4%	3%	4%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 118 (continuation)

QV7a. In the last 12 months, has your organisation:

Base: All using RM (QV4=1)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2073	449	567	555	502	1016	1057
Effective base	830	169	212	210	256	376	461
Weighted Base	1914	474	478	478	484	952	962
Changed some of your postal volume from a higher cost Royal Mail product to a lower cost Royal Mail product?	101	16	33	33	19	49	52
	5%	3%	7%	7%	4%	5%	5%
Changed post from a lower cost Royal Mail product to a higher cost Royal Mail product	40	17	6	15	2	23	17
	2%	4%	1%	3%	*%	2%	2%
		d		d			
Switched from Royal Mail to other postal service providers	47	12	15	14	7	27	20
	2%	2%	3%	3%	1%	3%	2%
Switched from other postal service providers to Royal Mail	14	3	5	2	3	8	6
	1%	1%	1%	1%	1%	1%	1%
Or has not changed mail in the last 12 months?	1643	411	408	394	429	820	823
	86%	87%	85%	82%	89%	86%	86%
Don't Know (DO NOT READ OUT)	70	15	12	20	23	27	43
	4%	3%	2%	4%	5%	3%	4%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	255	31	224	144	51	18	42	111
Effective base	90	14	76	81	27	7	17	39
Weighted Base	202	29	173	191	8	2	1	11
Price increases	95	5	90	91	3	1	*	4
	47%	17%	52%	47%	31%	89%	45%	41%
			a					
Better quality of service	55	11	44	54	1	*	*	2
	28%	38%	26%	28%	9%	29%	50%	15%
				b			be	
Changes in the type of mail sent	42	-	42	40	2	*	*	2
	21%	-%	25%	21%	21%	26%	31%	23%
			a					
Due to internal cost cutting	35	1	34	33	1	*	*	2
	17%	4%	19%	17%	16%	23%	36%	19%
Became more aware of alternatives	30	3	27	28	1	1	*	2
	15%	10%	15%	15%	10%	34%	35%	16%
Convenience	17	3	14	16	1	*	*	1
	9%	12%	8%	8%	14%	2%	11%	12%
Other (PLEASE SPECIFY)	30	15	14	27	2	*	-	2
	15%	53%	8%	14%	29%	2%	-%	22%
		b			d			d

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	*c	*d	e	f	g	h	i
Unweighted Base	255	80	45	19	29	40	42	144	51	60
Effective base	90	50	23	10	16	18	17	81	27	14
Weighted Base	202	128	50	13	5	5	1	191	8	2
Price increases	95	61	21	8	2	2	*	91	3	2
	47%	48%	42%	63%	42%	40%	45%	47%	31%	74% h
Better quality of service	55	33	21	*	*	1	*	54	1	1
	28%	25%	43% h	1%	5%	20%	50% h	28% h	9%	36%
Changes in the type of mail sent	42	32	6	3	1	1	*	40	2	1
	21%	25%	12%	19%	15%	30%	31%	21%	21%	28%
Due to internal cost cutting	35	24	5	4	1	1	*	33	1	1
	17%	19%	10%	28%	21%	14%	36%	17%	16%	27%
Became more aware of alternatives	30	23	4	1	1	1	*	28	1	1
	15%	18%	9%	7%	12%	16%	35% b	15%	10%	34%
Convenience	17	11	5	*	1	*	*	16	1	*
	9%	9%	9%	3%	23%	1%	11%	8%	14%	5%
Other (PLEASE SPECIFY)	30	16	8	3	1	1	-	27	2	*
	15%	13%	17%	19%	25%	23% fi	-%	14%	29% fi	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	255	112	44	19	10	40
Effective base	90	59	12	5	3	8
Weighted Base	202	147	26	6	1	10
Price increases	95	70	7	5	1	3
	47%	48%	28%	84%	42%	32%
Better quality of service	55	34	10	1	*	4
	28%	23%	39%	23%	11%	40%
Changes in the type of mail sent	42	33	3	1	1	2
	21%	23%	10%	15%	56%	22%
Due to internal cost cutting	35	27	1	3	*	2
	17%	18%	4%	62%	1%	16%
Became more aware of alternatives	30	23	5	*	*	*
	15%	16%	19%	8%	12%	5%
Convenience	17	11	2	2	-	*
	9%	7%	8%	40%	-%	3%
Other (PLEASE SPECIFY)	30	16	9	*	-	1
	15%	11%	34%	5%	-%	13%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	*l	m
Unweighted Base	255	19	10	28	12	9	16	13	12	10	129	41	26	59
Effective base	90	11	6	16	7	5	10	9	8	5	74	20	21	12
Weighted Base	202	19	16	39	12	13	24	27	22	8	181	10	8	3
Price increases	95	12	5	15	4	6	10	16	11	6	84	5	5	1
	47%	59%	32%	38%	29%	46%	41%	60%	51%	69%	46%	49%	65%	36%
Better quality of service	55	6	6	7	5	3	4	8	8	3	50	3	2	*
	28%	31%	37%	18%	42%	22%	19%	28%	36%	32%	27%	34%	25%	15%
Changes in the type of mail sent	42	4	6	7	1	-	6	7	7	*	38	3	*	*
	21%	22%	38%	18%	7%	-%	24%	24%	33%	3%	21%	33%	3%	16%
Due to internal cost cutting	35	-	6	9	3	3	3	6	2	*	32	1	1	*
	17%	-%	38%	23%	22%	27%	13%	21%	11%	*%	18%	10%	19%	6%
Became more aware of alternatives	30	2	*	5	1	*	1	15	3	1	27	*	2	*
	15%	9%	*%	12%	7%	*%	4%	54%	12%	15%	15%	2%	20%	18%
Convenience	17	1	1	6	2	-	*	-	3	-	14	2	1	*
	9%	7%	9%	16%	13%	-%	*%	-%	15%	-%	8%	22%	9%	5%
Other (PLEASE SPECIFY)	30	5	1	6	*	2	8	-	3	1	27	1	*	1
	15%	27%	9%	15%	2%	16%	33%	-%	14%	17%	15%	8%	6%	53% jk

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base	255	8	27	2	24	36	9	26	108	215	40	216	39
Effective base	90	3	8	2	8	13	2	9	41	74	16	80	11
Weighted Base	202	8	26	*	14	34	4	20	74	172	30	185	16
Price increases	95	2	11	*	8	19	*	5	35	82	13	88	7
	47%	30%	44%	40%	57%	56%	12%	26%	47%	48%	44%	47%	44%
Better quality of service	55	3	13	-	3	11	*	5	18	49	7	51	5
	28%	35%	49%	-%	18%	31%	6%	26%	24%	28%	23%	27%	30%
Changes in the type of mail sent	42	5	6	*	5	5	*	5	14	36	7	38	4
	21%	58%	23%	60%	38%	14%	7%	25%	20%	21%	23%	21%	26%
Due to internal cost cutting	35	3	10	-	1	2	*	3	12	31	4	34	*
	17%	40%	37%	-%	7%	5%	6%	15%	16%	18%	12%	19%	3%
Became more aware of alternatives	30	*	8	-	2	4	-	1	7	23	6	27	3
	15%	1%	33%	-%	15%	11%	-%	7%	10%	14%	20%	15%	16%
Convenience	17	-	*	-	4	5	*	*	8	14	3	16	1
	9%	-%	1%	-%	27%	14%	1%	2%	11%	8%	11%	9%	6%
Other (PLEASE SPECIFY)	30	-	1	-	*	7	3	8	9	25	5	29	*
	15%	-%	4%	-%	3%	21%	69%	38%	12%	15%	15%	16%	2%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	255	254	1	108	83	64
Effective base	90	89	1	42	24	26
Weighted Base	202	199	3	84	45	73
Price increases	95	95	-	45	17	33
	47%	48%	-%	54%	38%	45%
Better quality of service	55	53	3	12	13	31
	28%	26%	100%	14%	29%	42% a
Changes in the type of mail sent	42	42	-	24	13	6
	21%	21%	-%	29% c	28%	8%
Due to internal cost cutting	35	35	-	15	8	12
	17%	18%	-%	18%	17%	16%
Became more aware of alternatives	30	30	-	6	6	18
	15%	15%	-%	8%	12%	24%
Convenience	17	17	-	7	5	5
	9%	9%	-%	9%	11%	7%
Other (PLEASE SPECIFY)	30	30	-	6	4	20
	15%	15%	-%	8%	8%	27% a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	255	137	57	20	7	19	8	3	4	194	61	41	39	98	118
Effective base	90	63	16	5	3	6	2	2	1	79	14	9	21	42	28
Weighted Base	202	152	34	5	1	8	*	*	2	185	16	11	50	102	50
Price increases	95	71	15	4	1	4	*	*	*	86	9	5	23	48	24
	47%	47%	45%	76%	90%	51%	19%	100%	11%	46%	55%	45%	46%	47%	48%
Better quality of service	55	36	17	*	*	*	*	*	2	53	3	2	4	32	20
	28%	24%	50% a	5%	43%	1%	63%	86%	87%	28%	17%	23%	8%	31%	39% a
Changes in the type of mail sent	42	35	2	1	*	2	*	*	2	38	5	4	18	17	7
	21%	23%	6%	20%	7%	24%	3%	7%	86%	20%	30%	35%	36%	17%	14%
Due to internal cost cutting	35	27	3	3	*	1	*	*	*	30	5	2	14	12	8
	17%	17%	10%	61%	34%	16%	22%	79%	1%	16%	30%	14%	28%	12%	17%
Became more aware of alternatives	30	24	5	1	*	*	*	*	*	28	1	*	4	20	6
	15%	16%	14%	19%	6%	2%	2%	7%	2%	15%	8%	2%	8%	19%	12%
Convenience	17	10	6	2	-	*	*	*	*	15	2	*	5	5	8
	9%	6%	17%	34%	-%	*%	2%	7%	1%	8%	12%	*%	10%	4%	15%
Other (PLEASE SPECIFY)	30	20	9	*	-	1	-	-	-	29	1	1	-	20	9
	15%	13%	26%	*%	-%	9%	-%	-%	-%	16%	4%	6%	-%	20% a	19%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	c	*d	*e	*f	*g
Unweighted Base	255	165	149	209	165	85	76	88	27	34	21	11	13	15
Effective base	90	51	53	71	58	22	26	43	9	9	6	3	2	3
Weighted Base	202	100	116	156	135	33	51	101	21	17	5	4	5	4
Price increases	95	50	53	77	62	11	22	48	9	9	3	3	2	3
	47%	50%	45%	49%	46%	34%	43%	48%	44%	50%	55%	94%	36%	90%
Better quality of service	55	21	33	39	42	11	19	25	6	2	1	1	3	*
	28%	21%	29%	25%	31%	33%	37%	25%	28%	14%	29%	29%	63%	10%
Changes in the type of mail sent	42	22	22	34	23	10	6	24	2	5	2	1	*	*
	21%	22%	18%	22%	17%	32%	13%	24%	11%	27%	34%	28%	1%	3%
Due to internal cost cutting	35	24	19	31	19	9	13	23	2	3	1	2	*	*
	17%	24%	16%	20%	14%	27%	25%	22%	9%	17%	32%	53%	4%	6%
Became more aware of alternatives	30	12	15	22	27	7	10	9	8	3	1	1	*	*
	15%	13%	13%	14%	20%	22%	20%	9%	37%	16%	30%	32%	2%	6%
Convenience	17	11	7	11	9	4	9	9	*	1	*	2	*	*
	9%	11%	6%	7%	7%	13%	18%	8%	*%	5%	2%	51%	*%	*%
Other (PLEASE SPECIFY)	30	13	20	21	20	2	12	18	3	*	*	-	-	-
	15%	13%	17%	13%	15%	7%	24%	18%	13%	1%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	255	84	19	18	14	5	10	15	30	40	55	59	34	21
Effective base	90	41	7	4	2	2	1	4	7	20	17	24	9	5
Weighted Base	202	102	16	6	4	1	2	4	7	37	40	46	29	5
Price increases	95	47	6	2	2	1	2	2	5	20	23	18	13	3
	47%	46%	39%	37%	66%	80%	87%	43%	63%	54%	57%	40%	46%	65%
Better quality of service	55	33	6	1	*	1	*	*	1	4	8	15	12	1
	28%	32%	37%	21%	8%	72%	4%	7%	18%	10%	19%	32%	42%	16%
Changes in the type of mail sent	42	15	2	4	1	1	*	1	2	4	14	7	6	2
	21%	15%	12%	59%	26%	78%	*%	21%	25%	11%	36%	16%	20%	42%
Due to internal cost cutting	35	13	1	1	*	*	2	2	3	8	11	8	3	2
	17%	13%	9%	14%	4%	2%	87%	43%	48% a	21%	26%	17%	11%	38%
Became more aware of alternatives	30	17	8	1	*	1	*	*	1	2	8	5	5	1
	15%	17%	50%	11%	5%	93%	10%	*%	20%	6%	21%	11%	19%	27%
Convenience	17	7	*	-	*	-	2	*	2	*	4	4	1	2
	9%	7%	*%	-%	2%	-%	85%	*%	25%	1%	11%	9%	2%	38%
Other (PLEASE SPECIFY)	30	19	*	1	*	-	-	-	-	3	2	10	6	-
	15%	19%	2%	12%	*%	-%	-%	-%	-%	8%	4%	21%	22%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base	255	35	43	42	26	19	125	22	16	208	47	186	23
Effective base	90	19	15	14	8	4	47	7	5	75	15	66	6
Weighted Base	202	37	38	26	24	10	111	9	14	162	40	139	18
Price increases	95	13	18	12	12	8	57	4	1	80	15	77	*
	47%	35%	47%	45%	49%	81%	51%	48%	8%	50%	37%	55%	2%
Better quality of service	55	5	14	8	15	*	33	4	4	35	21	30	9
	28%	13%	37%	31%	62%	4%	30%	47%	32%	22%	52% a	22%	54%
Changes in the type of mail sent	42	8	5	2	6	1	20	3	-	36	6	28	6
	21%	22%	13%	9%	27%	10%	18%	37%	-%	23%	15%	20%	33%
Due to internal cost cutting	35	5	5	5	2	2	17	1	1	32	3	27	4
	17%	13%	13%	19%	8%	20%	15%	10%	4%	20%	8%	20%	23%
Became more aware of alternatives	30	5	6	6	4	6	22	*	5	28	2	21	2
	15%	13%	16%	25%	17%	57%	20%	3%	32%	17%	4%	15%	9%
Convenience	17	3	2	2	*	2	9	*	*	12	5	11	1
	9%	8%	5%	7%	2%	18%	8%	1%	*%	7%	13%	8%	4%
Other (PLEASE SPECIFY)	30	5	10	4	1	-	13	-	8	15	14	15	6
	15%	14%	27%	16%	3%	-%	11%	-%	56%	9%	36% a	10%	36%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	255	55	50	72	38	111	54	118	110	43	112	104	39	1
Effective base	90	21	14	27	7	43	15	31	38	9	34	41	13	1
Weighted Base	202	48	35	64	18	103	31	58	78	20	78	94	38	*
Price increases	95	25	17	33	4	44	19	27	37	8	34	44	14	*
	47%	53%	50%	52%	21%	42%	60%	45%	48%	40%	43%	47%	37%	100%
Better quality of service	55	12	19	18	7	29	12	13	16	8	18	28	13	-
	28%	24%	56%	29%	40%	28%	40%	22%	21%	40%	23%	30%	35%	-%
Changes in the type of mail sent	42	7	2	10	5	20	3	18	13	6	22	12	15	-
	21%	15%	6%	15%	27%	20%	9%	30%	16%	29%	28%	13%	38%	-%
Due to internal cost cutting	35	12	3	14	5	16	3	16	20	4	16	13	7	-
	17%	25%	8%	22%	28%	15%	10%	28%	26%	21%	20%	14%	20%	-%
Became more aware of alternatives	30	19	2	17	1	23	4	11	11	1	14	14	4	-
	15%	39% b	7%	27%	5%	22%	14%	18%	14%	7%	17%	15%	11%	-%
Convenience	17	1	5	5	1	4	5	5	11	4	4	6	*	-
	9%	1%	15%	7%	4%	4%	17%	9%	14%	19%	5%	7%	*%	-%
Other (PLEASE SPECIFY)	30	3	7	4	8	18	2	8	12	5	16	17	10	-
	15%	7%	20%	7%	45% a	18%	7%	13%	15%	26%	20%	18%	25%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	255	146	88	49	1	151	139	132	163	125	12
Effective base	90	48	37	14	1	50	49	47	55	41	6
Weighted Base	202	117	94	35	*	98	108	111	112	90	2
Price increases	95	54	49	16	*	50	53	51	69	47	1
	47%	47%	52%	45%	100%	51%	49%	46%	62%	52%	60%
Better quality of service	55	37	20	12	-	20	26	28	20	13	*
	28%	32%	21%	35%	-%	20%	24%	25%	18%	15%	29%
Changes in the type of mail sent	42	23	18	16	-	21	21	21	27	18	1
	21%	20%	19%	44%	-%	22%	19%	19%	24%	20%	34%
Due to internal cost cutting	35	19	17	4	-	24	18	17	20	29	*
	17%	16%	18%	12%	-%	24%	17%	15%	18%	32%	4%
Became more aware of alternatives	30	27	25	9	-	12	15	26	21	19	1
	15%	23%	26%	26%	-%	13%	14%	23%	19%	21%	42%
Convenience	17	9	6	2	-	11	7	4	11	6	*
	9%	8%	6%	5%	-%	11%	6%	4%	10%	6%	15%
Other (PLEASE SPECIFY)	30	14	16	7	-	13	20	19	12	8	*
	15%	12%	17%	20%	-%	13%	18%	17%	11%	9%	5%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	c	*d
Unweighted Base	255	64	70	82	24	11	112	107	118	58	57	22
Effective base	90	26	27	24	11	4	37	35	43	16	24	6
Weighted Base	202	63	61	62	28	10	81	72	101	40	47	14
Price increases	95	31	31	33	16	7	48	39	62	9	23	2
	47%	49%	51%	54%	56%	74%	59%	55%	61% b	21%	50%	11%
Better quality of service	55	9	15	19	7	1	17	13	7	21	16	12
	28%	14%	25%	31%	26%	10%	21%	18%	7%	53% a	33% a	86%
Changes in the type of mail sent	42	16	8	15	14	7	18	8	22	13	8	*
	21%	26%	13%	24%	50%	66%	23%	10%	22%	32%	16%	*%
Due to internal cost cutting	35	12	16	12	4	4	17	15	28	5	1	*
	17%	19%	26%	19%	15%	42%	20%	21%	28% c	13%	2%	*%
Became more aware of alternatives	30	16	24	19	8	1	20	11	21	2	7	-
	15%	25%	39%	31%	28%	9%	24%	16%	21%	5%	14%	-%
Convenience	17	2	2	3	2	-	10	4	3	5	4	6
	9%	3%	3%	5%	6%	-%	13%	6%	3%	12%	9%	42%
Other (PLEASE SPECIFY)	30	8	4	7	3	*	6	8	12	10	5	3
	15%	13%	7%	11%	12%	1%	8%	11%	11%	25%	10%	24%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	255	190	150	222	168	131	186	168	48	1	199	28	177	78
Effective base	90	69	54	79	62	44	61	67	15	1	67	13	57	33
Weighted Base	202	155	116	179	148	102	125	159	41	*	142	31	127	75
Price increases	95	76	52	85	70	44	62	79	16	-	71	11	66	29
	47%	49%	45%	48%	47%	43%	50%	49%	38%	-%	50%	36%	52%	39%
Better quality of service	55	40	33	46	49	34	37	42	16	*	33	16	44	11
	28%	26%	29%	26%	33%	34%	30%	26%	39%	100%	23%	52%	35% b	15%
Changes in the type of mail sent	42	29	22	40	32	19	30	32	15	-	26	6	26	17
	21%	19%	19%	22%	22%	19%	24%	20%	37%	-%	19%	19%	20%	22%
Due to internal cost cutting	35	27	22	32	22	13	25	27	6	-	28	2	17	18
	17%	17%	19%	18%	15%	13%	20%	17%	14%	-%	19%	6%	13%	24%
Became more aware of alternatives	30	27	18	29	28	20	20	26	7	-	29	1	14	15
	15%	18%	16%	16%	19%	19%	16%	16%	17%	-%	20%	2%	11%	20%
Convenience	17	17	6	17	12	8	11	16	3	*	14	3	7	10
	9%	11%	6%	10%	8%	8%	9%	10%	9%	100%	10%	10%	6%	14%
Other (PLEASE SPECIFY)	30	27	19	30	23	21	19	29	11	-	15	10	17	12
	15%	17%	17%	16%	15%	21%	15%	18%	28%	-%	11%	34%	14%	17%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	255	106	10	80	57	77	122	55	83	76	91	150	105
Effective base	90	35	4	22	24	28	38	24	35	22	33	49	40
Weighted Base	202	84	8	47	60	60	76	66	67	50	80	113	89
Price increases	95	40	4	24	27	34	31	31	43	14	38	51	44
	47%	48%	50%	50%	45%	56%	40%	47%	64% b	27%	48%	46%	49%
Better quality of service	55	34	3	12	25	26	18	11	25	14	16	31	25
	28%	40%	39%	25%	42%	43% c	24%	17%	38%	28%	19%	27%	28%
Changes in the type of mail sent	42	14	1	14	6	10	16	16	13	15	14	28	15
	21%	17%	11%	29%	10%	16%	21%	25%	19%	31%	18%	25%	16%
Due to internal cost cutting	35	17	*	13	10	6	9	20	6	11	18	22	13
	17%	20%	1%	27%	16%	10%	11%	31% b	9%	21%	23%	19%	15%
Became more aware of alternatives	30	20	1	4	18	12	8	10	8	7	12	19	11
	15%	24%	11%	8%	30%	19%	10%	15%	13%	13%	15%	16%	12%
Convenience	17	9	*	4	6	12	5	1	8	2	7	9	8
	9%	11%	*%	9%	9%	19% c	6%	2%	12%	4%	9%	8%	9%
Other (PLEASE SPECIFY)	30	14	*	4	13	9	8	12	10	9	11	15	14
	15%	16%	*%	9%	22%	15%	11%	19%	15%	17%	13%	14%	16%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 119 (continuation)

QV7b.1 And why is this?

Base: All using RM who have recently changed mail service in the last 12 months (QV7a1=1,2,5 or 6)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	255	57	90	69	39	147	108
Effective base	90	21	26	27	17	47	43
Weighted Base	202	48	58	64	31	106	96
Price increases	95	22	25	37	11	47	48
	47%	45%	44%	58%	35%	44%	50%
Better quality of service	55	19	12	18	6	31	25
	28%	39%	21%	29%	20%	29%	26%
Changes in the type of mail sent	42	8	11	19	5	18	24
	21%	16%	18%	30%	15%	17%	25%
Due to internal cost cutting	35	10	14	3	8	24	11
	17%	20%	24%	4%	26%	22%	12%
			c		c		
Became more aware of alternatives	30	7	7	11	5	13	16
	15%	14%	12%	18%	15%	13%	17%
Convenience	17	4	4	6	3	8	9
	9%	9%	7%	10%	9%	8%	9%
Other (PLEASE SPECIFY)	30	10	9	4	7	18	11
	15%	21%	15%	6%	23%	17%	12%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	a	b	*c	d	e
Unweighted Base	176	16	160	95	36	14	31	81
Effective base	59	7	53	53	19	5	12	28
Weighted Base	141	16	125	133	6	1	1	8
Changed FROM a meter to a different method of payment	14	5	9	11	2	1	*	3
	10%	31%	7%	8%	38%	44%	9%	37%
					a			a
Changed TO a meter from a different method of payment	26	-	26	25	1	*	*	1
	18%	-%	21%	19%	18%	6%	2%	15%
Neither	98	11	87	95	3	*	*	4
	70%	69%	70%	71%	44%	36%	77%	45%
				be				
Don't know	3	-	3	3	-	*	*	*
	2%	-%	3%	2%	-%	13%	11%	3%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	*c	*d	*e	f	g	h	i
Unweighted Base	176	50	32	13	23	27	31	95	36	45
Effective base	59	33	16	7	12	13	12	53	19	10
Weighted Base	141	90	33	10	4	3	1	133	6	2
Changed FROM a meter to a different method of payment	14	3	3	5	2	1	*	11	2	1
	10%	3%	9%	46%	47%	27%	9%	8%	38% ag	34% ag
Changed TO a meter from a different method of payment	26	15	10	*	1	*	*	25	1	*
	18%	17%	29%	*%	18%	13%	2%	19%	18%	5%
Neither	98	69	20	5	1	2	*	95	3	1
	70%	77% h	60%	53%	35%	54%	77%	71% h	44%	49%
Don't know	3	2	1	-	-	*	*	3	-	*
	2%	2%	3%	-%	-%	6%	11%	2%	-%	13%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	176	71	34	16	6	30
Effective base	59	41	7	4	2	6
Weighted Base	141	106	15	5	1	7
Changed FROM a meter to a different method of payment	14	4	5	1	*	1
	10%	4%	30%	13%	1%	11%
Changed TO a meter from a different method of payment	26	23	*	2	1	*
	18%	21%	2%	38%	86%	3%
Neither	98	77	10	2	*	6
	70%	72%	65%	49%	14%	86%
Don't know	3	3	*	-	-	-
	2%	3%	3%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted Base	176	13	8	20	9	6	12	10	9	7	94	27	14	41
Effective base	59	7	5	10	5	4	7	7	6	3	52	13	11	11
Weighted Base	141	13	14	23	9	9	20	22	17	4	131	5	4	2
Changed FROM a meter to a different method of payment	14	3	-	5	*	*	1	1	1	*	11	1	*	*
	10%	24%	-%	23%	4%	2%	6%	4%	3%	3%	9%	27%	12%	27%
Changed TO a meter from a different method of payment	26	1	7	5	4	4	-	4	1	*	25	*	*	*
	18%	9%	50%	21%	39%	40%	-%	19%	4%	9%	19%	10%	3%	6%
Neither	98	8	7	13	3	5	18	17	16	3	92	2	3	1
	70%	67%	50%	57%	33%	58%	94%	76%	93%	88%	70%	46%	85%	68%
Don't know	3	-	-	*	2	-	*	*	-	-	2	1	-	-
	2%	-%	-%	*%	24%	-%	*%	1%	-%	-%	2%	17%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	h	a	*b	a	b
Unweighted Base	176	6	15	1	18	22	8	21	74	150	26	146	30
Effective base	59	3	6	1	5	8	2	8	26	50	10	53	8
Weighted Base	141	8	18	*	10	23	4	19	45	121	20	130	11
Changed FROM a meter to a different method of payment	14	*	*	-	2	1	*	1	8	13	*	13	1
	10%	4%	*%	-%	18%	4%	9%	7%	19%	11%	1%	10%	8%
Changed TO a meter from a different method of payment	26	6	5	-	2	4	*	1	6	22	4	22	4
	18%	73%	26%	-%	20%	16%	8%	4%	12%	18%	21%	17%	37%
Neither	98	2	13	*	6	18	3	17	30	83	15	92	6
	70%	23%	74%	100%	62%	79%	82%	89%	67%	68%	77%	71%	50%
Don't know	3	-	-	-	-	*	*	-	1	3	-	3	1
	2%	-%	-%	-%	-%	1%	1%	-%	2%	3%	-%	2%	6%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	176	175	1	78	62	36
Effective base	59	58	1	30	18	15
Weighted Base	141	138	3	59	37	45
Changed FROM a meter to a different method of payment	14	14	-	6	6	2
	10%	10%	-%	10%	15%	4%
Changed TO a meter from a different method of payment	26	23	3	15	11	*
	18%	17%	100%	25%	30%	*%
				c	c	
Neither	98	98	-	38	19	41
	70%	71%	-%	65%	52%	90%
						b
Don't know	3	3	-	-	1	2
	2%	2%	-%	-%	2%	5%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	b	c
Unweighted Base	176	94	38	17	5	13	5	3	1	132	44	27	24	70	82
Effective base	59	45	11	4	2	5	2	2	1	53	10	6	15	30	20
Weighted Base	141	117	15	5	*	3	*	*	*	132	9	4	39	79	24
Changed FROM a meter to a different method of payment	14	6	6	1	*	*	*	*	-	12	2	1	1	5	7
	10%	5%	38% ai	15%	100%	13%	24%	7%	-%	9%	18%	21%	4%	6%	30% b
Changed TO a meter from a different method of payment	26	23	*	2	-	2	-	*	*	23	4	2	13	9	4
	18%	19%	*%	34%	-%	51%	-%	79%	100%	17%	39% b	46%	35%	12%	15%
Neither	98	86	9	3	-	1	*	*	-	94	4	1	24	62	13
	70%	73%	60%	51%	-%	35%	76%	14%	-%	71%	43%	33%	62%	78%	54%
Don't know	3	3	*	-	-	*	-	-	-	3	*	*	-	3	*
	2%	3%	2%	-%	-%	1%	-%	-%	-%	2%	*%	1%	-%	4%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	176	123	106	151	109	64	51	60	19	27	15	11	9	10
Effective base	59	38	38	50	36	15	17	30	6	7	5	3	2	2
Weighted Base	141	79	85	116	90	24	36	74	14	14	4	4	4	2
Changed FROM a meter to a different method of payment	14	10	11	13	6	7	6	7	1	2	*	1	*	1
	10%	13%	14%	11%	7%	27%	18%	10%	11%	12%	8%	29%	1%	90%
Changed TO a meter from a different method of payment	26	10	12	21	11	8	4	6	*	9	*	2	3	*
	18%	13%	15%	18%	13%	32%	12%	8%	3%	65%	9%	56%	64%	*%
Neither	98	58	61	81	69	7	23	61	12	3	3	1	2	*
	70%	73%	71%	70%	77%	31%	64%	82%	86%	22%	84%	15%	34%	10%
		e	e	e	e									
Don't know	3	*	*	1	3	3	2	*	-	*	-	-	*	-
	2%	*%	1%	*%	3%	10%	6%	*%	-%	2%	-%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	*a	b	c	*d	*e
Unweighted Base	176	52	12	14	9	3	6	13	22	27	41	42	27	14
Effective base	59	25	4	6	2	2	1	3	6	12	15	17	7	3
Weighted Base	141	67	11	3	3	1	2	3	7	22	35	33	21	3
Changed FROM a meter to a different method of payment	14	2	*	1	*	1	*	1	3	1	5	3	4	1
	10%	3%	1%	57%	7%	86%	2%	43%	38%	4%	13%	10%	18%	19%
Changed TO a meter from a different method of payment	26	6	2	*	*	*	2	1	3	*	13	6	*	2
	18%	8%	20%	16%	10%	14%	88%	21%	40%	*%	35%	17%	*%	74%
Neither	98	57	8	1	2	-	*	1	1	21	18	24	17	*
	70%	84%	76%	27%	83%	-%	10%	36%	21%	95%	52%	73%	80%	6%
Don't know	3	3	*	-	-	-	-	-	-	*	-	*	*	*
	2%	4%	2%	-%	-%	-%	-%	-%	-%	1%	-%	*%	1%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	176	23	31	29	15	11	80	15	12	151	25	134	17
Effective base	59	12	10	10	4	2	29	5	3	54	6	47	4
Weighted Base	141	24	27	21	13	7	74	6	10	125	16	102	13
Changed FROM a meter to a different method of payment	14	2	2	2	1	*	5	1	*	11	3	11	2
	10%	7%	7%	7%	9%	2%	7%	13%	*%	9%	15%	11%	16%
Changed TO a meter from a different method of payment	26	-	8	*	1	2	10	2	-	19	7	14	7
	18%	-%	31%	*%	8%	30%	13%	26%	-%	16%	40%	14%	49%
Neither	98	19	16	19	11	4	56	3	10	91	7	77	5
	70%	81%	61%	91%	83%	68%	76%	57%	100%	73%	44%	75%	35%
Don't know	3	3	-	*	-	-	3	*	-	3	-	1	-
	2%	12%	-%	1%	-%	-%	4%	4%	-%	3%	-%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	*b	a	*b	a	b	c	a	b	*c
Unweighted Base	176	35	32	48	23	80	29	86	84	32	85	73	28
Effective base	59	13	7	15	4	31	5	22	29	7	28	28	10
Weighted Base	141	33	18	35	12	80	10	46	64	17	67	65	29
Changed FROM a meter to a different method of payment	14	2	*	2	2	6	*	7	8	2	9	7	2
	10%	7%	3%	6%	19%	7%	4%	16%	13%	14%	13%	10%	8%
Changed TO a meter from a different method of payment	26	*	8	8	3	5	6	8	4	2	11	5	4
	18%	1%	44% a	22%	29%	7%	58%	18%	6%	11%	17%	7%	14%
Neither	98	28	9	25	6	66	4	30	52	13	46	53	22
	70%	86%	53%	71%	52%	82%	38%	65%	81%	75%	70%	82%	78%
Don't know	3	2	-	*	-	3	-	*	*	-	*	*	-
	2%	7%	-%	*%	-%	4%	-%	*%	*%	-%	1%	*%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	176	95	65	33	114	100	92	123	96	10
Effective base	59	28	28	9	37	35	33	40	33	4
Weighted Base	141	73	76	27	79	80	85	88	72	1
Changed FROM a meter to a different method of payment	14	6	5	2	10	11	5	11	9	*
	10%	9%	7%	9%	13%	14%	6%	12%	12%	1%
Changed TO a meter from a different method of payment	26	7	10	*	10	8	8	12	10	*
	18%	10%	13%	*%	13%	10%	10%	13%	14%	27%
Neither	98	57	59	25	58	61	69	65	53	1
	70%	78%	78%	91%	73%	75%	81%	74%	74%	72%
Don't know	3	3	2	-	*	*	3	*	*	-
	2%	4%	3%	-%	*%	*%	3%	*%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:	
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/ special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b
Unweighted Base	176	50	51	59	20	10	86	80	118	58
Effective base	59	18	19	18	8	3	26	26	43	16
Weighted Base	141	47	46	50	22	10	62	53	101	40
Changed FROM a meter to a different method of payment	14	4	2	5	1	*	6	6	7	6
	10%	8%	5%	10%	5%	*%	9%	11%	7%	16%
Changed TO a meter from a different method of payment	26	5	2	1	*	*	5	2	13	13
	18%	11%	4%	2%	*%	*%	8%	4%	13%	32%
Neither	98	37	40	42	21	10	51	45	78	21
	70%	80%	86%	84%	95%	100%	83%	85%	77%	51%
Don't know	3	*	2	2	-	-	*	*	3	*
	2%	*%	5%	4%	-%	-%	*%	*%	3%	*%

Columns Tested:: a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	176	134	111	159	111	89	130	119	31	144	18	123	53	66	6
Effective base	59	47	38	55	38	27	37	47	9	47	7	37	23	19	2
Weighted Base	141	110	83	129	98	69	82	116	27	105	19	87	54	51	1
Changed FROM a meter to a different method of payment	14	10	9	12	7	6	12	9	1	9	2	9	4	2	*
	10%	9%	10%	9%	7%	9%	15%	8%	4%	9%	11%	11%	8%	4%	16%
Changed TO a meter from a different method of payment	26	12	11	19	16	8	23	13	*	21	1	26	*	11	-
	18%	11%	14%	15%	16%	12%	27%	11%	*%	20%	4%	30% b	*%	21%	-%
Neither	98	85	63	95	72	52	44	91	26	71	16	51	47	36	1
	70%	77%	76%	74%	74%	76%	54%	78% a	96% a	68%	85%	59%	87% a	70%	84%
Don't know	3	3	-	3	3	2	3	3	-	3	-	*	3	2	-
	2%	3%	-%	2%	3%	3%	4%	2%	-%	3%	-%	1%	5%	4%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	a	b	c	a	b	c	a	b
Unweighted Base	176	49	36	48	83	44	47	53	73	109	67
Effective base	59	10	14	15	27	19	15	16	29	35	24
Weighted Base	141	22	39	35	50	56	30	38	73	85	56
Changed FROM a meter to a different method of payment	14	2	3	6	5	3	6	3	5	11	2
	10%	9%	7%	16%	10%	5%	19%	9%	6%	13%	4%
Changed TO a meter from a different method of payment	26	13	2	4	11	11	6	13	7	18	8
	18%	59%	6%	12%	22%	19%	19%	34%	10%	21%	14%
		b									
Neither	98	7	32	25	33	40	19	22	58	53	45
	70%	32%	82%	70%	67%	72%	62%	57%	80%	63%	80%
			a								
Don't know	3	*	2	1	*	2	-	-	3	3	1
	2%	*%	6%	2%	1%	4%	-%	-%	4%	3%	1%

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 120 (continuation)

QV7a.1 In the last 12 months, has your organisation:

Base: All using RM who have recently changed to different RM product in the last 12 months (QV7a=1 or 2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	*d	a	b
Unweighted Base	176	36	65	50	25	101	75
Effective base	59	12	18	19	11	30	30
Weighted Base	141	33	39	48	21	72	69
Changed FROM a meter to a different method of payment	14	3	4	6	1	7	6
	10%	10%	10%	12%	3%	10%	9%
Changed TO a meter from a different method of payment	26	5	2	15	5	7	19
	18%	14%	5%	30%	22%	9%	28%
				b			
Neither	98	22	32	28	16	55	44
	70%	67%	84%	57%	75%	76%	63%
Don't know	3	3	*	*	*	3	*
	2%	8%	*%	1%	*%	4%	*%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	e
Unweighted Base	72	5	67	28	20	10	14	44
Effective base	19	4	16	16	11	4	5	15
Weighted Base	40	5	35	36	3	1	*	4
Price increases	19	3	16	17	1	1	*	2
	47%	54%	46%	48%	35%	76%	85%	43%
Changes in the type of mail sent	12	-	12	11	1	*	*	1
	31%	-%	35%	32%	20%	20%	73%	20%
Better quality of service	14	-	14	13	1	*	*	1
	35%	-%	40%	36%	27%	46%	61%	31%
Became more aware of alternatives	11	*	11	10	1	*	*	1
	28%	4%	32%	28%	31%	7%	42%	27%
Due to internal cost cutting	8	1	7	7	*	*	*	1
	20%	27%	19%	20%	11%	47%	8%	17%
Cost implications	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	6	2	3	5	*	*	*	*
	14%	46%	9%	14%	14%	4%	13%	12%
Other	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	72	11	12	5	13	17	14	28	20	24
Effective base	19	6	7	3	9	6	5	16	11	4
Weighted Base	40	18	13	5	3	1	*	36	3	1
Price increases	19	9	5	3	1	1	*	17	1	1
	47%	52%	40%	54%	35%	58%	85%	48%	35%	77%
Changes in the type of mail sent	12	7	5	*	1	*	*	11	1	*
	31%	36%	37%	*%	21%	17%	73%	32%	20%	24%
Better quality of service	14	7	6	*	1	1	*	13	1	*
	35%	36%	48%	*%	21%	52%	61%	36%	27%	48%
Became more aware of alternatives	11	7	3	-	1	*	*	10	1	*
	28%	37%	26%	-%	26%	30%	42%	28%	31%	10%
Due to internal cost cutting	8	3	3	1	*	*	*	7	*	*
	20%	16%	23%	31%	8%	40%	8%	20%	11%	44%
Cost implications	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	6	*	3	2	*	*	*	5	*	*
	14%	1%	23%	40%	16%	2%	13%	14%	14%	5%
Other	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e
Unweighted Base	72	23	17	7	4	14
Effective base	19	11	4	2	2	6
Weighted Base	40	27	5	3	1	1
Price increases	19	14	3	1	*	1
	47%	50%	56%	23%	1%	49%
Changes in the type of mail sent	12	9	1	1	1	*
	31%	32%	23%	23%	68%	26%
Better quality of service	14	9	3	2	*	*
	35%	33%	56%	72%	32%	23%
Became more aware of alternatives	11	8	*	2	-	*
	28%	30%	6%	74%	-%	8%
Due to internal cost cutting	8	3	1	2	-	*
	20%	12%	27%	70%	-%	29%
Cost implications	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Convenience	6	3	2	*	-	*
	14%	11%	38%	1%	-%	23%
Other	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted Base	72	7	3	8	4	2	1	3	2	2	32	11	3	26
Effective base	19	3	2	5	2	1	1	2	2	2	17	5	3	9
Weighted Base	40	4	7	10	4	4	1	5	1	*	37	2	1	*
Price increases	19	2	-	6	*	4	1	4	-	-	17	1	*	*
	47%	60%	-%	58%	8%	100%	100%	73%	-%	-%	47%	48%	81%	26%
Changes in the type of mail sent	12	1	4	*	2	-	-	2	1	*	11	1	-	*
	31%	34%	61%	*%	42%	-%	-%	46%	58%	29%	29%	74%	-%	72%
Better quality of service	14	*	3	3	2	4	-	1	-	*	14	*	*	*
	35%	7%	43%	33%	50%	95%	-%	19%	-%	71%	37%	*%	41%	41%
Became more aware of alternatives	11	*	4	2	-	-	-	4	1	-	11	*	*	*
	28%	12%	57%	18%	-%	-%	-%	81%	42%	-%	30%	3%	19%	8%
Due to internal cost cutting	8	*	-	2	-	-	1	4	-	-	7	*	*	*
	20%	5%	-%	21%	-%	-%	100%	73%	-%	-%	19%	22%	41%	42%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	6	-	-	5	-	-	-	-	-	-	5	-	*	*
	14%	-%	-%	53%	-%	-%	-%	-%	-%	-%	14%	-%	41%	7%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Industry							Urbanity		Location	
	Total base	Agriculture	Manufacturing	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	*b	a	*b
Unweighted Base	72	4	6	8	5	4	6	34	65	7	59	13
Effective base	19	2	1	4	1	2	2	9	17	2	16	4
Weighted Base	40	6	5	4	5	1	2	14	35	5	35	5
Price increases	19	3	*	2	4	*	1	5	16	3	19	*
	47%	54%	2%	46%	83%	51%	62%	36%	45%	67%	54%	2%
Changes in the type of mail sent	12	-	4	2	*	*	1	4	11	2	9	3
	31%	-%	89%	56%	*%	5%	35%	28%	30%	34%	26%	59%
Better quality of service	14	3	*	*	4	*	*	6	14	*	12	2
	35%	51%	7%	6%	82%	44%	2%	45%	40%	*%	34%	41%
Became more aware of alternatives	11	-	4	2	1	*	-	2	7	4	10	1
	28%	-%	90%	40%	11%	44%	-%	13%	19%	97%	28%	29%
Due to internal cost cutting	8	*	-	*	*	-	1	3	5	3	8	*
	20%	5%	-%	5%	6%	-%	62%	23%	14%	67%	23%	3%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	6	3	-	-	-	-	*	3	6	-	6	-
	14%	49%	-%	-%	-%	-%	1%	19%	16%	-%	16%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	*c
Unweighted Base	72	71	1	36	31	5
Effective base	19	18	1	10	8	1
Weighted Base	40	37	3	21	17	2
Price increases	19	19	-	14	4	*
	47%	51%	-%	68%	26%	1%
Changes in the type of mail sent	12	12	-	4	8	*
	31%	33%	-%	18%	50%	1%
Better quality of service	14	11	3	7	7	*
	35%	30%	100%	31%	45%	2%
Became more aware of alternatives	11	11	-	3	8	-
	28%	30%	-%	16%	47%	-%
Due to internal cost cutting	8	8	-	3	5	*
	20%	22%	-%	13%	31%	1%
Cost implications	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Convenience	6	6	-	4	*	2
	14%	15%	-%	17%	*%	98%
Other	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	*b	c
Unweighted Base	72	26	16	8	5	10	4	2	1	42	30	22	5	21	46
Effective base	19	12	6	2	2	5	3	1	1	16	6	6	5	9	11
Weighted Base	40	29	6	3	*	2	*	*	*	35	5	3	15	14	11
Price increases	19	16	2	*	*	*	*	*	*	18	1	1	8	8	3
	47%	54%	40%	4%	87%	16%	100%	100%	100%	52%	15%	27%	54%	55%	28%
Changes in the type of mail sent	12	8	2	1	*	2	*	*	*	10	2	2	4	4	4
	31%	28%	31%	30%	20%	71%	42%	8%	100%	28%	47%	64%	27%	28%	38%
Better quality of service	14	10	1	2	*	1	*	*	*	11	3	1	6	4	4
	35%	35%	24%	69%	74%	26%	42%	8%	100%	33%	51%	32%	44%	25%	37%
Became more aware of alternatives	11	8	1	2	*	*	*	*	-	9	2	*	4	4	3
	28%	29%	13%	69%	17%	14%	100%	100%	-%	26%	42%	15%	27%	30%	27%
Due to internal cost cutting	8	4	2	2	*	*	*	*	*	6	2	*	-	4	4
	20%	15%	34%	69%	9%	*%	28%	92%	100%	18%	37%	3%	-%	30%	35%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	6	3	2	-	*	-	*	*	-	5	*	*	3	-	3
	14%	10%	42%	-%	71%	-%	42%	8%	-%	15%	5%	10%	20%	-%	24%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	72	52	45	63	44	38	19	12	8	15	8	8	3	9
Effective base	19	13	12	17	11	9	8	6	5	5	3	2	1	2
Weighted Base	40	21	24	34	18	14	11	13	2	11	1	3	3	1
Price increases	19	13	7	15	9	7	4	4	1	7	*	1	-	1
	47%	61%	31%	43%	51%	47%	33%	29%	44%	69%	27%	39%	-%	95%
Changes in the type of mail sent	12	3	9	11	5	3	1	5	1	3	*	1	*	*
	31%	13%	40%	32%	28%	19%	12%	41%	32%	31%	31%	34%	1%	7%
Better quality of service	14	7	8	10	11	6	7	2	*	*	*	3	3	1
	35%	33%	32%	29%	62%	39%	62%	15%	23%	2%	54%	94%	95%	93%
Became more aware of alternatives	11	5	8	11	3	3	3	4	1	4	*	2	*	*
	28%	26%	35%	33%	15%	20%	24%	32%	26%	39%	52%	60%	5%	*%
Due to internal cost cutting	8	8	5	8	3	3	4	2	*	3	*	3	-	*
	20%	37%	20%	23%	20%	24%	37%	12%	22%	27%	5%	93%	-%	*%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	6	6	2	6	1	5	3	2	-	3	*	-	-	*
	14%	27%	10%	16%	4%	35%	24%	18%	-%	28%	*%	-%	-%	16%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	72	6	6	9	6	3	3	11	17	8	23	14	8	10
Effective base	19	3	2	4	3	2	1	2	4	4	8	4	3	2
Weighted Base	40	8	2	2	1	1	2	2	5	1	17	9	4	3
Price increases	19	5	*	1	*	1	-	1	3	1	6	5	1	1
	47%	68%	4%	49%	19%	94%	-%	66%	49%	97%	38%	61%	30%	25%
Changes in the type of mail sent	12	-	2	1	*	1	*	1	2	*	9	1	*	1
	31%	-%	97%	36%	41%	86%	2%	34%	35%	4%	51%	14%	3%	20%
Better quality of service	14	6	*	1	*	1	2	1	4	1	3	4	*	2
	35%	73%	1%	36%	80%	80%	98%	66%	80%	60%	20%	44%	1%	70%
Became more aware of alternatives	11	-	*	1	*	-	2	*	2	*	8	-	1	2
	28%	-%	*%	28%	56%	-%	100%	*%	35%	*%	49%	-%	13%	75%
Due to internal cost cutting	8	*	-	*	*	1	2	*	3	*	3	1	1	2
	20%	3%	-%	17%	24%	80%	98%	2%	54%	37%	18%	12%	36%	60%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	6	*	-	*	-	-	-	*	*	*	*	3	2	-
	14%	6%	-%	*%	-%	-%	-%	11%	5%	25%	*%	38%	48%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	72	4	17	8	6	9	34	8	1	55	17	48	15
Effective base	19	1	5	2	4	1	9	2	1	17	3	15	3
Weighted Base	40	2	10	2	2	2	15	2	*	30	9	25	9
Price increases	19	2	5	1	1	*	8	1	-	12	7	14	*
	47%	100%	50%	86%	28%	12%	54%	27%	-%	38%	79%	58%	2%
Changes in the type of mail sent	12	*	2	1	1	*	3	2	-	12	*	6	4
	31%	*%	23%	83%	61%	2%	18%	99%	-%	40%	1%	25%	51%
Better quality of service	14	*	7	1	*	2	11	*	-	10	4	7	2
	35%	15%	73%	73%	14%	86%	71%	7%	-%	32%	44%	30%	29%
Became more aware of alternatives	11	-	*	-	1	2	3	*	-	11	*	7	4
	28%	-%	*%	-%	37%	88%	17%	*%	-%	36%	1%	27%	51%
Due to internal cost cutting	8	*	*	1	*	2	3	*	-	8	*	8	*
	20%	1%	3%	87%	1%	86%	22%	5%	-%	25%	5%	30%	*%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	6	*	*	*	-	-	1	*	*	1	5	4	2
	14%	15%	4%	2%	-%	-%	5%	*%	100%	2%	53%	14%	22%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	72	4	17	8	6	9	34	8	1	55	17	48	15
Effective base	19	1	5	2	4	1	9	2	1	17	3	15	3
Weighted Base	40	2	10	2	2	2	15	2	*	30	9	25	9
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*a	*b	*a	*b	a	*b	*c	a	*b	*c
Unweighted Base	72	13	18	19	17	26	18	45	24	18	40	24	13
Effective base	19	4	3	4	3	10	2	9	9	3	10	9	2
Weighted Base	40	2	8	10	6	11	6	16	12	4	20	12	6
Price increases	19	2	4	2	3	5	4	10	5	2	5	4	2
	47%	64%	50%	17%	56%	43%	65%	63%	40%	57%	25%	31%	37%
Changes in the type of mail sent	12	1	*	5	*	5	*	3	1	1	8	4	5
	31%	49%	1%	53%	5%	43%	1%	18%	6%	24%	41%	36%	78%
Better quality of service	14	2	8	5	1	5	6	5	5	3	8	3	1
	35%	66%	98%	54%	10%	42%	99%	31%	44%	66%	39%	25%	15%
Became more aware of alternatives	11	*	2	6	*	1	2	5	3	2	7	4	4
	28%	12%	22%	58%	6%	7%	29%	33%	22%	42%	35%	32%	63%
Due to internal cost cutting	8	1	2	3	*	1	2	6	4	3	3	4	1
	20%	54%	26%	32%	1%	12%	34%	38%	31%	66%	17%	37%	15%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	6	1	*	1	5	1	*	5	2	*	2	2	*
	14%	29%	*%	7%	86%	6%	1%	35%	20%	1%	12%	20%	1%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	*b	*c	a	b	c	a	b	*c
Unweighted Base	72	40	22	15	44	41	33	49	38	3
Effective base	19	8	8	2	13	11	7	14	9	1
Weighted Base	40	13	15	2	21	19	13	22	19	*
Price increases	19	9	8	2	13	7	8	15	8	*
	47%	67%	51%	98%	61%	38%	58%	66%	42%	6%
Changes in the type of mail sent	12	3	3	1	3	8	4	4	7	*
	31%	20%	23%	42%	13%	41%	27%	17%	35%	6%
Better quality of service	14	9	10	1	7	5	8	7	5	*
	35%	67%	66%	41%	33%	25%	60%	32%	25%	98%
Became more aware of alternatives	11	3	2	*	5	8	1	7	7	*
	28%	20%	16%	1%	26%	42%	6%	32%	37%	91%
Due to internal cost cutting	8	3	3	1	8	5	2	8	4	*
	20%	26%	21%	41%	37%	25%	12%	34%	19%	9%
Cost implications	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	6	1	*	*	6	2	1	4	5	-
	14%	5%	3%	1%	27%	12%	5%	16%	28%	-%
Other	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:	
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/ special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	a	b
Unweighted Base	72	19	15	25	5	2	31	26	38	34
Effective base	19	4	3	8	1	1	9	6	10	9
Weighted Base	40	9	4	6	1	*	11	8	20	20
Price increases	19	7	2	4	1	-	4	3	16	3
	47%	75%	39%	68%	97%	-%	40%	35%	78% b	16%
Changes in the type of mail sent	12	3	1	2	1	-	5	1	3	9
	31%	37%	27%	33%	98%	-%	46%	13%	13%	49%
Better quality of service	14	5	3	2	1	*	4	3	9	5
	35%	52%	79%	38%	99%	18%	38%	41%	44%	26%
Became more aware of alternatives	11	1	1	1	*	-	4	1	6	6
	28%	6%	13%	15%	1%	-%	36%	11%	28%	29%
Due to internal cost cutting	8	1	2	2	1	*	3	3	7	1
	20%	14%	37%	26%	97%	82%	30%	37%	36%	4%
Cost implications	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	6	*	*	1	-	-	*	2	3	2
	14%	*%	1%	12%	-%	-%	5%	29%	16%	12%
Other	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	*b	*c	a	*b	a	*b	a	*b
Unweighted Base	72	42	44	59	45	33	67	29	11	60	7	64	8	32	3
Effective base	19	11	14	16	10	8	16	10	1	16	2	16	4	6	2
Weighted Base	40	22	20	30	23	15	35	22	1	30	3	36	4	13	*
Price increases	19	10	8	14	10	9	19	9	1	17	2	16	3	9	*
	47%	47%	40%	45%	45%	61%	54%	41%	96%	54%	75%	45%	70%	66%	85%
Changes in the type of mail sent	12	6	7	11	6	4	10	8	1	7	1	12	*	2	*
	31%	29%	36%	38%	27%	29%	28%	37%	95%	24%	26%	34%	2%	12%	11%
Better quality of service	14	7	7	7	12	1	12	9	1	13	*	14	*	10	-
	35%	33%	33%	24%	52%	10%	34%	40%	95%	44%	8%	38%	8%	74%	-%
Became more aware of alternatives	11	9	3	11	7	4	11	6	*	7	-	11	1	2	-
	28%	42%	17%	35%	28%	27%	31%	27%	2%	23%	-%	30%	12%	16%	-%
Due to internal cost cutting	8	8	5	8	4	5	8	5	1	8	-	6	2	3	-
	20%	35%	25%	26%	19%	36%	23%	23%	96%	26%	-%	18%	42%	26%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	6	3	5	6	1	5	6	2	*	4	-	5	*	3	*
	14%	12%	27%	18%	3%	36%	16%	11%	3%	12%	-%	14%	11%	24%	15%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	*c	a	*b	*c	a	*b
Unweighted Base	72	34	9	30	32	9	30	27	15	53	19
Effective base	19	5	3	8	10	4	6	8	6	14	5
Weighted Base	40	15	5	10	16	13	12	16	12	29	10
Price increases	19	8	*	6	6	7	11	1	7	14	5
	47%	56%	8%	57%	39%	49%	98%	4%	58%	47%	47%
Changes in the type of mail sent	12	5	*	4	4	4	2	8	2	10	3
	31%	36%	2%	38%	27%	31%	15%	49%	21%	33%	26%
Better quality of service	14	7	3	5	5	4	3	6	5	8	6
	35%	49%	51%	49%	33%	28%	24%	35%	47%	27%	59%
Became more aware of alternatives	11	6	*	2	5	4	3	6	2	10	1
	28%	39%	7%	19%	31%	30%	25%	39%	17%	34%	11%
Due to internal cost cutting	8	3	*	3	5	*	4	*	4	7	1
	20%	22%	6%	29%	29%	2%	36%	1%	31%	25%	6%
Cost implications	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Convenience	6	3	2	*	*	5	3	2	*	6	-
	14%	21%	47%	2%	*%	39%	28%	12%	4%	19%	-%
Other	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 121 (continuation)

QV7b. And why have you <answer from QV7a.1>?

Base: All using RM who have recently changed payment method in the last 12 months (QV7a1=1-2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	b	*c	*d	a	*b
Unweighted Base	72	12	31	22	7	43	29
Effective base	19	3	5	10	2	7	12
Weighted Base	40	8	6	20	5	14	26
Price increases	19	1	3	11	3	4	15
	47%	13%	51%	55%	66%	29%	57%
Changes in the type of mail sent	12	5	*	7	*	5	7
	31%	57%	8%	34%	2%	37%	27%
Better quality of service	14	1	3	8	2	4	10
	35%	11%	56%	38%	39%	30%	38%
Became more aware of alternatives	11	5	1	4	2	5	6
	28%	56%	10%	21%	34%	36%	24%
Due to internal cost cutting	8	1	1	4	2	2	6
	20%	6%	24%	20%	38%	14%	24%
Cost implications	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Convenience	6	2	*	-	3	2	3
	14%	29%	*%	-%	60%	17%	12%
Other	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	406	168	238	189	95	32	90	217
Effective base	126	68	61	105	62	13	43	87
Weighted Base	242	107	135	219	17	3	2	22
Royal Mail unsorted bulk mail	24	2	22	21	1	1	1	3
	10%	2%	16%	10%	7%	31%	31%	13%
			a			ab	abe	
Royal Mail sorted bulk mail	18	2	16	15	2	*	*	3
	7%	2%	12%	7%	11%	11%	30%	13%
			a				abe	
Royal Mail Wholesale Access	14	*	14	13	1	*	*	1
	6%	*%	10%	6%	6%	2%	16%	6%
			a				a	
Bulk mail product from a different provider (please specify)	5	5	-	5	*	-	*	*
	2%	5%	-%	2%	1%	-%	2%	1%
Do not use a specific product for bulk mail	196	98	97	179	14	2	1	17
	81%	92%	72%	81%	81%	63%	43%	75%
		b		d	d			d

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	406	72	77	40	54	73	90	189	95	122
Effective base	126	41	47	22	36	39	43	105	62	28
Weighted Base	242	94	99	26	10	11	2	219	17	5
Royal Mail unsorted bulk mail	24	8	11	3	1	2	1	21	1	2
	10%	8%	11%	10%	7%	15%	31%	10%	7%	31%
							abdgh			abdgh
Royal Mail sorted bulk mail	18	*	11	3	1	1	*	15	2	1
	7%	*%	12%	12%	12%	11%	30%	7%	11%	18%
			a	a	a	a	abegh		a	a
Royal Mail Wholesale Access	14	4	9	*	1	*	*	13	1	*
	6%	4%	9%	*%	9%	1%	16%	6%	6%	7%
							eg			
Bulk mail product from a different provider (please specify)	5	1	3	-	-	*	*	5	*	*
	2%	1%	3%	-%	-%	2%	2%	2%	1%	1%
Do not use a specific product for bulk mail	196	84	75	20	8	8	1	179	14	3
	81%	89%	75%	78%	81%	75%	43%	81%	81%	56%
		fi	f	f	fi	f		fi	fi	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	406	90	69	29	19	79
Effective base	126	47	21	7	6	13
Weighted Base	242	121	32	9	4	17
Royal Mail unsorted bulk mail	24	14	4	*	*	5
	10%	12%	13%	5%	2%	27%
Royal Mail sorted bulk mail	18	7	6	*	*	2
	7%	6%	18%	2%	5%	12%
Royal Mail Wholesale Access	14	11	*	1	*	2
	6%	9%	1%	6%	3%	12%
Bulk mail product from a different provider (please specify)	5	1	1	-	*	3
	2%	*%	3%	-%	4%	17%
Do not use a specific product for bulk mail	196	99	21	8	4	7
	81%	82%	67%	86%	90%	45%
		e				

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	*g	*h	*i	j	k	l	m
Unweighted Base	406	33	19	35	14	30	35	11	20	19	216	67	41	82
Effective base	126	17	11	16	8	14	19	4	7	7	100	39	26	16
Weighted Base	242	36	23	39	11	26	41	13	11	12	212	19	6	5
Royal Mail unsorted bulk mail	24	9	5	1	2	-	2	1	*	1	21	2	*	1
	10%	26% e	21%	4%	18%	-%	4%	8%	1%	7%	10%	10%	5%	10%
Royal Mail sorted bulk mail	18	5	*	1	3	1	5	*	1	*	16	1	*	*
	7%	15%	1%	2%	25%	4%	13%	*%	6%	1%	8%	3%	5%	9%
Royal Mail Wholesale Access	14	7	*	*	-	-	4	-	1	*	12	2	-	*
	6%	21% jl	1%	1%	-%	-%	9%	-%	5%	*%	6%	10%	-%	3%
Bulk mail product from a different provider (please specify)	5	-	-	-	*	-	-	-	3	*	3	1	*	1
	2%	-%	-%	-%	*%	-%	-%	-%	25%	2%	1%	3%	7%	16% j
Do not use a specific product for bulk mail	196	20	18	37	9	25	34	12	7	11	173	15	5	3
	81%	55%	79%	95% a	75%	96% a	84%	92%	64%	91%	81% a	79%	84% a	66%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base	406	15	34	7	46	56	20	28	187	339	67	348	58
Effective base	126	5	10	4	17	17	6	9	59	106	23	113	13
Weighted Base	242	9	22	1	37	38	9	10	98	213	29	216	26
Royal Mail unsorted bulk mail	24	*	1	-	11	1	*	1	8	20	4	22	2
	10%	*%	7%	-%	30% eh	2%	2%	6%	9%	10%	13%	10%	8%
Royal Mail sorted bulk mail	18	1	*	*	5	*	3	*	7	17	1	9	9
	7%	15%	1%	3%	14%	*%	33%	3%	7%	8%	3%	4%	33% a
Royal Mail Wholesale Access	14	*	-	-	4	4	3	*	2	12	2	11	3
	6%	*%	-%	-%	9%	11%	30%	*%	2%	6%	7%	5%	12%
Bulk mail product from a different provider (please specify)	5	*	3	-	-	1	*	-	*	4	*	5	*
	2%	2%	13% h	-%	-%	3%	4%	-%	*%	2%	2%	2%	1%
Do not use a specific product for bulk mail	196	8	18	1	22	32	6	9	84	171	24	179	17
	81%	82%	80%	97%	60%	84%	61%	93%	86% d	81%	83%	83%	65%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	406	400	6	166	131	107
Effective base	126	123	3	61	33	33
Weighted Base	242	237	5	124	58	59
Royal Mail unsorted bulk mail	24	22	2	18	5	1
	10%	9%	41%	14%	9%	2%
				c		
Royal Mail sorted bulk mail	18	16	2	9	7	2
	7%	7%	41%	7%	12%	3%
Royal Mail Wholesale Access	14	12	2	10	4	*
	6%	5%	42%	8%	7%	*%
Bulk mail product from a different provider (please specify)	5	5	-	4	-	1
	2%	2%	-%	3%	-%	1%
Do not use a specific product for bulk mail	196	193	3	92	47	55
	81%	81%	58%	75%	80%	94%
						a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	406	210	113	32	13	14	9	5	10	323	83	51	59	151	196
Effective base	126	85	32	4	2	3	2	2	3	114	12	9	30	55	44
Weighted Base	242	177	46	4	4	3	2	*	6	223	19	15	61	116	65
Royal Mail unsorted bulk mail	24	15	3	*	*	3	1	*	2	17	7	7	2	12	9
	10%	8%	6%	4%	8%	75%	57%	5%	40%	8%	35%	43%	4%	11%	14%
											abi	abi			
Royal Mail sorted bulk mail	18	4	6	*	*	3	1	*	3	10	7	7	*	4	13
	7%	2%	13%	11%	2%	82%	44%	28%	51%	5%	38%	45%	*%	4%	20%
			a								ai	abi			ab
Royal Mail Wholesale Access	14	5	4	*	*	3	*	*	2	9	5	5	4	1	9
	6%	3%	9%	1%	2%	79%	1%	1%	35%	4%	25%	32%	7%	1%	14%
											ai	ai			b
Bulk mail product from a different provider (please specify)	5	5	*	-	-	-	-	-	*	5	*	*	1	3	*
	2%	3%	1%	-%	-%	-%	-%	-%	*%	2%	*%	*%	2%	3%	*%
Do not use a specific product for bulk mail	196	152	36	3	3	*	-	*	1	188	7	4	54	98	44
	81%	86%	79%	86%	90%	2%	-%	70%	10%	85%	38%	26%	89%	85%	67%
		jk	jk	k						jk			c	c	

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	406	302	239	334	217	400	210	159	50	39	22	25	20	19
Effective base	126	86	63	95	55	126	64	63	12	9	4	3	4	3
Weighted Base	242	160	119	182	117	242	126	124	25	18	7	4	3	3
Royal Mail unsorted bulk mail	24	15	8	16	17	24	11	9	1	3	*	1	*	1
	10%	10%	7%	9%	15%	10%	9%	8%	3%	17%	8%	29%	5%	37%
Royal Mail sorted bulk mail	18	11	10	14	7	18	4	4	3	3	1	*	1	2
	7%	7%	8%	8%	6%	7%	3%	3%	12%	19%	8%	1%	39%	79%
Royal Mail Wholesale Access	14	4	5	7	3	14	3	1	1	4	*	*	*	*
	6%	3%	4%	4%	3%	6%	2%	1%	4%	23% a	2%	2%	2%	1%
Bulk mail product from a different provider (please specify)	5	4	1	5	*	5	4	2	*	*	3	-	-	-
	2%	3%	*%	2%	*%	2%	3%	1%	*%	1%	42%	-%	-%	-%
Do not use a specific product for bulk mail	196	131	101	149	94	195	109	110	20	12	3	3	2	-
	81%	82%	85%	82%	80%	81%	86%	89%	82%	65%	43%	70%	56%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	406	124	13	16	16	7	27	14	48	44	69	96	91	34
Effective base	126	42	4	2	8	2	3	3	8	19	19	36	19	5
Weighted Base	242	93	7	6	2	1	3	3	8	38	45	58	37	5
Royal Mail unsorted bulk mail	24	9	1	5	*	1	*	1	2	1	4	5	5	1
	10%	10%	18%	75%	11%	80%	1%	22%	23%	2%	10%	8%	13%	28%
Royal Mail sorted bulk mail	18	4	-	*	*	*	*	2	3	2	6	1	5	1
	7%	4%	-%	4%	17%	7%	8%	81%	36% a	4%	14%	1%	13%	12%
Royal Mail Wholesale Access	14	1	1	1	*	-	*	*	*	*	1	1	3	2
	6%	1%	13%	19%	3%	-%	1%	2%	1%	*%	2%	2%	9%	37% bc
Bulk mail product from a different provider (please specify)	5	*	-	-	-	-	*	-	*	1	4	*	*	-
	2%	*%	-%	-%	-%	-%	*%	-%	*%	2%	8%	*%	*%	-%
Do not use a specific product for bulk mail	196	82	6	*	1	*	3	-	3	35	33	52	27	2
	81%	88% h	82%	6%	73%	19%	90%	-%	43%	92%	72%	90% e	73%	50%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted Base	406	33	42	66	47	29	146	21	46	327	79	282	52
Effective base	126	16	13	18	8	4	38	5	13	109	17	85	10
Weighted Base	242	35	34	32	12	4	82	10	24	206	36	160	22
Royal Mail unsorted bulk mail	24	4	6	6	*	1	12	5	*	17	7	12	3
	10%	11%	18%	18%	1%	34%	14%	55%	1%	8%	18%	8%	15%
Royal Mail sorted bulk mail	18	*	5	1	1	*	4	3	*	8	9	5	9
	7%	*%	14%	4%	6%	3%	5%	27%	2%	4%	26% a	3%	39% a
Royal Mail Wholesale Access	14	*	*	1	1	1	2	1	-	6	8	3	4
	6%	*%	*%	3%	10%	25%	2%	15%	-%	3%	22% a	2%	19% a
Bulk mail product from a different provider (please specify)	5	-	*	*	*	-	*	-	*	5	*	5	-
	2%	-%	*%	1%	*%	-%	*%	-%	*%	2%	1%	3%	-%
Do not use a specific product for bulk mail	196	31	25	25	10	3	68	1	24	173	22	137	13
	81%	89%	74%	78%	84%	65%	83%	13%	97%	84% b	62%	85% b	56%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	406	46	75	83	59	136	81	176	263	75	169	186	62
Effective base	126	16	10	23	9	42	13	46	79	16	42	55	12
Weighted Base	242	37	21	50	20	89	27	91	142	34	82	102	22
Royal Mail unsorted bulk mail	24	3	4	5	1	15	2	11	14	5	6	7	3
	10%	7%	17%	10%	7%	17%	7%	12%	10%	16%	7%	7%	15%
Royal Mail sorted bulk mail	18	1	3	2	7	5	2	7	6	3	9	8	1
	7%	2%	12%	5%	34% a	6%	7%	8%	4%	10%	11%	7%	3%
Royal Mail Wholesale Access	14	1	1	1	4	1	2	4	3	*	5	4	*
	6%	3%	5%	2%	22%	1%	7%	5%	2%	*%	6%	4%	1%
Bulk mail product from a different provider (please specify)	5	-	*	*	-	*	*	*	4	-	*	1	-
	2%	-%	*%	*%	-%	*%	*%	*%	3%	-%	*%	1%	-%
Do not use a specific product for bulk mail	196	34	17	44	12	70	24	72	120	25	67	86	18
	81%	91%	81%	89%	61%	78%	86%	79%	84%	74%	82%	85%	82%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	406	180	136	78	275	208	151	252	205	27
Effective base	126	41	41	14	83	59	44	77	59	4
Weighted Base	242	83	89	34	155	111	86	146	113	8
Royal Mail unsorted bulk mail	24	11	14	8	15	7	9	10	10	1
	10%	13%	16%	25%	9%	6%	10%	7%	9%	15%
Royal Mail sorted bulk mail	18	5	3	1	7	7	5	10	3	1
	7%	6%	3%	2%	5%	6%	6%	7%	3%	12%
Royal Mail Wholesale Access	14	3	1	1	3	4	2	5	3	*
	6%	4%	1%	4%	2%	3%	2%	3%	2%	3%
Bulk mail product from a different provider (please specify)	5	*	*	-	4	1	*	4	1	-
	2%	*%	*%	-%	3%	1%	*%	3%	1%	-%
Do not use a specific product for bulk mail	196	66	73	25	130	97	74	124	98	6
	81%	80%	82%	73%	84%	88%	85%	85%	87%	77%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	406	94	83	99	23	12	216	194	41	24	17	4
Effective base	126	26	27	25	7	3	72	58	10	5	6	1
Weighted Base	242	55	53	50	18	10	129	108	17	7	7	2
Royal Mail unsorted bulk mail	24	4	7	4	2	1	7	12	5	3	4	*
	10%	8%	13%	8%	9%	5%	5%	11%	32%	35%	61%	2%
Royal Mail sorted bulk mail	18	*	2	2	*	*	6	5	1	3	*	*
	7%	1%	4%	5%	1%	1%	4%	4%	6%	39%	4%	1%
Royal Mail Wholesale Access	14	2	1	1	*	*	6	2	1	1	4	-
	6%	4%	3%	2%	*%	*%	5%	1%	7%	13%	58%	-%
Bulk mail product from a different provider (please specify)	5	*	*	*	-	-	4	1	-	-	*	-
	2%	*%	*%	*%	-%	-%	3%	1%	-%	-%	3%	-%
Do not use a specific product for bulk mail	196	49	45	43	16	10	112	93	10	4	2	2
	81%	90%	85%	86%	90%	94%	87%	86%	56%	51%	32%	96%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	406	342	287	369	296	294	271	331	70	2	328	18	123	249
Effective base	126	112	82	116	90	91	80	111	16	2	105	5	37	82
Weighted Base	242	206	150	216	169	171	131	200	27	3	196	12	71	157
Royal Mail unsorted bulk mail	24	14	12	17	18	9	11	15	4	-	14	6	14	7
	10%	7%	8%	8%	10%	6%	8%	8%	16%	-%	7%	53%	19% b	5%
Royal Mail sorted bulk mail	18	8	9	12	8	12	12	6	5	-	11	*	7	5
	7%	4%	6%	6%	5%	7%	9%	3%	17% b	-%	6%	2%	10%	3%
Royal Mail Wholesale Access	14	3	2	3	7	13	8	2	1	-	11	1	11	1
	6%	1%	1%	2%	4%	7% ac	6% b	1%	4%	-%	6%	6%	16% b	1%
Bulk mail product from a different provider (please specify)	5	5	4	5	4	5	4	5	*	-	4	*	1	4
	2%	2%	2%	2%	2%	3%	3%	2%	1%	-%	2%	2%	1%	2%
Do not use a specific product for bulk mail	196	181	127	184	141	143	104	176	18	3	165	5	48	141
	81%	88%	85%	85%	84%	83%	79%	88% c	67%	100%	84%	41%	67%	90% a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	406	151	6	93	81	87	201	116	66	73	231	227	179
Effective base	126	40	2	17	27	26	64	37	16	18	76	64	63
Weighted Base	242	87	2	37	59	47	123	71	34	38	147	116	126
Royal Mail unsorted bulk mail	24	12	*	10	2	7	12	5	5	14	5	20	5
	10%	14%	2%	27% b	4%	16%	10%	7%	15%	36% c	3%	17% b	4%
Royal Mail sorted bulk mail	18	12	*	7	6	5	9	4	3	10	5	14	4
	7%	14%	4%	19%	10%	10%	7%	5%	9%	26% c	3%	12%	3%
Royal Mail Wholesale Access	14	9	-	9	*	6	5	4	5	5	3	13	2
	6%	10%	-%	24% b	1%	12%	4%	6%	16% c	14% c	2%	11% b	1%
Bulk mail product from a different provider (please specify)	5	*	-	-	*	*	1	4	*	-	5	4	*
	2%	*%	-%	-%	*%	*%	1%	5%	*%	-%	3%	4%	*%
Do not use a specific product for bulk mail	196	67	2	23	53	35	99	61	25	18	130	76	119
	81%	77%	94%	61%	90% a	74%	80%	86%	74%	47%	88% b	66%	95% a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 122 (continuation)

QV8n. Do you use any of the following products to send your bulk mailings?

Base: All using RM to send bulk mailing (QV6a=4,5 or 7 or QV6d=10)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	406	92	110	106	98	202	204
Effective base	126	30	21	41	40	50	79
Weighted Base	242	63	50	76	53	112	129
Royal Mail unsorted bulk mail	24	6	8	7	3	14	10
	10%	9%	16%	10%	6%	12%	8%
Royal Mail sorted bulk mail	18	1	4	9	4	5	13
	7%	2%	7%	12%	7%	4%	10%
Royal Mail Wholesale Access	14	5	3	5	2	7	7
	6%	7%	5%	6%	4%	6%	5%
Bulk mail product from a different provider (please specify)	5	*	-	5	-	*	5
	2%	*%	-%	6%	-%	*%	3%
Do not use a specific product for bulk mail	196	52	40	55	49	92	104
	81%	82%	80%	72%	91%	82%	80%
					c		

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	e
Unweighted Base	61	7	54	17	9	11	24	44
Effective base	12	2	11	10	6	4	15	15
Weighted Base	24	2	22	21	1	1	1	3
Advertising and promotional material, such as catalogues, brochures and direct mail	9	*	8	7	1	*	*	2
	36%	18%	37%	33%	71%	40%	45%	55%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	*	6	6	*	*	*	1
	27%	7%	29%	26%	31%	19%	76%	35%
Publications, such as magazines, periodicals, customer newsletters	8	1	7	7	1	1	*	1
	35%	67%	32%	34%	57%	49%	6%	45%
Other	1	*	*	*	*	-	-	*
	2%	15%	1%	2%	18%	-%	-%	8%
Don't know	2	-	2	2	-	-	-	-
	9%	-%	10%	11%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	61	6	9	2	4	16	24	17	9	35
Effective base	12	4	4	2	3	7	15	10	6	8
Weighted Base	24	8	11	3	1	2	1	21	1	2
Advertising and promotional material, such as catalogues, brochures and direct mail	9	5	2	-	*	1	*	7	1	1
	36%	63%	19%	-%	67%	53%	45%	33%	71%	42%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	*	4	1	*	*	*	6	*	1
	27%	2%	39%	48%	33%	23%	76%	26%	31%	38%
Publications, such as magazines, periodicals, customer newsletters	8	3	3	1	*	1	*	7	1	1
	35%	35%	28%	52%	65%	49%	6%	34%	57%	35%
Other	1	-	*	-	*	-	-	*	*	-
	2%	-%	3%	-%	33%	-%	-%	2%	18%	-%
Don't know	2	-	2	-	-	-	-	2	-	-
	9%	-%	21%	-%	-%	-%	-%	11%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e
Unweighted Base	61	15	10	3	4	23
Effective base	12	6	2	1	2	4
Weighted Base	24	14	4	*	*	5
Advertising and promotional material, such as catalogues, brochures and direct mail	9	4	1	-	*	3
	36%	28%	25%	-%	87%	64%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	5	*	*	*	2
	27%	33%	*%	10%	12%	37%
Publications, such as magazines, periodicals, customer newsletters	8	5	3	*	*	*
	35%	33%	68%	90%	88%	3%
Other	1	1	-	-	-	-
	2%	4%	-%	-%	-%	-%
Don't know	2	2	*	-	-	-
	9%	14%	7%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		GOR (QC3)											
	Total base	East of England	East Midlands	Greater London	North East	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*l
Unweighted Base	61	5	3	4	2	9	1	2	5	31	9	2	19
Effective base	12	3	2	1	1	3	1	2	3	10	4	2	6
Weighted Base	24	9	5	1	2	2	1	*	1	21	2	*	1
Advertising and promotional material, such as catalogues, brochures and direct mail	9	2	2	*	*	1	1	*	*	7	1	*	*
	36%	21%	39%	5%	4%	89%	100%	41%	50%	33%	59%	100%	31%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	5	*	*	-	*	-	*	*	6	*	-	*
	27%	57%	5%	5%	-%	11%	-%	59%	3%	28%	10%	-%	83%
Publications, such as magazines, periodicals, customer newsletters	8	2	3	1	-	1	-	-	1	8	*	*	*
	35%	22%	61%	92%	-%	74%	-%	-%	66%	38%	5%	23%	25%
Other	1	-	*	-	-	-	-	-	-	*	*	-	-
	2%	-%	5%	-%	-%	-%	-%	-%	-%	1%	17%	-%	-%
Don't know	2	-	-	-	2	-	-	-	-	2	*	-	-
	9%	-%	-%	-%	96%	-%	-%	-%	-%	9%	14%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Industry							Urbanity		Location	
	Total base	Agriculture	Manufacturing	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	a	*b	a	*b
Unweighted Base	61	2	6	9	8	2	4	27	54	7	55	6
Effective base	12	1	1	4	4	1	2	6	10	3	11	1
Weighted Base	24	*	1	11	1	*	1	8	20	4	22	2
Advertising and promotional material, such as catalogues, brochures and direct mail	9	*	*	1	1	*	*	6	6	2	8	*
	36%	100%	5%	7%	63%	18%	8%	70%	31%	62%	38%	9%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	*	1	4	*	*	*	*	5	1	6	*
	27%	100%	94%	38%	13%	82%	19%	4%	25%	38%	29%	7%
Publications, such as magazines, periodicals, customer newsletters	8	-	*	6	*	-	1	*	8	*	8	-
	35%	-%	1%	57%	4%	-%	92%	6%	42%	*%	39%	-%
Other	1	-	-	*	-	-	-	*	1	-	1	-
	2%	-%	-%	2%	-%	-%	-%	4%	3%	-%	3%	-%
Don't know	2	-	-	-	*	-	-	2	2	-	*	2
	9%	-%	-%	-%	30%	-%	-%	23%	11%	-%	1%	91%

Columns Tested:: a,b,c,d,e,f,g - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted Base	61	60	1	24	23	14
Effective base	12	11	1	8	5	5
Weighted Base	24	22	2	18	5	1
Advertising and promotional material, such as catalogues, brochures and direct mail	9	9	-	3	4	1
	36%	39%	-%	20%	86%	62%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	7	-	6	1	*
	27%	30%	-%	33%	11%	14%
Publications, such as magazines, periodicals, customer newsletters	8	6	2	7	1	*
	35%	29%	100%	38%	25%	31%
Other	1	1	-	*	-	*
	2%	3%	-%	1%	-%	30%
Don't know	2	2	-	2	*	-
	9%	10%	-%	11%	5%	-%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	*b	c
Unweighted Base	61	14	16	8	4	6	6	3	4	30	31	23	4	10	47
Effective base	12	6	5	5	1	2	1	3	1	8	5	4	2	5	8
Weighted Base	24	15	3	*	*	3	1	*	2	17	7	7	2	12	9
Advertising and promotional material, such as catalogues, brochures and direct mail	9	4	2	*	*	*	*	*	2	6	3	3	1	3	5
	36%	27%	62%	40%	85%	9%	3%	22%	100%	33%	43%	43%	36%	25%	49%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	4	*	*	*	*	1	*	-	5	2	2	*	4	2
	27%	30%	15%	82%	18%	11%	97%	66%	-%	28%	26%	25%	7%	34%	23%
Publications, such as magazines, periodicals, customer newsletters	8	5	1	*	-	3	*	*	*	6	3	3	1	4	3
	35%	35%	25%	6%	-%	98%	2%	78%	3%	33%	40%	41%	58%	30%	36%
Other	1	*	-	-	-	*	-	-	-	*	*	*	-	*	*
	2%	2%	-%	-%	-%	9%	-%	-%	-%	2%	4%	4%	-%	3%	2%
Don't know	2	2	*	-	-	-	-	-	-	2	-	-	-	2	*
	9%	13%	10%	-%	-%	-%	-%	-%	-%	13%	-%	-%	-%	16%	3%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	61	48	40	53	44	60	27	8	6	12	5	6	5	11
Effective base	12	8	8	9	8	12	5	4	4	3	1	1	4	5
Weighted Base	24	15	8	16	17	24	11	9	1	3	*	1	*	1
Advertising and promotional material, such as catalogues, brochures and direct mail	9	6	5	7	6	9	4	3	1	1	*	1	*	1
	36%	42%	65%	41%	35%	36%	33%	32%	95%	35%	*%	89%	63%	85%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	5	1	5	5	7	5	4	*	*	*	*	*	*
	27%	33%	11%	32%	27%	27%	44%	44%	35%	12%	16%	11%	63%	7%
Publications, such as magazines, periodicals, customer newsletters	8	3	3	4	6	8	2	-	*	3	*	*	*	*
	35%	23%	33%	23%	34%	35%	17%	-%	26%	84%	84%	*%	14%	43%
Other	1	1	*	1	-	1	1	*	-	*	-	-	-	-
	2%	4%	3%	4%	-%	2%	5%	3%	-%	8%	-%	-%	-%	-%
Don't know	2	2	*	2	2	2	2	2	-	*	-	-	-	-
	9%	13%	3%	14%	13%	9%	18%	21%	-%	9%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	61	12	3	8	6	2	2	11	15	6	13	18	9	7
Effective base	12	5	2	1	3	1	1	3	3	4	2	6	1	2
Weighted Base	24	9	1	5	*	1	*	1	2	1	4	5	5	1
Advertising and promotional material, such as catalogues, brochures and direct mail	9	3	1	*	*	1	-	1	2	*	2	2	*	1
	36%	34%	74%	3%	78%	93%	-%	85%	88%	64%	47%	51%	7%	99%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	*	*	4	*	-	*	*	*	*	*	*	4	*
	27%	1%	5%	89%	82%	-%	100%	15%	8%	37%	8%	7%	88%	1%
Publications, such as magazines, periodicals, customer newsletters	8	4	1	*	*	*	*	*	*	*	*	2	*	1
	35%	46%	74%	9%	4%	7%	8%	14%	10%	31%	6%	43%	*%	80%
Other	1	-	-	-	-	-	-	-	-	-	*	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	7%	-%	-%
Don't know	2	2	*	-	-	-	-	-	-	-	2	-	*	-
	9%	21%	21%	-%	-%	-%	-%	-%	-%	-%	45%	-%	6%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	*b	a	*b
Unweighted Base	61	7	11	17	3	6	32	9	1	42	19	36	17
Effective base	12	3	2	4	2	2	7	2	1	9	4	6	2
Weighted Base	24	4	6	6	*	1	12	5	*	17	7	12	3
Advertising and promotional material, such as catalogues, brochures and direct mail	9	2	*	2	*	1	5	1	*	5	3	5	1
	36%	64%	2%	37%	10%	95%	41%	18%	100%	31%	47%	43%	34%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	*	4	*	*	*	*	4	-	5	1	5	*
	27%	1%	67%	5%	100%	5%	2%	80%	-%	29%	23%	39%	10%
Publications, such as magazines, periodicals, customer newsletters	8	1	*	3	*	1	6	*	-	5	3	2	1
	35%	36%	*%	59%	10%	76%	50%	1%	-%	30%	49%	18%	40%
Other	1	-	-	-	-	-	-	-	-	1	-	*	*
	2%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	3%	7%
Don't know	2	-	2	*	-	-	2	*	-	2	-	*	2
	9%	-%	32%	5%	-%	-%	17%	5%	-%	13%	-%	2%	58%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*a	*b	*a	*b	a	b	*c	a	b	*c
Unweighted Base	61	9	21	17	17	28	16	37	35	25	36	32	18
Effective base	12	3	3	4	3	7	2	5	7	4	6	7	4
Weighted Base	24	3	4	5	1	15	2	11	14	5	6	7	3
Advertising and promotional material, such as catalogues, brochures and direct mail	9	3	1	3	1	4	2	5	5	3	5	5	1
	36%	97%	28%	52%	69%	27%	93%	52%	37%	62%	79%	68%	43%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	*	*	*	*	4	*	5	5	*	1	*	*
	27%	7%	8%	5%	36%	29%	9%	46%	34%	6%	12%	7%	5%
Publications, such as magazines, periodicals, customer newsletters	8	1	1	1	*	5	1	2	3	2	1	2	2
	35%	37%	15%	28%	25%	32%	52%	16%	24%	35%	18%	31%	57%
Other	1	-	-	-	*	-	-	*	*	-	*	-	-
	2%	-%	-%	-%	17%	-%	-%	2%	2%	-%	4%	-%	-%
Don't know	2	-	2	2	-	2	-	-	2	-	*	*	-
	9%	-%	55%	38%	-%	15%	-%	-%	14%	-%	4%	4%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	*b	*c	a	b	*c	a	b	*c
Unweighted Base	61	40	24	22	43	34	29	43	33	10
Effective base	12	7	6	3	7	6	7	8	5	5
Weighted Base	24	11	14	8	15	7	9	10	10	1
Advertising and promotional material, such as catalogues, brochures and direct mail	9	6	3	2	6	4	5	5	5	1
	36%	54%	24%	28%	39%	64%	55%	49%	46%	59%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	1	4	4	5	1	*	1	5	*
	27%	5%	31%	51%	35%	12%	5%	11%	48%	10%
Publications, such as magazines, periodicals, customer newsletters	8	6	5	3	3	3	2	3	2	1
	35%	53%	33%	34%	24%	38%	23%	27%	20%	69%
Other	1	-	-	-	1	*	-	1	1	-
	2%	-%	-%	-%	4%	4%	-%	6%	5%	-%
Don't know	2	-	2	-	2	-	2	2	-	-
	9%	-%	14%	-%	14%	-%	22%	20%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base	61	18	19	22	7	4	37	32	16	14	6	1
Effective base	12	5	5	5	2	1	9	5	4	2	3	1
Weighted Base	24	4	7	4	2	1	7	12	5	3	4	*
Advertising and promotional material, such as catalogues, brochures and direct mail	9	2	4	2	1	*	4	5	3	*	4	-
	36%	56%	62%	48%	74%	15%	63%	39%	60%	6%	100%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	*	*	*	*	*	1	4	*	1	*	*
	27%	7%	3%	7%	3%	16%	10%	38%	3%	21%	1%	100%
Publications, such as magazines, periodicals, customer newsletters	8	2	1	2	*	*	3	1	2	*	1	-
	35%	46%	9%	48%	27%	90%	47%	8%	33%	16%	24%	-%
Other	1	-	-	-	-	-	*	*	-	*	-	-
	2%	-%	-%	-%	-%	-%	5%	3%	-%	9%	-%	-%
Don't know	2	-	2	-	-	-	-	2	*	2	-	-
	9%	-%	29%	-%	-%	-%	-%	17%	5%	75%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	*c	a	*b	a	*b	a	*b
Unweighted Base	61	45	44	53	43	34	48	40	17	50	3	38	18	36	2
Effective base	12	7	8	8	8	8	10	7	3	10	2	8	3	8	1
Weighted Base	24	14	12	17	18	9	11	15	4	14	6	14	7	12	*
Advertising and promotional material, such as catalogues, brochures and direct mail	9	6	5	7	6	5	8	5	4	7	2	8	1	6	*
	36%	46%	46%	38%	34%	54%	73%	33%	99%	46%	31%	55%	14%	47%	88%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	5	1	5	5	2	1	5	*	1	4	1	4	2	*
	27%	35%	9%	31%	27%	19%	10%	32%	5%	6%	69%	6%	63%	17%	100%
Publications, such as magazines, periodicals, customer newsletters	8	2	4	5	6	4	3	4	1	6	*	5	2	4	-
	35%	15%	35%	30%	34%	40%	29%	26%	23%	43%	4%	34%	24%	32%	-%
Other	1	1	1	1	*	*	1	1	-	*	*	*	*	*	-
	2%	4%	5%	3%	2%	3%	5%	4%	-%	2%	4%	2%	5%	2%	-%
Don't know	2	2	2	2	2	-	-	2	-	2	-	2	-	2	-
	9%	14%	17%	11%	11%	-%	-%	13%	-%	16%	-%	16%	-%	17%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	*b	*c	*a	*b	*c	a	*b
Unweighted Base	61	36	6	23	24	14	20	21	17	42	19
Effective base	12	8	1	5	5	4	4	6	4	9	4
Weighted Base	24	10	2	7	12	5	5	14	5	20	5
Advertising and promotional material, such as catalogues, brochures and direct mail	9	6	*	6	1	2	3	2	3	7	2
	36%	56%	4%	75%	7%	47%	64%	15%	64%	34%	42%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	2	*	2	5	*	1	5	*	6	*
	27%	21%	5%	22%	39%	6%	26%	34%	8%	31%	11%
Publications, such as magazines, periodicals, customer newsletters	8	4	*	1	5	3	1	6	2	8	*
	35%	40%	*%	8%	40%	66%	11%	45%	36%	42%	7%
Other	1	*	-	*	-	*	-	1	-	*	*
	2%	2%	-%	3%	-%	7%	-%	4%	-%	1%	7%
Don't know	2	-	2	*	2	-	-	2	-	*	2
	9%	-%	94%	4%	17%	-%	-%	14%	-%	1%	44%

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 123 (continuation)

Royal Mail unsorted bulk mail

Base: All sending unsorted bulk mailing (QV8n=1)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b	*c	*d	a	*b
Unweighted Base	61	12	25	13	11	37	24
Effective base	12	2	5	5	2	6	7
Weighted Base	24	6	8	7	3	14	10
Advertising and promotional material, such as catalogues, brochures and direct mail	9	1	4	2	*	6	3
	36%	25%	56%	32%	12%	43%	26%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	4	2	*	*	6	1
	27%	75%	21%	5%	8%	44%	6%
Publications, such as magazines, periodicals, customer newsletters	8	-	*	6	3	*	8
	35%	-%	3%	76%	84%	2%	79%
Other	1	-	-	1	-	-	1
	2%	-%	-%	7%	-%	-%	5%
Don't know	2	-	2	*	-	2	*
	9%	-%	25%	4%	-%	14%	3%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	e
Unweighted Base	63	7	56	14	15	10	24	49
Effective base	11	3	9	8	10	5	9	19
Weighted Base	18	2	16	15	2	*	*	3
Advertising and promotional material, such as catalogues, brochures and direct mail	5	1	4	4	1	*	*	1
	28%	59%	24%	26%	34%	54%	20%	34%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	*	8	7	1	*	*	1
	46%	5%	50%	45%	40%	48%	90%	50%
Publications, such as magazines, periodicals, customer newsletters	7	1	7	6	1	*	*	1
	42%	43%	42%	43%	38%	64%	32%	40%
Other	*	-	*	-	*	-	-	*
	1%	-%	1%	-%	12%	-%	-%	8%
Don't know	2	-	2	2	-	-	-	-
	11%	-%	12%	13%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base	63	1	8	5	8	17	24	14	15	34
Effective base	11	1	5	3	6	8	9	8	10	14
Weighted Base	18	*	11	3	1	1	*	15	2	1
Advertising and promotional material, such as catalogues, brochures and direct mail	5	*	4	-	*	*	*	4	1	*
	28%	100%	32%	-%	38%	37%	20%	26%	34%	34%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	-	6	1	1	*	*	7	1	1
	46%	-%	48%	35%	60%	20%	90%	45%	40%	72%
Publications, such as magazines, periodicals, customer newsletters	7	*	3	3	*	1	*	6	1	*
	42%	100%	27%	98%	21%	65%	32%	43%	38%	46%
Other	*	-	-	-	*	-	-	-	*	-
	1%	-%	-%	-%	19%	-%	-%	-%	12%	-%
Don't know	2	-	2	-	-	-	-	2	-	-
	11%	-%	17%	-%	-%	-%	-%	13%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	*e
Unweighted Base	63	10	15	5	4	24
Effective base	11	4	3	2	2	4
Weighted Base	18	7	6	*	*	2
Advertising and promotional material, such as catalogues, brochures and direct mail	5	3	*	*	*	*
	28%	41%	5%	8%	36%	11%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	3	3	*	*	1
	46%	41%	53%	97%	64%	70%
Publications, such as magazines, periodicals, customer newsletters	7	3	3	*	*	1
	42%	34%	46%	21%	96%	59%
Other	*	-	-	-	-	*
	1%	-%	-%	-%	-%	11%
Don't know	2	2	-	-	-	-
	11%	26%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted Base	63	6	3	3	3	1	5	1	3	3	28	10	2	23
Effective base	11	2	1	3	2	1	3	1	1	3	9	6	2	10
Weighted Base	18	5	*	1	3	1	5	*	1	*	16	1	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	5	*	-	*	1	-	3	-	-	*	4	*	*	*
	28%	*%	-%	39%	29%	-%	56%	-%	-%	39%	25%	39%	100%	44%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	3	*	*	*	1	3	*	*	*	8	*	-	*
	46%	56%	100%	61%	3%	100%	52%	100%	10%	61%	47%	34%	-%	35%
Publications, such as magazines, periodicals, customer newsletters	7	2	*	*	-	1	2	-	1	-	7	*	*	*
	42%	44%	90%	22%	-%	100%	44%	-%	90%	-%	41%	55%	100%	27%
Other	*	-	-	*	-	-	-	-	-	-	*	-	-	-
	1%	-%	-%	39%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Don't know	2	-	-	-	2	-	-	-	-	-	2	-	-	-
	11%	-%	-%	-%	68%	-%	-%	-%	-%	-%	12%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	h	a	*b	a	*b
Unweighted Base	63	2	5	1	8	4	4	5	33	57	6	53	10
Effective base	11	1	4	1	2	2	1	3	7	10	2	9	4
Weighted Base	18	1	*	*	5	*	3	*	7	17	1	9	9
Advertising and promotional material, such as catalogues, brochures and direct mail	5	-	*	-	*	*	3	*	2	5	-	1	4
	28%	-%	5%	-%	3%	8%	90%	47%	25%	29%	-%	11%	44%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	*	*	*	3	*	3	*	2	8	*	2	6
	46%	3%	95%	100%	56%	83%	90%	65%	23%	47%	27%	25%	67%
Publications, such as magazines, periodicals, customer newsletters	7	1	*	-	2	*	*	*	3	7	1	7	*
	42%	97%	15%	-%	45%	91%	9%	3%	45%	40%	74%	83%	*%
Other	*	-	-	-	-	-	-	-	*	*	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	3%	1%	-%	3%	-%
Don't know	2	-	-	-	-	-	-	-	2	2	-	-	2
	11%	-%	-%	-%	-%	-%	-%	-%	28%	12%	-%	-%	23%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	*a	*b	*c
Unweighted Base	63	62	1	20	27	16
Effective base	11	10	1	4	5	4
Weighted Base	18	16	2	9	7	2
Advertising and promotional material, such as catalogues, brochures and direct mail	5	5	-	*	3	1
	28%	31%	-%	*%	50%	65%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	8	-	3	4	*
	46%	51%	-%	40%	65%	4%
Publications, such as magazines, periodicals, customer newsletters	7	5	2	3	3	1
	42%	35%	100%	40%	46%	41%
Other	*	*	-	-	*	-
	1%	1%	-%	-%	3%	-%
Don't know	2	2	-	2	-	-
	11%	13%	-%	23%	-%	-%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	*b	c
Unweighted Base	63	12	18	7	4	7	7	3	5	30	33	26	1	11	51
Effective base	11	3	4	3	3	2	1	1	1	7	4	4	1	3	8
Weighted Base	18	4	6	*	*	3	1	*	3	10	7	7	*	4	13
Advertising and promotional material, such as catalogues, brochures and direct mail	5	*	4	*	*	*	-	*	*	4	*	*	-	*	5
	28%	6%	72%	4%	17%	11%	-%	4%	3%	43%	6%	6%	-%	6%	35%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	*	4	*	*	*	*	*	3	4	4	3	-	*	8
	46%	5%	74%	59%	100%	8%	6%	96%	97%	44%	48%	47%	-%	5%	59%
Publications, such as magazines, periodicals, customer newsletters	7	2	1	*	*	3	1	*	*	4	4	4	*	2	5
	42%	51%	23%	51%	9%	89%	94%	7%	2%	35%	52%	52%	100%	51%	39%
Other	*	-	*	-	-	-	-	-	-	*	-	-	-	-	*
	1%	-%	4%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	2%
Don't know	2	2	-	-	-	-	-	-	-	2	-	-	-	2	-
	11%	45%	-%	-%	-%	-%	-%	-%	-%	19%	-%	-%	-%	45%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	63	46	42	52	37	62	25	8	5	10	6	3	6	14
Effective base	11	7	6	8	7	11	4	3	1	2	3	2	1	2
Weighted Base	18	11	10	14	7	18	4	4	3	3	1	*	1	2
Advertising and promotional material, such as catalogues, brochures and direct mail	5	2	4	4	1	5	1	1	*	3	*	*	*	*
	28%	16%	42%	32%	9%	28%	14%	25%	3%	86%	2%	37%	1%	19%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	5	7	8	1	8	1	*	3	3	*	*	1	*
	46%	46%	64%	56%	9%	45%	18%	4%	94%	100%	44%	100%	100%	4%
Publications, such as magazines, periodicals, customer newsletters	7	4	3	4	4	7	2	1	*	*	*	*	1	2
	42%	36%	25%	29%	59%	42%	41%	18%	4%	8%	78%	9%	93%	80%
Other	*	*	*	*	*	*	-	*	-	-	-	-	-	-
	1%	2%	2%	2%	3%	1%	-%	6%	-%	-%	-%	-%	-%	-%
Don't know	2	2	-	2	2	2	2	2	-	-	-	-	-	-
	11%	18%	-%	14%	28%	11%	48%	50%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Number of packets and parcels sent							Frequency - letters/large letters sent				
	Total base	1-24	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	63	12	4	4	2	7	8	17	6	16	10	12	8
Effective base	11	3	3	1	1	3	2	3	1	3	5	3	3
Weighted Base	18	4	*	*	*	*	2	3	2	6	1	5	1
Advertising and promotional material, such as catalogues, brochures and direct mail	5	*	*	*	*	*	*	*	*	*	*	4	*
	28%	13%	5%	5%	79%	4%	3%	6%	14%	*%	57%	79%	15%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	*	*	*	*	*	*	*	*	4	*	3	*
	46%	5%	100%	15%	21%	38%	1%	5%	4%	68%	39%	64%	34%
Publications, such as magazines, periodicals, customer newsletters	7	1	*	*	-	*	2	3	1	1	*	1	*
	42%	30%	65%	85%	-%	60%	99%	92%	82%	21%	4%	20%	91%
Other	*	*	-	-	-	-	-	-	-	-	*	-	-
	1%	7%	-%	-%	-%	-%	-%	-%	-%	-%	31%	-%	-%
Don't know	2	2	-	-	-	-	-	-	-	2	-	-	-
	11%	55%	-%	-%	-%	-%	-%	-%	-%	31%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	a	*b	a	*b
Unweighted Base	63	2	14	10	7	4	27	7	3	38	25	32	20
Effective base	11	2	3	3	4	2	3	2	2	8	4	7	4
Weighted Base	18	*	5	1	1	*	4	3	*	8	9	5	9
Advertising and promotional material, such as catalogues, brochures and direct mail	5	*	*	*	*	*	*	*	*	2	3	1	3
	28%	22%	2%	27%	16%	61%	11%	*%	44%	23%	32%	27%	35%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	*	*	*	*	*	*	*	-	2	6	2	6
	46%	78%	7%	5%	26%	41%	11%	8%	-%	26%	63%	33%	70%
Publications, such as magazines, periodicals, customer newsletters	7	-	2	1	1	*	2	2	*	4	3	3	1
	42%	-%	51%	68%	97%	62%	40%	92%	27%	50%	35%	65%	7%
Other	*	-	-	*	-	-	-	-	*	-	*	-	*
	1%	-%	-%	18%	-%	-%	-%	-%	56%	-%	2%	-%	3%
Don't know	2	-	2	-	-	-	2	-	-	2	-	-	2
	11%	-%	41%	-%	-%	-%	50%	-%	-%	24%	-%	-%	23%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*a	*b	*a	*b	a	b	*c	a	*b	*c
Unweighted Base	63	5	19	13	20	16	21	38	34	19	37	28	17
Effective base	11	3	2	1	3	4	3	4	6	2	5	4	6
Weighted Base	18	1	3	2	7	5	2	7	6	3	9	8	1
Advertising and promotional material, such as catalogues, brochures and direct mail	5	*	*	*	3	1	*	1	1	*	3	4	*
	28%	49%	5%	3%	47%	10%	7%	9%	24%	8%	37%	54%	41%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	*	*	*	6	*	*	5	2	3	6	6	*
	46%	7%	12%	8%	93%	7%	17%	70%	26%	86%	71%	76%	26%
Publications, such as magazines, periodicals, customer newsletters	7	1	*	*	1	3	1	3	2	*	2	1	*
	42%	80%	17%	9%	11%	54%	73%	46%	37%	7%	27%	7%	52%
Other	*	-	-	-	-	-	*	*	*	*	*	*	*
	1%	-%	-%	-%	-%	-%	13%	3%	4%	7%	3%	3%	31%
Don't know	2	-	2	2	-	2	-	-	2	-	-	-	-
	11%	-%	76%	83%	-%	38%	-%	-%	33%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	*b	*c	a	b	*c	a	*b	*c
Unweighted Base	63	34	17	19	35	33	18	38	27	11
Effective base	11	7	2	6	7	5	4	7	7	5
Weighted Base	18	5	3	1	7	7	5	10	3	1
Advertising and promotional material, such as catalogues, brochures and direct mail	5	1	*	*	2	4	*	4	1	1
	28%	13%	15%	32%	21%	59%	8%	43%	20%	59%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	1	*	*	2	4	*	5	2	*
	46%	12%	4%	38%	25%	53%	6%	49%	56%	35%
Publications, such as magazines, periodicals, customer newsletters	7	4	*	*	4	2	3	3	3	*
	42%	82%	16%	41%	49%	35%	51%	34%	73%	39%
Other	*	*	*	*	-	-	-	-	-	-
	1%	5%	8%	29%	-%	-%	-%	-%	-%	-%
Don't know	2	-	2	-	2	-	2	2	-	-
	11%	-%	71%	-%	27%	-%	40%	19%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted Base	63	10	11	15	4	3	29	25	13	14	5	1
Effective base	11	3	1	3	2	2	3	4	5	2	2	1
Weighted Base	18	*	2	2	*	*	6	5	1	3	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	5	*	*	*	*	*	4	*	*	*	*	-
	28%	80%	13%	17%	71%	73%	72%	10%	34%	15%	3%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	*	*	*	*	-	4	1	*	*	*	*
	46%	13%	2%	12%	3%	-%	75%	30%	47%	17%	96%	100%
Publications, such as magazines, periodicals, customer newsletters	7	*	*	2	*	*	1	2	*	1	*	-
	42%	68%	11%	81%	29%	27%	25%	44%	46%	21%	1%	-%
Other	*	-	-	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	2	-	-	-	-	2	-	2	-	-
	11%	-%	83%	-%	-%	-%	-%	43%	-%	68%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	*c	a	*b	a	*b	a	*b
Unweighted Base	63	41	42	51	37	41	48	39	20	45	3	37	15	36	3
Effective base	11	8	6	9	5	7	7	7	2	7	1	4	5	6	2
Weighted Base	18	8	9	12	8	12	12	6	5	11	*	7	5	12	*
Advertising and promotional material, such as catalogues, brochures and direct mail	5	2	2	2	4	4	4	2	*	5	*	3	1	3	*
	28%	23%	18%	17%	54%	36%	38%	28%	5%	44%	1%	49%	32%	27%	7%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	2	3	5	4	7	7	2	3	5	*	4	1	6	*
	46%	23%	38%	39%	42%	61%	57%	26%	65%	44%	99%	54%	30%	52%	93%
Publications, such as magazines, periodicals, customer newsletters	7	4	2	5	2	4	4	3	1	4	*	1	3	4	-
	42%	51%	26%	42%	19%	37%	35%	42%	29%	37%	88%	18%	68%	34%	-%
Other	*	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	1%	3%	3%	2%	3%	2%	2%	4%	5%	-%	-%	-%	-%	-%	-%
Don't know	2	2	2	2	2	-	-	2	-	2	-	2	-	2	-
	11%	24%	22%	16%	24%	-%	-%	30%	-%	18%	-%	29%	-%	16%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	*a	b	*c	*a	*b	*c	a	*b
Unweighted Base	63	31	15	21	30	12	18	27	18	43	20
Effective base	11	4	3	3	6	3	1	6	6	8	3
Weighted Base	18	7	6	5	9	4	3	10	5	14	4
Advertising and promotional material, such as catalogues, brochures and direct mail	5	3	*	3	1	1	3	*	1	4	1
	28%	45%	7%	64%	6%	34%	98%	4%	30%	31%	16%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	3	3	3	4	*	3	4	1	7	1
	46%	49%	54%	73%	45%	9%	90%	40%	28%	54%	15%
Publications, such as magazines, periodicals, customer newsletters	7	4	*	1	4	2	*	4	3	7	1
	42%	56%	5%	28%	41%	64%	6%	41%	69%	47%	24%
Other	*	-	*	-	*	-	-	*	-	-	*
	1%	-%	4%	-%	3%	-%	-%	2%	-%	-%	6%
Don't know	2	-	2	-	2	-	-	2	-	-	2
	11%	-%	34%	-%	21%	-%	-%	20%	-%	-%	52%

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 124 (continuation)

QV8. Royal Mail sorted bulk mail

Base: All sending sorted bulk mailing (QV8n=2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b	*c	*d	a	*b
Unweighted Base	63	9	27	12	15	36	27
Effective base	11	4	3	4	3	5	7
Weighted Base	18	1	4	9	4	5	13
Advertising and promotional material, such as catalogues, brochures and direct mail	5	*	1	3	1	1	4
	28%	2%	30%	36%	14%	23%	29%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	8	*	*	6	1	1	7
	46%	26%	9%	68%	32%	14%	58%
Publications, such as magazines, periodicals, customer newsletters	7	1	*	3	3	1	6
	42%	74%	7%	30%	93%	25%	49%
Other	*	-	-	*	-	-	*
	1%	-%	-%	3%	-%	-%	2%
Don't know	2	-	2	-	-	2	-
	11%	-%	56%	-%	-%	41%	-%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	*d	*e
Unweighted Base	32	1	31	9	6	3	14	23
Effective base	7	1	7	6	3	2	4	5
Weighted Base	14	*	14	13	1	*	*	1
Advertising and promotional material, such as catalogues, brochures and direct mail	7	*	7	7	*	*	*	*
	47%	100%	47%	51%	1%	27%	42%	10%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	-	7	6	1	*	*	1
	46%	-%	46%	44%	71%	86%	51%	67%
Publications, such as magazines, periodicals, customer newsletters	3	-	3	3	*	-	*	*
	20%	-%	20%	20%	6%	-%	73%	19%
Other	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	*	-	-	*
	2%	-%	2%	-%	22%	-%	-%	17%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125 (continuation)

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	32	4	4	1	3	6	14	9	6	17
Effective base	7	3	3	1	3	4	4	6	3	5
Weighted Base	14	4	9	*	1	*	*	13	1	*
Advertising and promotional material, such as catalogues, brochures and direct mail	7	3	3	*	-	*	*	7	*	*
	47%	85%	37%	100%	-%	18%	42%	51%	1%	40%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	2	4	-	1	*	*	6	1	*
	46%	51%	41%	-%	76%	38%	51%	44%	71%	57%
Publications, such as magazines, periodicals, customer newsletters	3	1	2	-	-	*	*	3	*	*
	20%	15%	22%	-%	-%	49%	73%	20%	6%	61%
Other	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	*	-	-	-	*	-
	2%	-%	-%	-%	24%	-%	-%	-%	22%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125 (continuation)

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Turnover					GOR (QC3)								
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	East of England	East Midlands	Greater London	South East	West Midlands	Yorkshire and the Humber	England	Scotland	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base	32	8	9	4	3	5	4	1	2	3	1	1	12	5	15
Effective base	7	5	1	1	1	1	3	1	2	2	1	1	5	3	6
Weighted Base	14	11	*	1	*	2	7	*	*	4	1	*	12	2	*
Advertising and promotional material, such as catalogues, brochures and direct mail	7	5	*	*	*	2	5	-	-	-	-	*	5	1	*
	47%	44%	14%	2%	6%	97%	72%	-%	-%	-%	-%	100%	44%	68%	51%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	4	*	*	*	2	2	*	*	4	1	-	7	*	*
	46%	37%	2%	*%	100%	97%	27%	100%	36%	99%	100%	-%	54%	2%	12%
Publications, such as magazines, periodicals, customer newsletters	3	2	*	1	*	*	2	-	*	*	-	-	2	1	*
	20%	19%	1%	98%	93%	1%	28%	-%	36%	1%	-%	-%	18%	30%	48%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	-	-	-	-	*	-	-	-	*	-	-
	2%	-%	86%	-%	-%	-%	-%	-%	64%	-%	-%	-%	2%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125 (continuation)

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Industry						Urbanity		Location		Internet connection	
	Total base	Agriculture	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*a	*b	a	*b
Unweighted Base	32	2	4	5	1	2	16	29	3	27	5	30	2
Effective base	7	1	2	1	1	2	1	6	1	6	1	6	1
Weighted Base	14	*	4	4	3	*	2	12	2	11	3	12	2
Advertising and promotional material, such as catalogues, brochures and direct mail	7	*	1	3	-	*	2	5	2	7	*	7	*
	47%	94%	36%	84%	-%	100%	85%	38%	100%	59%	1%	55%	1%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	*	*	1	3	*	2	5	2	4	3	7	-
	46%	6%	7%	16%	100%	49%	84%	38%	99%	34%	91%	54%	-%
Publications, such as magazines, periodicals, customer newsletters	3	*	2	*	-	-	*	3	-	3	-	1	2
	20%	94%	57%	3%	-%	-%	4%	23%	-%	25%	-%	7%	99%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	-	-	*	*	-	-	*	*	-
	2%	-%	-%	-%	-%	-%	10%	2%	-%	-%	8%	2%	-%

Columns Tested:: a,b,c,d,e,f - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125 (continuation)

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Role of mail services		
	Total base	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		*a	*b	*c
Unweighted Base	32	13	15	4
Effective base	7	5	2	3
Weighted Base	14	10	4	*
Advertising and promotional material, such as catalogues, brochures and direct mail	7	7	*	*
	47%	66%	2%	96%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	3	4	*
	46%	27%	93%	17%
Publications, such as magazines, periodicals, customer newsletters	3	3	*	-
	20%	27%	4%	-%
Other	-	-	-	-
	-%	-%	-%	-%
Don't know	*	-	*	-
	2%	-%	6%	-%

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125 (continuation)

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*a	*b	*c
Unweighted Base	32	6	7	3	4	4	4	1	3	13	19	16	3	3	26
Effective base	7	2	2	1	3	2	1	1	1	4	3	3	1	1	5
Weighted Base	14	5	4	*	*	3	*	*	2	9	5	5	4	1	9
Advertising and promotional material, such as catalogues, brochures and direct mail	7	4	*	*	*	*	*	*	2	4	2	2	4	*	3
	47%	81%	*%	14%	48%	17%	12%	100%	100%	45%	51%	52%	100%	*%	28%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	1	3	*	*	*	*	*	2	4	2	2	-	1	6
	46%	19%	81%	5%	62%	9%	6%	100%	97%	47%	46%	46%	-%	100%	62%
Publications, such as magazines, periodicals, customer newsletters	3	*	1	*	-	2	*	-	-	1	2	2	*	-	3
	20%	1%	17%	81%	-%	75%	94%	-%	-%	8%	43%	43%	1%	-%	31%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	-	-	-	-	-	*	-	-	-	-	*
	2%	-%	6%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	3%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125 (continuation)

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	32	24	20	28	21	32	13	2	3	7	2	5	4	5
Effective base	7	7	3	5	5	7	4	2	2	2	1	3	2	2
Weighted Base	14	4	5	7	3	14	3	1	1	4	*	*	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	7	1	1	1	1	7	1	1	*	*	*	*	*	*
	47%	33%	20%	20%	28%	47%	29%	59%	50%	*%	1%	62%	39%	31%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	2	4	5	2	7	2	-	1	4	*	*	*	*
	46%	47%	78%	67%	52%	46%	63%	-%	50%	93%	100%	7%	64%	5%
Publications, such as magazines, periodicals, customer newsletters	3	1	*	1	1	3	*	1	*	*	*	*	-	*
	20%	18%	6%	12%	26%	20%	5%	41%	4%	1%	100%	33%	-%	69%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	*	-	*	*	-	-	*	-	-	-	-
	2%	6%	-%	3%	-%	2%	8%	-%	-%	5%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125 (continuation)

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Number of packets and parcels sent							Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base	32	2	2	5	3	3	6	9	2	9	4	5	8
Effective base	7	1	1	3	1	1	3	3	2	2	2	1	2
Weighted Base	14	1	1	1	*	*	*	*	*	1	1	3	2
Advertising and promotional material, such as catalogues, brochures and direct mail	7	1	*	*	*	*	*	*	*	1	1	*	*
	47%	100%	2%	1%	14%	7%	10%	9%	100%	62%	76%	2%	1%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	-	1	1	*	*	*	*	*	*	-	3	1
	46%	-%	98%	52%	5%	100%	7%	51%	49%	29%	-%	98%	67%
Publications, such as magazines, periodicals, customer newsletters	3	*	-	1	*	-	*	*	-	*	*	-	1
	20%	5%	-%	57%	81%	-%	93%	49%	-%	14%	2%	-%	40%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125 (continuation)

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Frequency - parcels and packets					Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	32	1	8	2	4	6	14	7	14	18	13	15	2	14
Effective base	7	1	4	1	2	1	2	2	3	4	5	2	1	2
Weighted Base	14	*	*	1	1	1	2	1	6	8	3	4	1	1
Advertising and promotional material, such as catalogues, brochures and direct mail	7	*	*	1	*	*	*	1	5	2	1	*	-	1
	47%	100%	17%	100%	1%	2%	2%	59%	75%	25%	51%	2%	-%	82%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	-	*	-	1	1	2	-	1	6	1	4	1	*
	46%	-%	3%	-%	53%	98%	95%	-%	12%	73%	25%	93%	96%	17%
Publications, such as magazines, periodicals, customer newsletters	3	*	*	-	1	-	*	1	1	2	1	*	*	*
	20%	100%	84%	-%	58%	-%	10%	44%	10%	28%	29%	2%	4%	18%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	-	-	-	-	-	*	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	5%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125 (continuation)

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			Types of services used: parcels and packets		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base	32	5	16	8	13	24	15	11	20	14	8	20	11	17
Effective base	7	1	2	3	2	7	4	3	3	2	1	5	2	2
Weighted Base	14	1	4	1	2	4	3	*	5	4	*	3	1	1
Advertising and promotional material, such as catalogues, brochures and direct mail	7	*	1	*	1	1	1	*	1	1	*	1	*	*
	47%	2%	20%	7%	42%	33%	28%	44%	20%	21%	13%	29%	5%	7%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	1	3	1	1	2	2	*	4	3	*	2	1	1
	46%	97%	73%	44%	56%	47%	53%	20%	78%	77%	89%	52%	88%	86%
Publications, such as magazines, periodicals, customer newsletters	3	*	*	1	*	1	1	*	*	*	*	1	*	*
	20%	2%	5%	53%	9%	18%	24%	55%	6%	3%	86%	25%	8%	21%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	-	*	-	-	-	-	-	-	-	-
	2%	-%	5%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125 (continuation)

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
	Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e
Unweighted Base	32	15	14	13	18	14	3	10	9	11	2	1
Effective base	7	5	2	3	3	5	1	3	2	2	1	1
Weighted Base	14	3	4	2	5	3	*	2	1	1	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	7	1	*	1	*	1	*	1	1	*	-	*
	47%	17%	3%	44%	3%	21%	14%	43%	60%	5%	-%	100%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	2	4	1	4	2	-	1	1	1	*	-
	46%	57%	96%	27%	79%	70%	-%	28%	40%	46%	12%	-%
Publications, such as magazines, periodicals, customer newsletters	3	1	*	1	1	*	-	1	*	1	*	*
	20%	19%	6%	31%	17%	7%	-%	29%	*%	53%	88%	100%
Other	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	*	-	-	*	*	*	-	-	-	-	-
	2%	8%	-%	-%	5%	9%	86%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125 (continuation)

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Types of services used to send standard letters:		RM product changes:			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	
	Total base	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b
Unweighted Base	32	19	13	8	9	5	17	17	22	23	25	28	16	13	25	2
Effective base	7	4	3	3	3	3	4	4	5	4	6	5	3	1	5	2
Weighted Base	14	6	2	1	1	4	3	2	3	7	13	8	2	1	11	1
Advertising and promotional material, such as catalogues, brochures and direct mail	7	1	1	*	*	3	1	1	1	3	5	3	1	*	6	*
	47%	16%	54%	39%	2%	73%	32%	62%	41%	41%	42%	40%	49%	9%	54%	66%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	4	1	1	*	3	1	*	1	6	6	6	*	1	6	*
	46%	74%	43%	41%	41%	76%	42%	13%	36%	82%	50%	73%	22%	92%	55%	34%
Publications, such as magazines, periodicals, customer newsletters	3	1	*	*	1	*	1	1	1	*	3	1	1	*	1	-
	20%	13%	11%	2%	70%	2%	19%	27%	18%	4%	22%	10%	39%	4%	7%	-%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	*	-	-	*	-	*	*	*	*	-	-	*	-
	2%	-%	-%	19%	-%	-%	8%	-%	7%	3%	2%	3%	-%	-%	2%	-%

Columns Tested:: a,b - a,b,c - a,b,c,d,e - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125 (continuation)

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Satisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		*a	*b		*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base	32	21	6	23	21	4	16	12	4	15	12	5	23	9
Effective base	7	5	2	5	5	2	3	2	3	2	5	1	6	3
Weighted Base	14	11	1	9	9	*	6	5	4	5	5	3	13	2
Advertising and promotional material, such as catalogues, brochures and direct mail	7	7	*	3	3	*	2	4	1	2	1	3	6	1
	47%	58%	7%	31%	31%	13%	36%	84%	20%	38%	24%	97%	46%	54%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	6	1	6	6	*	5	1	1	5	2	*	6	1
	46%	53%	63%	67%	67%	13%	88%	15%	24%	88%	34%	1%	47%	43%
Publications, such as magazines, periodicals, customer newsletters	3	1	-	2	2	-	1	*	2	1	2	*	3	*
	20%	7%	-%	25%	25%	-%	12%	4%	50%	11%	41%	1%	21%	11%
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	*	-	-	*	-	-	*	-	*	-	*	-
	2%	-%	29%	-%	-%	74%	-%	-%	6%	-%	4%	-%	2%	-%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 125 (continuation)

Royal Mail Wholesale Access

Base: All sending Wholesale Access (QV8n=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b	*c	*d	*a	*b
Unweighted Base	32	3	17	8	4	20	12
Effective base	7	2	2	3	1	3	4
Weighted Base	14	5	3	5	2	7	7
Advertising and promotional material, such as catalogues, brochures and direct mail	7	4	2	1	*	6	1
	47%	88%	78%	10%	1%	84%	7%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	7	-	3	4	-	3	4
	46%	-%	96%	85%	-%	34%	59%
Publications, such as magazines, periodicals, customer newsletters	3	1	*	*	2	1	2
	20%	12%	3%	3%	99%	9%	32%
Other	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	*	-	-	*
	2%	-%	-%	5%	-%	-%	3%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 126

Bulk mail product from a different provider - ^f('qv8n_4_other')

Base: All sending bulk mail product from a different provider (QV8n=4)

		Method	Business Size 1				Business Size 2						
	Total base	CATI	0-9	10-49	100-249	10+	0	1 - 4	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	9	9	6	1	2	3	3	3	1	2	6	1	2
Effective base	3	3	2	1	2	1	2	1	1	2	2	1	2
Weighted Base	5	5	5	*	*	*	1	3	*	*	5	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	3	3	3	-	*	*	-	3	-	*	3	-	*
	64%	64%	66%	-%	100%	16%	-%	94%	-%	100%	66%	-%	100%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	*	*	-	*	*	-	*	-	*	*	-	*
	4%	4%	4%	-%	34%	5%	-%	6%	-%	34%	4%	-%	34%
Publications, such as magazines, periodicals, customer newsletters	*	*	-	-	*	*	-	-	-	*	-	-	*
	*%	*%	-%	-%	34%	5%	-%	-%	-%	34%	-%	-%	34%
Don't know	2	2	1	*	-	*	1	-	*	-	1	*	-
	32%	32%	30%	100%	-%	84%	100%	-%	100%	-%	30%	100%	-%

Columns Tested:: a,b,c,d - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 126 (continuation)

Bulk mail product from a different provider - ^f('qv8n_4_other')

Base: All sending bulk mail product from a different provider (QV8n=4)

		Turnover				GOR (QC3)						
	Total base	£0-£99,999	£100,000 -£499,999	£1,000,000 -£1,499,999	£1,500,000 +	North East	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	9	2	1	1	3	1	1	2	4	2	2	1
Effective base	3	2	1	1	1	1	1	1	1	2	2	1
Weighted Base	5	1	1	*	3	*	3	*	3	1	*	1
Advertising and promotional material, such as catalogues, brochures and direct mail	3	-	-	-	3	*	3	*	3	*	-	-
	64%	-%	-%	-%	100%	100%	100%	6%	94%	45%	-%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	-	-	*	-	-	*	*	-	*	-
	4%	-%	-%	-%	*%	-%	-%	6%	*%	-%	46%	-%
Publications, such as magazines, periodicals, customer newsletters	*	-	-	-	*	-	-	*	*	-	-	-
	*%	-%	-%	-%	*%	-%	-%	6%	*%	-%	-%	-%
Don't know	2	1	1	*	-	-	-	*	*	*	*	1
	32%	100%	100%	100%	-%	-%	-%	94%	6%	55%	54%	100%

Columns Tested:: a,b,c,d - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 126 (continuation)

Bulk mail product from a different provider - ^f('qv8n_4_other')

Base: All sending bulk mail product from a different provider (QV8n=4)

		Industry					Urbanity		Location		Internet connection	Role of mail services	
	Total base	Agriculture	Manufacturing	Retail/ Distribution	Hospitality	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	Administrative	Core to business operations
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b		*a	*b
Unweighted Base	9	1	1	5	1	1	6	3	8	1	9	5	4
Effective base	3	1	1	2	1	1	2	2	2	1	3	2	3
Weighted Base	5	*	3	1	*	*	4	*	5	*	5	4	1
Advertising and promotional material, such as catalogues, brochures and direct mail	3	-	3	*	-	-	3	*	3	*	3	3	*
	64%	-%	100%	23%	-%	-%	64%	60%	62%	100%	64%	74%	2%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	-	-	*	-	-	*	*	*	-	*	-	*
	4%	-%	-%	15%	-%	-%	4%	3%	4%	-%	4%	-%	27%
Publications, such as magazines, periodicals, customer newsletters	*	-	-	*	-	-	-	*	*	-	*	-	*
	*%	-%	-%	1%	-%	-%	-%	3%	*%	-%	*%	-%	2%
Don't know	2	*	-	1	*	*	1	*	2	-	2	1	1
	32%	100%	-%	63%	100%	100%	32%	40%	34%	-%	32%	26%	73%

Columns Tested:: a,b,c,d,e - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 126 (continuation)

Bulk mail product from a different provider - ^f('qv8n_4_other')

Base: All sending bulk mail product from a different provider (QV8n=4)

		Monthly postal spend						Monthly Postal Spend (size)			Types of mail sent					
	Total base	<£100	£100 -<£1000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c	*d	*e	*f
Unweighted Base	9	6	2	1	8	1	1	2	4	3	7	4	8	3	9	6
Effective base	3	2	1	1	3	1	1	2	1	1	2	2	2	1	3	2
Weighted Base	5	5	*	*	5	*	*	1	3	*	4	1	5	*	5	4
Advertising and promotional material, such as catalogues, brochures and direct mail	3	3	*	*	3	*	*	-	3	*	3	*	3	*	3	3
	64%	61%	100%	100%	64%	100%	100%	-%	83%	100%	66%	6%	62%	16%	64%	65%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	*	-	*	*	*	*	-	*	*	*	*	*	*	*	*
	4%	4%	-%	100%	4%	100%	100%	-%	5%	4%	5%	2%	4%	5%	4%	4%
Publications, such as magazines, periodicals, customer newsletters	*	-	-	*	-	*	*	-	-	*	*	*	*	*	*	*
	*%	-%	-%	100%	-%	100%	100%	-%	-%	4%	*%	2%	*%	5%	*%	*%
Don't know	2	2	-	-	2	-	-	1	*	-	1	1	2	*	2	1
	32%	35%	-%	-%	33%	-%	-%	100%	12%	-%	29%	94%	34%	84%	32%	31%

Columns Tested:: a,b,c,d,e,f - a,b,c - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 126 (continuation)

Bulk mail product from a different provider - ^f('qv8n_4_other')

Base: All sending bulk mail product from a different provider (QV8n=4)

		Number of letters/ large letters sent				Number of packets and parcels sent			Frequency - letters/large letters sent				Frequency - parcels and packets		
	Total base	1-24	25-49	50-99	100-249	1-24	500-4,999	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Once a week	More than once a week but not every day	Once a day
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*c	*a	*b	*c	*d	*a	*b	*c
Unweighted Base	9	5	1	1	1	2	1	1	1	5	1	1	1	1	1
Effective base	3	3	1	1	1	1	1	1	1	2	1	1	1	1	1
Weighted Base	5	2	*	*	3	*	*	*	1	4	*	*	*	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	3	*	*	-	3	*	*	*	-	3	-	*	*	-	*
	64%	1%	100%	-%	100%	11%	100%	100%	-%	79%	-%	100%	100%	-%	100%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	*	-	*	-	-	*	*	-	*	-	*	-	-	*
	4%	1%	-%	100%	-%	-%	100%	100%	-%	5%	-%	100%	-%	-%	100%
Publications, such as magazines, periodicals, customer newsletters	*	*	-	-	-	-	*	*	-	-	-	*	-	-	*
	*%	1%	-%	-%	-%	-%	100%	100%	-%	-%	-%	100%	-%	-%	100%
Don't know	2	2	-	-	-	*	-	-	1	1	*	-	-	*	-
	32%	99%	-%	-%	-%	89%	-%	-%	100%	15%	100%	-%	-%	100%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c,d - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 126 (continuation)

Bulk mail product from a different provider - ^f('qv8n_4_other')

Base: All sending bulk mail product from a different provider (QV8n=4)

		Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	Main Postal provider - volume: parcels and packets	Main Postal provider: contract value - letters and large letters	Main Postal provider: contract value - parcels and packets		Types of services used: letters		Types of services used: large letters	
	Total base	Parcel post used for fulfillment	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	Urgent, Tracked or Timed Services	Standard Delivery
Significance Level: 95%		*a	*b	*a	*b				*a	*b	*a	*b	*a	*b
Unweighted Base	9	2	1	7	2	8	1	1	2	1	1	7	1	4
Effective base	3	1	1	2	1	2	1	1	1	1	1	2	1	2
Weighted Base	5	*	*	5	*	5	*	*	*	*	*	4	*	1
Advertising and promotional material, such as catalogues, brochures and direct mail	3	*	*	3	*	3	*	*	*	*	-	3	-	*
	64%	6%	100%	66%	6%	62%	100%	100%	11%	100%	-%	66%	-%	6%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	*	-	-	*	*	*	*	-	*	-	*	-	*
	4%	6%	-%	-%	100%	4%	100%	100%	-%	100%	-%	5%	-%	2%
Publications, such as magazines, periodicals, customer newsletters	*	*	-	-	*	*	*	*	-	*	-	*	-	*
	*%	6%	-%	-%	6%	*%	100%	100%	-%	100%	-%	*%	-%	2%
Don't know	2	*	-	2	-	2	-	-	*	-	*	1	*	1
	32%	94%	-%	34%	-%	34%	-%	-%	89%	-%	100%	29%	100%	94%

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 126 (continuation)

Bulk mail product from a different provider - ^f('qv8n_4_other')

Base: All sending bulk mail product from a different provider (QV8n=4)

		Types of services used: parcels and packets		Use of RM postal services			Use of RM postal services: letters and large letters		Use of RM postal services: parcels and packets			Types of services used to send standard letters:		RM product changes:
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	Letters	Large Letters	Parcels and packets	First class services	Second class services	First class services	Second class services	Tracked services/special delivery	First class services	Second class services	Changed from RM to new provider
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c	*a	*b	
Unweighted Base	9	3	1	7	4	3	5	5	1	2	2	5	5	1
Effective base	3	1	1	2	2	1	2	3	1	1	2	2	3	1
Weighted Base	5	*	*	4	1	*	4	1	*	*	*	4	1	*
Advertising and promotional material, such as catalogues, brochures and direct mail	3	*	*	3	*	*	3	*	*	*	*	3	*	-
	64%	16%	100%	66%	6%	16%	69%	5%	100%	6%	100%	69%	5%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	*	*	*	*	*	*	*	*	*	*	*	*	*
	4%	5%	100%	5%	2%	5%	4%	26%	100%	6%	34%	4%	26%	100%
Publications, such as magazines, periodicals, customer newsletters	*	*	*	*	*	*	-	*	*	*	*	-	*	-
	*%	5%	100%	*%	2%	5%	-%	2%	100%	6%	34%	-%	2%	-%
Don't know	2	*	-	1	1	*	1	1	-	*	-	1	1	-
	32%	84%	-%	29%	94%	84%	26%	70%	-%	94%	-%	26%	70%	-%

Columns Tested:: a,b - a,b,c - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 126 (continuation)

Bulk mail product from a different provider - ^f('qv8n_4_other')

Base: All sending bulk mail product from a different provider (QV8n=4)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	No
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b	*a	
Unweighted Base	9	9	7	9	7	9	7	9	2	5	2	5	4	2	2
Effective base	3	3	2	3	2	3	2	3	1	2	1	4	2	1	1
Weighted Base	5	5	4	5	4	5	4	5	*	4	*	1	4	*	*
Advertising and promotional material, such as catalogues, brochures and direct mail	3	3	3	3	3	3	3	3	*	3	*	*	3	*	*
	64%	64%	76%	64%	76%	64%	76%	64%	6%	67%	6%	28%	73%	6%	6%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	*	*	*	*	*	*	*	*	-	*	*	-	*	*
	4%	4%	5%	4%	5%	4%	5%	4%	6%	-%	100%	19%	-%	100%	100%
Publications, such as magazines, periodicals, customer newsletters	*	*	*	*	*	*	*	*	*	-	*	*	-	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	6%	-%	6%	1%	-%	6%	6%
Don't know	2	2	1	2	1	2	1	2	*	1	-	1	1	-	-
	32%	32%	20%	32%	20%	32%	20%	32%	94%	33%	-%	54%	27%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 126 (continuation)

Bulk mail product from a different provider - ^f('qv8n_4_other')

Base: All sending bulk mail product from a different provider (QV8n=4)

		Future volume of mail			Considered trying provider other than RM		Have moved to communication methods other than post		Quarter		Half	
	Total base	Increase	Stay the same	Decrease	Yes - tried	No	Yes	No	Q1 2021	Q3 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base	9	2	2	5	2	7	7	2	3	6	3	6
Effective base	3	1	2	2	2	3	2	2	1	2	1	2
Weighted Base	5	*	1	4	*	5	4	*	*	5	*	5
Advertising and promotional material, such as catalogues, brochures and direct mail	3	*	*	3	*	3	3	*	*	3	*	3
	64%	6%	24%	79%	100%	64%	64%	59%	100%	61%	100%	61%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	*	*	-	-	*	*	*	-	*	*	*	*
	4%	100%	-%	-%	34%	4%	4%	-%	4%	4%	4%	4%
Publications, such as magazines, periodicals, customer newsletters	*	*	-	-	*	-	*	-	*	-	*	-
	*%	6%	-%	-%	34%	-%	*%	-%	4%	-%	4%	-%
Don't know	2	-	1	1	-	2	1	*	-	2	-	2
	32%	-%	76%	21%	-%	33%	32%	41%	-%	35%	-%	35%

Columns Tested:: a,b,c - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		*a	b	*a	*b	*c	d	e
Unweighted Base	102	13	89	28	20	15	39	74
Effective base	20	5	17	15	13	5	20	27
Weighted Base	37	4	33	32	3	1	1	5
Advertising and promotional material, such as catalogues, brochures and direct mail	13	1	12	11	1	1	*	2
	36%	34%	36%	34%	51%	44%	33%	46%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	*	14	12	1	*	1	2
	39%	6%	43%	38%	36%	29%	85% e	43%
Publications, such as magazines, periodicals, customer newsletters	14	2	11	11	1	1	*	2
	37%	57%	34%	36%	45%	54%	21%	43%
Other	1	*	*	*	*	-	-	*
	2%	8%	1%	1%	18%	-%	-%	10%
Don't know	2	-	2	2	-	-	-	-
	6%	-%	7%	7%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	i
Unweighted Base	102	7	14	7	10	25	39	28	20	54
Effective base	20	4	8	5	7	11	20	15	13	14
Weighted Base	37	8	18	6	1	2	1	32	3	2
Advertising and promotional material, such as catalogues, brochures and direct mail	13	5	6	-	1	1	*	11	1	1
	36%	64%	31%	-%	48%	49%	33%	34%	51%	40%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	*	10	2	1	1	1	12	1	1
	39%	2%	53%	41%	50%	24%	85%	38%	36%	53%
Publications, such as magazines, periodicals, customer newsletters	14	3	4	4	*	1	*	11	1	1
	37%	37%	23%	77%	33%	58%	21%	36%	45%	40%
Other	1	-	*	-	*	-	-	*	*	-
	2%	-%	2%	-%	31%	-%	-%	1%	18%	-%
Don't know	2	-	2	-	-	-	-	2	-	-
	6%	-%	12%	-%	-%	-%	-%	7%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		*a	*b	*c	*d	e
Unweighted Base	102	20	20	7	6	39
Effective base	20	8	5	2	2	6
Weighted Base	37	17	10	1	*	6
Advertising and promotional material, such as catalogues, brochures and direct mail	13	7	1	*	*	3
	36%	41%	13%	2%	38%	48%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	8	3	*	*	3
	39%	44%	31%	37%	61%	48%
Publications, such as magazines, periodicals, customer newsletters	14	5	5	*	*	1
	37%	29%	55%	70%	95%	21%
Other	1	1	-	-	-	*
	2%	3%	-%	-%	-%	4%
Don't know	2	2	*	-	-	-
	6%	11%	3%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted Base	102	10	5	7	3	1	12	2	4	7	51	16	3	32
Effective base	20	5	2	2	2	1	4	1	1	3	16	6	3	12
Weighted Base	37	13	5	2	3	1	7	1	1	1	33	2	1	1
Advertising and promotional material, such as catalogues, brochures and direct mail	13	2	2	*	1	-	4	1	*	*	11	1	1	*
	36%	16%	39%	15%	32%	-%	63%	96%	4%	47%	33%	57%	100%	42%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	8	*	*	*	1	3	*	*	*	13	*	-	1
	39%	66%	6%	21%	3%	100%	43%	4%	9%	8%	40%	16%	-%	67%
Publications, such as magazines, periodicals, customer newsletters	14	2	3	1	-	1	4	-	1	1	13	*	*	*
	37%	18%	61%	72%	-%	100%	53%	-%	87%	63%	38%	19%	56%	25%
Other	1	-	*	*	-	-	-	-	-	-	*	*	-	-
	2%	-%	5%	11%	-%	-%	-%	-%	-%	-%	1%	14%	-%	-%
Don't know	2	-	-	-	2	-	-	-	-	-	2	*	-	-
	6%	-%	-%	-%	68%	-%	-%	-%	-%	-%	6%	11%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	h	a	*b	a	*b
Unweighted Base	102	4	9	1	14	10	6	7	48	91	11	87	15
Effective base	20	1	2	1	5	5	1	3	11	17	4	16	4
Weighted Base	37	1	2	*	14	1	3	1	13	32	5	28	9
Advertising and promotional material, such as catalogues, brochures and direct mail	13	*	*	-	1	1	3	*	7	11	2	9	4
	36%	3%	6%	-%	7%	57%	86%	25%	56%	34%	50%	32%	46%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	*	2	*	7	*	3	*	2	13	2	8	6
	39%	6%	99%	100%	50%	24%	90%	39%	15%	39%	36%	30%	67%
Publications, such as magazines, periodicals, customer newsletters	14	1	*	-	7	*	*	1	4	13	1	13	*
	37%	94%	3%	-%	46%	16%	9%	71%	27%	40%	15%	49%	*%
Other	1	-	-	-	*	-	-	-	1	1	-	1	-
	2%	-%	-%	-%	2%	-%	-%	-%	4%	2%	-%	3%	-%
Don't know	2	-	-	-	-	*	-	-	2	2	-	*	2
	6%	-%	-%	-%	-%	26%	-%	-%	15%	7%	-%	1%	22%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	*c
Unweighted Base	102	101	1	37	42	23
Effective base	20	19	1	10	8	6
Weighted Base	37	35	2	22	12	3
Advertising and promotional material, such as catalogues, brochures and direct mail	13	13	-	4	8	2
	36%	38%	-%	16%	67% a	61%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	14	-	9	5	*
	39%	41%	-%	40%	43%	8%
Publications, such as magazines, periodicals, customer newsletters	14	11	2	8	4	1
	37%	33%	100%	36%	38%	39%
Other	1	1	-	*	*	*
	2%	2%	-%	1%	2%	12%
Don't know	2	2	-	2	*	-
	6%	6%	-%	9%	2%	-%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	*h	i	j	k	*a	*b	c
Unweighted Base	102	24	30	13	6	9	9	4	7	54	48	35	5	19	78
Effective base	20	8	7	5	2	2	2	1	2	13	7	6	2	6	13
Weighted Base	37	17	8	1	*	3	2	*	5	25	11	11	2	15	20
Advertising and promotional material, such as catalogues, brochures and direct mail	13	4	6	*	*	*	*	*	2	10	3	3	1	3	9
	36%	25%	70%	13%	74%	11%	2%	4%	45%	40%	26%	27%	36%	23%	45%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	5	5	*	*	*	1	*	3	9	5	5	*	4	10
	39%	27%	56%	65%	33%	9%	56%	94%	55%	37%	44%	43%	7%	30%	49%
Publications, such as magazines, periodicals, customer newsletters	14	7	2	*	*	3	1	*	*	9	4	4	1	6	6
	37%	43%	24%	39%	2%	98%	43%	13%	1%	37%	37%	37%	59%	41%	31%
Other	1	*	*	-	-	*	-	-	-	1	*	*	-	*	*
	2%	2%	3%	-%	-%	8%	-%	-%	-%	2%	2%	2%	-%	2%	2%
Don't know	2	2	*	-	-	-	-	-	-	2	-	-	-	2	*
	6%	12%	3%	-%	-%	-%	-%	-%	-%	9%	-%	-%	-%	13%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	102	78	65	86	65	100	44	15	10	18	8	7	10	18
Effective base	20	13	11	15	12	20	7	5	2	4	4	1	1	3
Weighted Base	37	23	17	27	22	37	13	11	4	6	1	1	1	3
Advertising and promotional material, such as catalogues, brochures and direct mail	13	8	9	11	7	13	4	4	1	4	*	1	*	1
	36%	33%	53%	40%	30%	36%	32%	35%	19%	66%	1%	88%	7%	35%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	10	7	13	5	14	5	4	3	4	*	*	1	*
	39%	41%	41%	47%	24%	39%	41%	38%	84%	58%	31%	13%	96%	5%
Publications, such as magazines, periodicals, customer newsletters	14	7	5	7	10	14	3	1	*	3	1	*	1	2
	37%	30%	28%	27%	45%	37%	25%	6%	7%	42%	82%	*%	84%	76%
Other	1	1	*	1	*	1	1	1	-	*	-	-	-	-
	2%	3%	3%	3%	1%	2%	4%	5%	-%	4%	-%	-%	-%	-%
Don't know	2	2	*	2	2	2	2	2	-	*	-	-	-	-
	6%	8%	2%	8%	10%	6%	15%	17%	-%	4%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base	102	20	3	10	8	3	8	13	24	10	21	24	20	11
Effective base	20	6	2	1	3	1	3	3	5	2	4	7	4	3
Weighted Base	37	11	1	5	1	1	*	3	4	2	8	5	9	2
Advertising and promotional material, such as catalogues, brochures and direct mail	13	4	1	*	*	1	*	1	2	*	2	3	4	1
	36%	34%	74%	3%	32%	98%	3%	19%	37%	22%	25%	53%	43%	74%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	*	*	4	*	*	*	*	*	*	4	1	7	*
	39%	2%	5%	91%	40%	2%	46%	3%	6%	15%	52%	11%	76%	11%
Publications, such as magazines, periodicals, customer newsletters	14	5	1	1	*	*	*	2	3	2	1	2	1	1
	37%	49%	74%	12%	54%	7%	52%	81%	61%	74%	16%	38%	10%	83%
Other	1	*	-	-	-	-	-	-	-	-	*	1	-	-
	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%	3%	10%	-%	-%
Don't know	2	2	*	-	-	-	-	-	-	-	2	-	*	-
	6%	18%	21%	-%	-%	-%	-%	-%	-%	-%	23%	-%	3%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base	102	8	17	23	9	8	46	13	4	69	33	59	27
Effective base	20	3	3	5	5	2	9	3	3	13	7	11	5
Weighted Base	37	4	9	7	1	1	13	8	1	23	14	17	10
Advertising and promotional material, such as catalogues, brochures and direct mail	13	2	*	2	*	1	5	1	*	7	6	7	4
	36%	64%	2%	36%	14%	92%	39%	12%	64%	31%	44%	38%	42%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	*	4	*	*	*	1	4	-	7	7	6	6
	39%	2%	50%	5%	32%	8%	5%	56%	-%	30%	54%	37%	63%
Publications, such as magazines, periodicals, customer newsletters	14	1	2	4	1	1	7	2	*	9	4	6	2
	37%	36%	27%	61%	89%	74%	55%	31%	17%	40%	32%	33%	17%
Other	1	-	-	*	-	-	-	-	*	1	*	*	*
	2%	-%	-%	3%	-%	-%	-%	-%	36%	2%	2%	2%	5%
Don't know	2	-	2	*	-	-	2	*	-	2	-	*	2
	6%	-%	22%	4%	-%	-%	15%	3%	-%	10%	-%	2%	20%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*a	*b	a	*b	a	b	c	a	b	*c
Unweighted Base	102	14	29	25	29	37	28	61	58	35	56	49	26
Effective base	20	5	3	5	4	9	5	9	10	5	9	9	5
Weighted Base	37	3	4	5	8	18	4	17	17	9	14	14	4
Advertising and promotional material, such as catalogues, brochures and direct mail	13	3	1	3	4	5	2	6	6	4	8	9	2
	36%	87%	26%	50%	52%	25%	53%	35%	36%	41%	55%	61%	43%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	*	1	*	6	5	*	9	6	3	7	6	*
	39%	7%	14%	7%	84%	26%	12%	55%	35%	37%	48%	43%	9%
Publications, such as magazines, periodicals, customer newsletters	14	1	1	2	1	8	2	5	5	2	3	3	2
	37%	45%	21%	30%	10%	41%	63%	27%	31%	23%	22%	19%	56%
Other	1	-	-	-	*	-	*	*	1	*	*	*	*
	2%	-%	-%	-%	3%	-%	6%	3%	3%	3%	3%	2%	6%
Don't know	2	-	2	2	-	2	-	-	2	-	*	*	-
	6%	-%	49%	36%	-%	12%	-%	-%	11%	-%	2%	2%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	102	59	33	31	63	53	37	64	48	16
Effective base	20	12	6	4	11	10	10	13	7	8
Weighted Base	37	15	15	9	19	13	12	17	13	2
Advertising and promotional material, such as catalogues, brochures and direct mail	13	6	4	3	7	8	5	9	5	1
	36%	42%	26%	29%	36%	63%	45%	52%	40%	54%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	1	4	4	7	4	1	6	7	*
	39%	7%	30%	50%	34%	33%	6%	33%	50%	23%
Publications, such as magazines, periodicals, customer newsletters	14	10	5	3	7	5	5	6	4	1
	37%	63%	34%	35%	35%	36%	39%	33%	33%	62%
Other	1	*	*	*	1	*	-	1	1	-
	2%	2%	2%	3%	3%	2%	-%	3%	4%	-%
Don't know	2	-	2	-	2	-	2	2	-	-
	6%	-%	13%	-%	10%	-%	17%	12%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		*a	*b	*c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base	102	21	22	29	8	5	54	45	23	20	11	2
Effective base	20	6	5	7	3	2	10	7	6	2	3	2
Weighted Base	37	5	7	6	2	1	12	14	6	3	4	*
Advertising and promotional material, such as catalogues, brochures and direct mail	13	3	4	2	1	*	8	5	4	1	4	-
	36%	58%	64%	37%	76%	27%	67%	34%	57%	19%	94%	-%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	*	*	1	*	*	5	6	1	1	*	*
	39%	7%	3%	9%	3%	14%	40%	42%	10%	25%	7%	100%
Publications, such as magazines, periodicals, customer newsletters	14	2	1	4	*	*	5	3	2	1	1	-
	37%	48%	12%	62%	26%	78%	38%	20%	35%	26%	23%	-%
Other	1	-	-	-	-	-	*	*	-	*	-	-
	2%	-%	-%	-%	-%	-%	3%	2%	-%	8%	-%	-%
Don't know	2	-	2	-	-	-	-	2	*	2	-	-
	6%	-%	28%	-%	-%	-%	-%	14%	4%	64%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	*c	a	*b	a	b	a	*b
Unweighted Base	102	68	67	84	64	64	79	62	28	79	5	59	30	58	4
Effective base	20	12	12	15	12	12	16	10	5	16	2	11	6	11	3
Weighted Base	37	19	18	27	24	19	22	19	9	23	6	18	11	19	*
Advertising and promotional material, such as catalogues, brochures and direct mail	13	8	7	8	11	9	13	7	5	11	2	11	2	9	*
	36%	41%	37%	31%	45%	48%	56%	34%	51%	48%	31%	61%	19%	45%	40%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	7	4	10	8	9	8	6	3	6	4	4	6	8	*
	39%	34%	23%	37%	35%	48%	34%	33%	35%	25%	69%	24%	51%	41%	100%
Publications, such as magazines, periodicals, customer newsletters	14	6	6	10	7	6	7	6	2	10	*	6	5	5	-
	37%	30%	34%	37%	32%	33%	32%	33%	26%	44%	4%	31%	43%	28%	-%
Other	1	1	1	1	1	1	1	1	*	*	*	*	*	*	-
	2%	4%	4%	3%	2%	3%	4%	4%	3%	1%	4%	1%	3%	1%	-%
Don't know	2	2	2	2	2	-	-	2	-	2	-	2	-	2	-
	6%	10%	11%	7%	8%	-%	-%	10%	-%	10%	-%	13%	-%	10%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	*c	*a	b	c	a	b
Unweighted Base	102	53	17	32	47	23	28	38	33	68	34
Effective base	20	10	3	7	9	6	5	8	9	15	7
Weighted Base	37	14	6	11	19	6	8	19	9	31	6
Advertising and promotional material, such as catalogues, brochures and direct mail	13	9	*	8	1	3	6	2	4	11	2
	36%	60%	8%	72%	7%	55%	78%	13%	46%	36%	36%
				b							
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	5	3	5	9	1	4	8	2	13	1
	39%	36%	55%	42%	47%	10%	51%	44%	18%	43%	18%
Publications, such as magazines, periodicals, customer newsletters	14	5	*	2	8	3	1	8	5	12	1
	37%	38%	5%	14%	45%	55%	9%	41%	53%	40%	19%
Other	1	*	*	*	*	*	-	1	-	*	1
	2%	2%	4%	2%	1%	5%	-%	4%	-%	1%	9%
Don't know	2	-	2	*	2	-	-	2	-	*	2
	6%	-%	34%	2%	10%	-%	-%	10%	-%	1%	33%
											a

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 127 (continuation)

QV8o/p. Do you use any of the following products to send your bulk mailings?

Royal Mail bulk mail

Base: All sending bulk mailing (QV8n=1,2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		*a	b	*c	*d	a	b
Unweighted Base	102	19	40	22	21	59	43
Effective base	20	3	6	9	4	8	12
Weighted Base	37	7	9	16	5	16	21
Advertising and promotional material, such as catalogues, brochures and direct mail	13	1	5	5	1	7	6
	36%	21%	59%	33%	18%	43%	30%
Transactional post including - Bulk customer mailings, such as bills, statements, customer packs etc.	14	5	2	6	1	7	8
	39%	67%	21%	39%	30%	41%	37%
Publications, such as magazines, periodicals, customer newsletters	14	1	*	8	4	1	12
	37%	14%	5%	51%	85%	9%	59%
							a
Other	1	-	-	1	-	-	1
	2%	-%	-%	5%	-%	-%	4%
Don't know	2	-	2	*	-	2	*
	6%	-%	21%	2%	-%	12%	1%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Letters	1706	779	926	1624	69	9	4	82
	85%	91%	81%	85%	90%	96%	88%	91%
		b			a			a
Large letters	1009	436	573	949	49	7	3	60
	50%	51%	50%	50%	65%	78%	70%	66%
					a	a	a	a
Parcels and packets	1134	488	646	1079	46	6	3	56
	57%	57%	57%	56%	61%	64%	70%	62%
							a	
Advertising and promotional material, such as catalogues, brochures and direct mail	787	465	322	743	38	4	2	44
	39%	54%	28%	39%	50%	48%	40%	49%
		b			a			a
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	316	164	446	28	3	1	33
	24%	37%	14%	23%	37%	35%	29%	36%
		b			a			a
Other everyday correspondence, such as invoices, one off bills etc.	669	361	308	627	36	4	2	42
	33%	42%	27%	33%	48%	47%	35%	47%
		b			ad			ad
Publications, such as magazines, periodicals, customer newsletters	674	418	255	627	40	4	2	46
	34%	49%	22%	33%	53%	50%	37%	52%
		b			ad	a		ad
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	190	79	251	17	1	*	18
	13%	22%	7%	13%	22%	11%	8%	20%
		b			ad			ad
Refused	1	1	*	1	-	-	*	*
	*%	*%	*%	*%	-%	-%	1%	*%
							a	
None of these	62	7	54	61	*	-	*	*
	3%	1%	5%	3%	*%	-%	*%	*%
			a	be				
Other	*	-	*	*	-	*	-	*
	*%	-%	*%	*%	-%	*%	-%	*%
Don't know	1	*	*	*	-	-	*	*
	*%	*%	*%	*%	-%	-%	1%	*%
NET: Letters, large letters, packets and parcels	1883	824	1059	1796	74	9	5	88
	94%	96%	93%	94%	98%	98%	95%	98%
					a			a
NET: Letters, Large letters	1781	790	991	1696	72	9	5	85
	89%	92%	87%	89%	94%	97%	91%	94%
		b			a			a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Letters	1706	1024	435	164	42	36	4	1624	69	13
	85%	83%	87%	93%	88%	95%	88%	85%	90%	93%
				ag		abg			ag	a
Large letters	1009	558	296	95	30	26	3	949	49	10
	50%	45%	59%	54%	63%	69%	70%	50%	65%	75%
			ag		ag	acg	abcg		ag	abcg
Parcels and packets	1134	679	300	99	29	23	3	1079	46	9
	57%	55%	60%	56%	62%	61%	70%	56%	61%	66%
							acg			
Advertising and promotional material, such as catalogues, brochures and direct mail	787	450	225	68	23	19	2	743	38	6
	39%	37%	45%	38%	48%	51%	40%	39%	50%	45%
			a		ag	acg			acg	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	264	154	29	20	11	1	446	28	5
	24%	21%	31%	17%	42%	30%	29%	23%	37%	33%
			acg		abcfg	ac	c		acg	ac
Other everyday correspondence, such as invoices, one off bills etc.	669	366	203	58	23	17	2	627	36	6
	33%	30%	40%	33%	49%	45%	35%	33%	48%	43%
			ag		acfg	acg			acfg	a
Publications, such as magazines, periodicals, customer newsletters	674	371	186	70	27	17	2	627	40	6
	34%	30%	37%	40%	57%	46%	37%	33%	53%	45%
				a	abcfg	ag			abcfg	ag
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	148	88	15	13	5	*	251	17	1
	13%	12%	17%	8%	28%	13%	8%	13%	22%	10%
			cf		abcefgi				acefgi	
Refused	1	1	*	-	-	-	*	1	-	*
	*%	*%	*%	-%	-%	-%	1%	*%	-%	*%
							ag			
None of these	62	47	15	-	*	-	*	61	*	*
	3%	4%	3%	-%	1%	-%	*%	3%	*%	*%
		cefh	h					ch		
Other	*	*	-	-	-	*	-	*	-	*
	*%	*%	-%	-%	-%	*%	-%	*%	-%	*%
Don't know	1	-	-	*	-	-	*	*	-	*
	*%	-%	-%	*%	-%	-%	1%	*%	-%	*%
NET: Letters, large letters, packets and parcels	1883	1154	470	171	46	38	5	1796	74	14
	94%	94%	94%	97%	96%	100%	95%	94%	98%	97%
						abfg			abg	
NET: Letters, Large letters	1781	1076	454	165	43	37	5	1696	72	13
	89%	87%	90%	94%	91%	99%	91%	89%	94%	95%
				a		abdfg			ag	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Letters	1706	982	213	37	13	55
	85%	82%	90%	89%	63%	91%
			ad			d
Large letters	1009	563	130	23	9	40
	50%	47%	55%	56%	41%	66%
						a
Parcels and packets	1134	683	130	25	12	39
	57%	57%	55%	59%	55%	65%
Advertising and promotional material, such as catalogues, brochures and direct mail	787	430	82	9	10	29
	39%	36%	35%	22%	47%	48%
						c
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	267	61	9	6	29
	24%	22%	26%	20%	27%	48%
						abc
Other everyday correspondence, such as invoices, one off bills etc.	669	367	101	13	8	31
	33%	31%	43%	31%	37%	52%
			a			a
Publications, such as magazines, periodicals, customer newsletters	674	330	95	11	7	30
	34%	28%	40%	26%	32%	49%
			a			a
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Legal / accounts documents / tax forms	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	149	27	3	3	12
	13%	12%	12%	7%	15%	20%
Refused	1	1	*	-	-	*
	*%	*%	*%	-%	-%	*%
None of these	62	51	*	-	6	-
	3%	4%	*%	-%	30%	-%
		b			abce	
Other	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%
Don't know	1	-	*	-	-	-
	*%	-%	*%	-%	-%	-%
NET: Letters, large letters, packets and parcels	1883	1109	231	42	14	59
	94%	93%	98%	99%	67%	97%
		d	ad	d		d
NET: Letters, Large letters	1781	1034	224	39	14	57
	89%	86%	95%	94%	67%	94%
			ad			d

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Letters	1706	132	136	264	78	147	271	219	123	131	1501	101	69	35
	85%	78%	84%	82%	88%	92% ac	90% a	85%	83%	86%	85%	84%	86%	86%
Large letters	1009	79	94	143	43	79	183	136	78	61	897	47	44	21
	50%	47%	58% ik	44%	49%	50%	61% cik	53% k	52%	40%	51% k	39%	55% ik	54% k
Parcels and packets	1134	119	97	163	56	84	176	143	85	73	995	69	48	23
	57%	70% ceijk	60%	51%	63%	52%	58%	55%	57%	48%	57%	58%	60%	56%
Advertising and promotional material, such as catalogues, brochures and direct mail	787	71	60	125	39	60	107	122	53	51	687	47	31	21
	39%	42%	37%	39%	44%	37%	35%	47%	36%	34%	39%	39%	39%	54% bcefhijkl
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	48	38	87	16	43	55	56	45	35	421	26	17	15
	24%	28%	23%	27%	18%	27%	18%	22%	30%	23%	24%	22%	21%	38% bdfgijkl
Other everyday correspondence, such as invoices, one off bills etc.	669	62	45	106	31	53	94	74	53	60	578	44	28	19
	33%	36%	28%	33%	35%	33%	31%	29%	36%	39%	33%	37%	35%	47% bcfgjl
Publications, such as magazines, periodicals, customer newsletters	674	58	51	108	35	52	97	101	46	37	584	48	25	16
	34%	34%	31%	33%	40%	32%	32%	39% i	31%	24%	33%	40% i	31%	41% i

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	28	32	50	4	18	33	33	14	18	230	17	11	12
	13%	16%	20%	16%	5%	11%	11%	13%	9%	12%	13%	14%	13%	29%
		d	d											acdefghijkl
Refused	1	-	-	-	-	-	-	-	*	-	*	1	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	1%	-%	-%
												j		
None of these	62	7	3	21	4	1	2	15	-	5	58	1	2	*
	3%	4%	2%	6%	4%	1%	1%	6%	-%	4%	3%	1%	3%	1%
				fhkm				fhkm						
Other	*	-	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%
Don't know	1	-	-	-	-	*	-	-	-	-	*	*	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%	-%	*%
NET: Letters, large letters, packets and parcels	1883	155	154	295	83	155	296	236	142	142	1658	112	75	38
	94%	91%	95%	92%	94%	97%	98%	92%	95%	94%	94%	94%	94%	95%
							acg							
NET: Letters, Large letters	1781	141	146	274	81	152	285	229	131	133	1571	103	71	36
	89%	83%	90%	85%	91%	95%	95%	89%	88%	88%	89%	86%	88%	90%
						ack	ack							

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Letters	1706	52	131	13	212	356	56	122	674	1411	295	1627	79
	85%	75%	74%	96%	88% b	85%	88%	94% ab	87% b	85%	89%	85%	87%
Large letters	1009	29	82	10	116	188	22	91	414	836	173	949	60
	50%	43%	46%	78%	48%	45%	35%	70% abdefh	54% f	50%	52%	50%	66% a
Parcels and packets	1134	32	126	4	127	258	25	66	429	945	189	1078	56
	57%	47%	71% adfgh	28%	52%	62% f	39%	51%	55% f	57%	57%	56%	62%
Advertising and promotional material, such as catalogues, brochures and direct mail	787	32	64	5	91	172	34	43	300	628	158	748	39
	39%	46%	36%	42%	37%	41%	53% g	33%	39%	38%	48% a	39%	43%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	16	61	4	52	97	11	19	201	386	93	460	19
	24%	23%	34% fg	27%	21%	23%	18%	14%	26%	23%	28%	24%	21%
Other everyday correspondence, such as invoices, one off bills etc.	669	25	62	8	90	132	15	36	260	542	127	636	32
	33%	36%	35%	60%	37%	31%	24%	28%	34%	32%	38%	33%	36%
Publications, such as magazines, periodicals, customer newsletters	674	21	64	2	89	122	20	36	284	542	131	644	30
	34%	30%	36%	13%	37%	29%	31%	28%	37%	33%	39%	34%	33%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	13	40	1	19	45	7	15	104	211	57	259	10
	13%	20%	23% deh	10%	8%	11%	11%	11%	13%	13%	17%	14%	11%
Refused	1	-	-	-	*	*	-	-	1	1	-	1	-
	*%	-%	-%	-%	*%	*%	-%	-%	*%	*%	-%	*%	-%
None of these	62	8	6	*	3	15	-	*	24	54	7	62	-
	3%	12% dfgh	4%	3%	1%	4%	-%	*%	3%	3%	2%	3%	-%
Other	*	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Don't know	1	*	-	*	-	-	-	-	-	1	-	*	*
	*%	*%	-%	1%	-%	-%	-%	-%	-%	*%	-%	*%	*%
NET: Letters, large letters, packets and parcels	1883	58	159	13	233	400	60	130	728	1570	314	1793	90
	94%	84%	90%	96%	96% a	95% a	94%	100% ab	94% a	94%	94%	94%	100%
NET: Letters, Large letters	1781	55	139	13	224	369	57	128	697	1477	304	1694	87
	89%	80%	79%	96%	93% ab	88%	89%	98% abefh	90% b	89%	91%	89%	95%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Letters	1706	1661	44	1103	236	365
	85%	85%	82%	86%	85%	82%
Large letters	1009	992	17	577	156	275
	50%	51%	31%	45%	56%	62%
		b			a	a
Parcels and packets	1134	1114	21	611	187	336
	57%	57%	38%	48%	67%	75%
		b			a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	787	774	12	484	94	208
	39%	40%	23%	38%	34%	47%
						ab
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	470	9	272	61	145
	24%	24%	17%	21%	22%	33%
						ab
Other everyday correspondence, such as invoices, one off bills etc.	669	660	8	393	89	185
	33%	34%	15%	31%	32%	42%
		b				a
Publications, such as magazines, periodicals, customer newsletters	674	659	15	417	95	160
	34%	34%	27%	33%	34%	36%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Legal / accounts documents / tax forms	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	264	4	134	19	115
	13%	14%	8%	10%	7%	26%
						ab
Refused	1	1	-	-	*	1
	*%	*%	-%	-%	*%	*%
None of these	62	59	2	45	2	15
	3%	3%	4%	4%	1%	3%
Other	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%
Don't know	1	*	*	*	*	*
	*%	*%	*%	*%	*%	*%
NET: Letters, large letters, packets and parcels	1883	1836	47	1187	271	425
	94%	94%	87%	93%	98%	95%
					a	
NET: Letters, Large letters	1781	1736	44	1138	249	392
	89%	89%	82%	89%	90%	88%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Letters	1706	1487	186	22	4	5	*	*	1	1673	32	10	865	622	218
	85%	87%	81%	71%	32%	45%	3%	85%	17%	86%	51%	32%	87%	88%	74%
		ejk	ejk							ejk			c	c	
Large letters	1009	846	136	13	4	6	1	*	4	981	28	14	415	431	163
	50%	50%	59%	42%	28%	58%	35%	81%	65%	51%	44%	46%	42%	61%	56%
														a	a
Parcels and packets	1134	939	169	15	6	2	*	*	3	1108	27	12	441	498	196
	57%	55%	73%	48%	46%	24%	7%	85%	49%	57%	42%	36%	44%	70%	67%
			aeijk											a	a
Advertising and promotional material, such as catalogues, brochures and direct mail	787	683	90	6	1	3	1	*	2	774	13	7	387	296	103
	39%	40%	39%	19%	6%	26%	43%	41%	36%	40%	20%	22%	39%	42%	35%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	416	52	7	*	*	*	*	3	468	11	4	240	176	63
	24%	24%	23%	23%	4%	3%	*%	85%	46%	24%	17%	12%	24%	25%	21%
Other everyday correspondence, such as invoices, one off bills etc.	669	569	90	7	1	*	*	*	3	658	10	4	323	246	100
	33%	33%	39%	21%	6%	1%	*%	27%	50%	34%	16%	12%	32%	35%	34%
			ej							e					
Publications, such as magazines, periodicals, customer newsletters	674	588	77	8	1	*	*	*	*	665	9	1	319	269	86
	34%	34%	33%	25%	6%	1%	8%	58%	*%	34%	14%	4%	32%	38%	29%
		ejk	k							ejk					
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	219	45	1	*	1	*	-	3	264	5	4	108	111	50
	13%	13%	19%	4%	3%	7%	*%	-%	49%	14%	9%	13%	11%	16%	17%
Refused	1	1	*	-	-	*	-	-	-	1	*	*	-	1	*
	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	-%	*%	*%
None of these	62	36	13	6	6	-	-	-	-	49	13	6	28	8	26
	3%	2%	6%	21%	51%	-%	-%	-%	-%	3%	20%	20%	3%	1%	9%
			a	ai							abi	ai			ab
Other	*	*	-	-	-	-	-	-	-	*	-	-	*	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
Don't know	1	*	-	-	-	*	*	-	-	*	*	*	-	*	*
	*%	*%	-%	-%	-%	*%	10%	-%	-%	*%	1%	1%	-%	*%	*%
NET: Letters, large letters, packets and parcels	1883	1623	215	25	6	8	1	*	6	1837	46	21	929	694	261
	94%	95%	93%	79%	49%	79%	40%	90%	99%	95%	73%	67%	93%	98%	89%
		cjk	jk							cjk				ac	
NET: Letters, Large letters	1781	1548	193	23	4	8	1	*	4	1741	40	17	879	668	233
	89%	91%	84%	73%	33%	79%	35%	85%	65%	90%	64%	54%	88%	94%	80%
		bjk	jk							jk			c	ac	

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Letters	1706	1105	646	1302	720	205	399	1150	82	36	14	7	9	4
	85%	95%	87%	91%	83%	85%	93%	93%	88%	74%	59%	71%	76%	63%
		bcde		d			bde	cdeg						
Large letters	1009	642	544	805	472	150	271	690	56	29	10	7	8	4
	50%	55%	73%	56%	55%	62%	63%	56%	61%	59%	43%	72%	67%	68%
			acdef											
Parcels and packets	1134	624	499	800	674	168	314	691	63	13	14	7	11	1
	57%	54%	67%	56%	78%	70%	73%	56%	68%	26%	58%	73%	88%	17%
			ac		abc	ac	ac	c	cg			c	cg	
Advertising and promotional material, such as catalogues, brochures and direct mail	787	458	298	547	334	112	211	493	25	14	7	2	5	*
	39%	39%	40%	38%	39%	46%	49%	40%	27%	30%	27%	18%	39%	8%
							acd							
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	253	186	303	181	80	141	275	9	9	6	2	2	*
	24%	22%	25%	21%	21%	33%	33%	22%	9%	19%	22%	25%	15%	7%
						acd	acd							
Other everyday correspondence, such as invoices, one off bills etc.	669	412	290	488	274	108	261	435	31	12	5	2	2	*
	33%	35%	39%	34%	32%	45%	61%	35%	34%	25%	21%	24%	17%	3%
			d			acd	abcde							
Publications, such as magazines, periodicals, customer newsletters	674	418	268	484	275	99	219	447	19	9	6	2	*	*
	34%	36%	36%	34%	32%	41%	51%	36%	21%	19%	23%	22%	1%	3%
							abcd							

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	146	109	169	129	52	106	149	9	4	4	2	2	*
	13%	13%	15%	12%	15%	21% ac	25% abcd	12%	10%	8%	15%	18%	13%	*%
Refused	1	1	1	1	1	1	-	*	-	1	-	-	-	-
	*%	*%	*%	*%	*%	*%	-%	*%	-%	2% a	-%	-%	-%	-%
None of these	62	25	8	30	21	4	7	23	-	-	6	-	-	-
	3%	2%	1%	2%	2%	2%	2%	2%	-%	-%	26% abc	-%	-%	-%
Other	*	-	-	-	*	-	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	-	-	*	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Letters, large letters, packets and parcels	1883	1135	721	1389	829	227	417	1207	89	48	18	10	12	6
	94%	97%	97%	97%	96%	94%	97%	97% d	96% d	98%	73%	100%	100%	100%
NET: Letters, Large letters	1781	1125	696	1360	768	216	404	1193	85	44	15	7	9	6
	89%	96% de	94% d	95% de	89%	89%	94% d	96% def	92% d	90%	62%	74%	76%	97%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Letters	1706	646	36	17	7	5	4	5	13	589	269	317	112	15
	85%	84% d	81%	82%	54%	97%	96%	72%	87%	93% de	91%	90%	85%	73%
Large letters	1009	428	18	8	7	3	3	4	11	264	200	244	84	14
	50%	56%	41%	38%	57%	56%	92%	70%	70%	42%	67% a	69% a	64% a	67%
Parcels and packets	1134	606	31	19	7	5	4	2	10	273	183	241	88	15
	57%	79%	71%	91%	56%	83%	98%	32%	66%	43%	62% a	68% a	67% a	74%
Advertising and promotional material, such as catalogues, brochures and direct mail	787	302	19	6	5	1	*	*	2	211	112	156	60	8
	39%	39% h	43% h	26%	41%	27%	10%	1%	12%	33%	38%	44% a	45%	38%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	168	8	1	1	1	1	*	2	103	65	89	45	1
	24%	22%	19%	6%	8%	20%	21%	1%	12%	16%	22%	25% a	34% a	5%
Other everyday correspondence, such as invoices, one off bills etc.	669	248	17	2	5	1	1	*	2	177	105	145	58	3
	33%	32%	38%	9%	40%	23%	31%	1%	16%	28%	35%	41% a	44% a	16%
Publications, such as magazines, periodicals, customer newsletters	674	260	8	1	4	1	*	*	1	185	106	140	52	1
	34%	34% h	18%	3%	33%	22%	7%	*%	10%	29%	36% e	40% ae	40% e	4%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	123	3	2	1	1	*	*	1	49	49	51	20	*
	13%	16%	6%	8%	8%	18%	1%	1%	7%	8%	17% a	14% a	15%	1%
Refused	1	1	*	-	-	-	-	-	-	1	-	-	*	-
	*%	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%
None of these	62	21	-	-	-	-	-	-	-	18	1	11	-	-
	3%	3%	-%	-%	-%	-%	-%	-%	-%	3%	*%	3%	-%	-%
Other	*	*	-	-	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	*	-	-	*	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Letters, large letters, packets and parcels	1883	743	39	21	11	5	4	6	15	605	296	342	126	20
	94%	96%	88%	97%	86%	100%	99%	100%	100%	96%	100% a	97%	96%	100%
NET: Letters, Large letters	1781	690	38	18	8	5	4	6	15	600	287	335	119	18
	89%	89% d	85%	84%	61%	98%	99%	99%	99% d	95%	97%	95%	90%	89%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Letters	1706	319	154	174	59	14	481	42	194	1565	141	1247	55
	85%	90% bc	79%	76%	80%	99%	81%	72%	93% ab	87% b	70%	92% b	73%
Large letters	1009	191	101	137	39	4	317	33	121	918	91	755	50
	50%	54%	52%	60%	54%	30%	53%	56%	58%	51%	45%	56%	67%
Parcels and packets	1134	267	153	186	57	11	462	44	165	1003	132	753	46
	57%	75%	79%	81%	77%	78%	78%	75%	79%	56%	65%	55%	62%
Advertising and promotional material, such as catalogues, brochures and direct mail	787	152	56	101	20	5	230	25	79	720	67	508	39
	39%	43% b	29%	44% b	27%	38%	39%	42%	38%	40%	33%	37%	52%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	74	35	50	21	*	128	9	44	440	39	282	21
	24%	21%	18%	22%	29%	1%	22%	15%	21%	24%	19%	21%	28%
Other everyday correspondence, such as invoices, one off bills etc.	669	109	66	68	25	6	186	17	71	602	67	453	35
	33%	31%	34%	30%	34%	45%	31%	28%	34%	33%	33%	33%	46%
Publications, such as magazines, periodicals, customer newsletters	674	130	55	61	29	1	177	18	79	611	63	452	31
	34%	37%	28%	27%	39%	4%	30%	31%	38%	34%	31%	33%	42%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	62	20	40	6	*	93	6	30	240	29	154	16
	13%	18%	10%	17%	9%	*%	16%	10%	14%	13%	14%	11%	21%
Refused	1	1	-	*	*	-	-	*	1	1	-	1	-
	*%	*%	-%	*%	*%	-%	-%	*%	*%	*%	-%	*%	-%
None of these	62	5	8	8	-	-	17	2	2	48	14	30	-
	3%	1%	4%	4%	-%	-%	3%	3%	1%	3%	7% a	2%	-%
Other	*	*	-	-	-	-	-	-	*	*	*	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%
Don't know	1	*	-	-	*	-	*	-	*	*	*	-	-
	*%	*%	-%	-%	*%	-%	*%	-%	*%	*%	*%	-%	-%
NET: Letters, large letters, packets and parcels	1883	346	186	216	67	14	566	54	206	1705	178	1317	72
	94%	98%	96%	94%	91%	100%	95%	93%	98%	95% b	88%	97%	96%
NET: Letters, Large letters	1781	327	171	191	65	14	517	50	198	1621	160	1293	67
	89%	92% c	88%	84%	88%	99%	87%	86%	95% a	90% b	79%	95%	89%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Letters	1706	172	118	248	40	569	151	415	1012	116	346	554	127	1
	85%	88%	85%	94% b	66%	84%	82%	92%	97% ac	91%	84%	90%	89%	100%
Large letters	1009	116	78	170	37	380	92	327	568	109	313	461	120	*
	50%	59%	56%	64%	62%	56%	50%	73% b	54%	85% b	76%	75%	85%	46%
Parcels and packets	1134	176	115	224	36	527	147	303	558	96	299	420	123	*
	57%	90%	83%	85% b	60%	77%	80%	67% b	53%	75% b	73%	68%	87% ab	46%
Advertising and promotional material, such as catalogues, brochures and direct mail	787	89	53	124	29	274	60	207	415	65	175	271	73	-
	39%	45%	38%	47%	48%	40%	32%	46%	40%	51%	43%	44%	51%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	40	28	55	22	152	29	119	223	45	119	173	50	*
	24%	21%	20%	21%	36%	22%	16%	27%	21%	35% b	29%	28%	35%	46%
Other everyday correspondence, such as invoices, one off bills etc.	669	79	47	107	30	219	56	215	376	70	194	262	71	*
	33%	40%	34%	40%	49%	32%	30%	48% b	36%	55% b	47%	42%	50%	46%
Publications, such as magazines, periodicals, customer newsletters	674	75	47	102	24	214	61	205	373	76	169	237	66	-
	34%	38%	34%	39%	40%	31%	33%	46% b	36%	59% b	41%	38%	47%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	33	26	44	14	101	28	74	121	31	77	95	26	-
	13%	17%	19%	17%	24%	15%	15%	17%	12%	25% b	19%	15%	18%	-%
Refused	1	*	1	1	-	*	1	1	1	1	*	1	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	-%	-%
None of these	62	5	4	*	6	14	7	10	15	6	3	7	-	-
	3%	2%	3%	*%	11% a	2%	4%	2%	1%	5%	1%	1%	-%	-%
Other	*	-	-	-	-	*	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	-	-	-	*	*	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%
NET: Letters, large letters, packets and parcels	1883	190	131	259	54	659	171	437	1024	120	400	603	139	1
	94%	97%	94%	98%	89%	97%	93%	97%	98%	94%	98%	97%	98%	100%
NET: Letters, Large letters	1781	174	124	252	51	606	163	432	1018	119	380	588	136	1
	89%	88%	89%	95%	84%	89%	88%	96%	97%	93%	93%	95%	96%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Letters	1706	513	462	127	1	1099	629	586	970	753	8
	85%	85%	84%	79%	100%	95% bc	89% c	83%	92%	95%	100%
Large letters	1009	350	320	105	-	635	521	393	634	450	8
	50%	58%	58%	66%	-%	55%	74% ac	56%	60%	57%	93%
Parcels and packets	1134	482	436	140	1	618	482	557	624	459	8
	57%	80%	79%	88%	68%	53%	68% a	79% ab	59%	58%	95%
Advertising and promotional material, such as catalogues, brochures and direct mail	787	244	224	73	-	456	292	296	436	330	7
	39%	41%	40%	46%	-%	39%	42%	42%	41%	41%	90%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	140	129	44	-	252	181	162	237	174	6
	24%	23%	23%	28%	-%	22%	26%	23%	22%	22%	78%
Other everyday correspondence, such as invoices, one off bills etc.	669	208	206	64	-	408	284	235	399	291	7
	33%	34%	37%	40%	-%	35%	40%	33%	38%	37%	88%
Publications, such as magazines, periodicals, customer newsletters	674	203	179	64	-	416	265	231	381	290	7
	34%	34%	32%	40%	-%	36%	38%	33%	36%	36%	82%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	97	100	34	-	143	106	116	135	85	6
	13%	16%	18%	21%	-%	12%	15%	17%	13%	11%	77%
Refused	1	1	*	1	-	1	1	1	1	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%
None of these	62	12	10	6	-	25	8	14	18	12	-
	3%	2%	2%	4%	-%	2%	1%	2%	2%	1%	-%
Other	*	-	*	-	-	-	-	*	-	-	-
	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
Don't know	1	*	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Letters, large letters, packets and parcels	1883	579	540	150	1	1125	686	680	1025	778	8
	94%	96%	98%	94%	100%	97%	98%	97%	97%	98%	100%
NET: Letters, Large letters	1781	546	497	137	1	1116	669	622	1007	770	8
	89%	90%	90%	86%	100%	96%	95%	89%	96%	97%	100%
						c	c				

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Letters	1706	287	306	286	74	45	842	705	79	31	36	10
	85%	83%	87%	85%	81%	86%	95%	95%	78%	76%	76%	75%
Large letters	1009	213	216	197	63	42	544	415	57	26	27	5
	50%	61%	61%	58%	70%	79%	61%	56%	57%	64%	58%	38%
Parcels and packets	1134	290	283	272	82	46	530	418	69	29	40	10
	57%	84%	80%	81%	90%	87%	60%	56%	68%	73%	86%	74%
Advertising and promotional material, such as catalogues, brochures and direct mail	787	151	175	161	45	27	378	308	31	13	11	7
	39%	44%	50%	48%	50%	51%	43%	42%	31%	33%	23%	49%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	87	78	102	25	18	207	156	19	11	12	*
	24%	25%	22%	30%	28%	35%	23%	21%	18%	27%	25%	3%
Other everyday correspondence, such as invoices, one off bills etc.	669	140	124	136	37	20	355	263	34	8	10	4
	33%	40%	35%	40%	41%	39%	40%	36%	34%	20%	21%	33%
Publications, such as magazines, periodicals, customer newsletters	674	118	118	139	35	19	326	263	19	13	4	9
	34%	34%	34%	41%	39%	36%	37%	36%	19%	32%	9%	64%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	67	62	79	20	9	113	78	11	5	5	*
	13%	19%	18%	23%	22%	17%	13%	11%	11%	13%	10%	2%
Refused	1	1	-	*	-	-	1	-	*	-	-	-
	*%	*%	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%
None of these	62	3	6	6	4	2	3	10	3	-	*	-
	3%	1%	2%	2%	5%	3%	*%	1%	3%	-%	1%	-%
Other	*	-	*	-	-	-	-	-	-	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Letters, large letters, packets and parcels	1883	337	342	328	86	51	873	723	97	40	46	10
	94%	97%	97%	97%	95%	97%	98%	98%	96%	100%	99%	77%
NET: Letters, Large letters	1781	303	320	303	80	51	863	713	92	36	40	10
	89%	87%	91%	90%	88%	96%	97%	96%	91%	91%	86%	76%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Letters	1706	1706	934	1706	991	997	745	1649	186	4	1381	84	394	1257
	85%	100% bcde	93% d	96% bde	87%	89%	88%	93% ac	87%	100%	87%	86%	81%	88% a
Large letters	1009	934	1009	1009	758	701	587	960	165	4	828	48	267	713
	50%	55%	100% acde	57%	67% ac	63% ac	69% b	54%	77% b	94%	52%	49%	55%	50%
Parcels and packets	1134	991	758	1032	1134	760	761	1062	185	4	918	72	319	774
	57%	58%	75% ace	58%	100% abce	68% ac	90% b	60%	87% b	94%	58%	74% a	65% b	54%
Advertising and promotional material, such as catalogues, brochures and direct mail	787	719	541	721	562	787	438	720	105	4	666	28	188	578
	39%	42%	54% ac	40%	50% ac	70% abcd	52% b	41%	49%	99%	42%	29%	39%	41%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	443	333	455	340	479	289	454	86	4	392	29	112	359
	24%	26%	33% ac	26%	30%	43% abcd	34% b	26%	40% b	95%	25%	30%	23%	25%
Other everyday correspondence, such as invoices, one off bills etc.	669	630	457	639	479	669	405	628	110	4	553	38	161	487
	33%	37%	45% ac	36%	42% c	60% abcd	48% b	35%	51% b	94%	35%	39%	33%	34%
Publications, such as magazines, periodicals, customer newsletters	674	633	476	638	491	674	407	633	106	2	566	30	151	504
	34%	37%	47% ac	36%	43% ac	60% abcd	48% b	36%	50% b	50%	36%	31%	31%	35%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	244	208	253	224	269	189	243	53	-	226	14	52	209
	13%	14%	21% ac	14%	20% ac	24% ac	22% b	14%	25% b	-%	14%	15%	11%	15%
Refused	1	-	-	-	-	-	-	-	-	-	1	-	*	1
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	*%
None of these	62	-	-	-	-	-	-	-	-	-	46	2	14	40
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	2%	3%	3%
Other	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	*%
Don't know	1	-	-	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
NET: Letters, large letters, packets and parcels	1883	1706	1009	1781	1134	1066	848	1771	214	4	1511	94	459	1356
	94%	100% e	100% e	100% e	100% e	95%	100%	100%	100%	100%	95%	97%	94%	95%
NET: Letters, Large letters	1781	1706	1009	1781	1032	1024	775	1708	201	4	1431	89	425	1291
	89%	100% de	100% de	100% de	91%	91%	91%	96% a	94%	100%	90%	92%	87%	91%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Letters	1706	346	10	98	301	165	1038	486	171	152	1306	680	1025
	85%	83%	44%	67%	87%	73%	86%	89%	79%	68%	88%	88%	83%
					a		a	a			ab	b	
Large letters	1009	234	8	77	185	117	587	294	116	104	741	408	601
	50%	56%	38%	53%	53%	52%	49%	53%	54%	47%	50%	53%	49%
Parcels and packets	1134	334	7	103	277	161	631	332	159	147	768	427	707
	57%	80%	32%	70%	80%	71%	52%	60%	73%	66%	52%	55%	58%
						b		b	c	c			
Advertising and promotional material, such as catalogues, brochures and direct mail	787	185	9	55	148	89	425	263	101	58	592	349	437
	39%	44%	42%	37%	43%	40%	35%	48%	47%	26%	40%	45%	36%
								b	b		b	b	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	91	6	29	76	50	279	147	56	44	360	181	298
	24%	22%	27%	20%	22%	22%	23%	27%	26%	20%	24%	23%	24%
Other everyday correspondence, such as invoices, one off bills etc.	669	169	3	35	149	75	361	226	71	62	521	307	361
	33%	41%	13%	23%	43%	33%	30%	41%	33%	28%	35%	40%	29%
					a			b				b	
Publications, such as magazines, periodicals, customer newsletters	674	154	3	40	132	69	363	237	96	42	530	308	366
	34%	37%	15%	27%	38%	30%	30%	43%	44%	19%	36%	40%	30%
								ab	b		b	b	

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	69	3	9	66	34	144	87	47	18	203	101	168
	13%	17%	14%	6%	19%	15%	12%	16%	22%	8%	14%	13%	14%
					a				bc				
Refused	1	*	1	1	*	*	*	1	*	-	1	1	*
	*%	*%	3%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%
None of these	62	9	4	7	12	20	33	9	7	11	43	23	39
	3%	2%	20%	5%	3%	9%	3%	2%	3%	5%	3%	3%	3%
						bc							
Other	*	*	-	*	-	*	*	-	*	-	*	*	*
	*%	*%	-%	*%	-%	*%	*%	-%	*%	-%	*%	*%	*%
Don't know	1	*	-	*	*	*	*	-	-	*	*	-	1
	*%	*%	-%	*%	*%	*%	*%	-%	-%	*%	*%	-%	*%
NET: Letters, large letters, packets and parcels	1883	398	14	130	330	202	1142	522	199	205	1400	727	1156
	94%	95%	63%	89%	95%	89%	95%	95%	92%	92%	95%	94%	94%
NET: Letters, Large letters	1781	365	12	112	311	180	1080	503	184	178	1343	700	1080
	89%	88%	52%	76%	89%	80%	89%	92%	85%	80%	91%	91%	88%
					a		a	a			b		

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Letters	1706	447	433	417	409	879	826
	85%	89%	87%	83%	82%	88%	83%
		d				b	
Large letters	1009	271	223	253	263	493	515
	50%	54%	45%	51%	53%	49%	52%
Parcels and packets	1134	299	275	293	266	575	560
	57%	60%	55%	59%	53%	57%	56%
Advertising and promotional material, such as catalogues, brochures and direct mail	787	244	136	166	241	379	407
	39%	49%	27%	33%	48%	38%	41%
		bc			bc		
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc.	479	108	66	111	193	174	305
	24%	22%	13%	22%	39%	17%	30%
		b		b	abc		a
Other everyday correspondence, such as invoices, one off bills etc.	669	182	131	149	206	313	356
	33%	36%	26%	30%	41%	31%	36%
		b			bc		
Publications, such as magazines, periodicals, customer newsletters	674	204	149	143	178	353	320
	34%	41%	30%	29%	36%	35%	32%
		bc					
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 128 (continuation)

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Legal / accounts documents / tax forms	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	269	50	25	60	134	75	194
	13%	10%	5%	12%	27%	7%	19%
				b	abc		a
Refused	1	1	*	*	*	1	*
	*%	*%	*%	*%	*%	*%	*%
None of these	62	15	13	11	23	27	34
	3%	3%	3%	2%	5%	3%	3%
Other	*	-	-	*	-	-	*
	*%	-%	-%	*%	-%	-%	*%
Don't know	1	*	*	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%
NET: Letters, large letters, packets and parcels	1883	471	481	478	454	952	931
	94%	94%	96%	96%	91%	95%	93%
			d	d			
NET: Letters, Large letters	1781	456	458	441	426	914	867
	89%	91%	92%	88%	85%	91%	87%
			d			b	

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1912	1011	901	1327	328	73	184	585
Effective base	753	390	371	687	202	31	112	258
Weighted Base	1706	779	926	1624	69	9	4	82
Urgent delivery - on the same day or a specific time the next day	87	27	60	77	7	2	1	10
	5%	3%	7%	5%	10%	22%	13%	12%
			a		a	a	a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	106	193	280	16	2	1	20
	18%	14%	21%	17%	23%	27%	29%	24%
			a		a		a	a
Timed delivery (i.e. to arrive by specific time/day)	91	26	65	85	4	1	1	6
	5%	3%	7%	5%	7%	11%	15%	7%
			a				abe	
Standard delivery	1629	768	861	1553	64	8	4	76
	96%	99%	93%	96%	94%	89%	92%	93%
		b						
International delivery	118	33	85	111	6	1	*	7
	7%	4%	9%	7%	8%	13%	9%	9%
			a					
Cross-Border Delivery	5	2	3	5	*	*	*	*
	*%	*%	*%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	4	4	*	4	-	-	-	-
	*%	1%	*%	*%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	13	-	13	12	*	*	-	*
	1%	-%	1%	1%	*%	2%	-%	*%
			a					
Don't Know (DO NOT READ OUT)	22	9	13	22	*	-	*	*
	1%	1%	1%	1%	*%	-%	2%	*%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1912	742	382	203	197	204	184	1327	328	257
Effective base	753	392	201	122	126	106	112	687	202	66
Weighted Base	1706	1024	435	164	42	36	4	1624	69	13
Urgent delivery - on the same day or a specific time the next day	87	49	21	7	4	5	1	77	7	2
	5%	5%	5%	5%	10% ag	13% abcg	13% abcg	5%	10% abg	19% abcg
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	177	74	28	8	10	1	280	16	4
	18%	17%	17%	17%	20%	28% abg	29% abcg	17%	23% g	28% g
Timed delivery (i.e. to arrive by specific time/day)	91	58	15	13	2	3	1	85	4	2
	5%	6%	3%	8%	5%	10% b	15% abdgh	5%	7%	12% bg
Standard delivery	1629	988	408	157	39	34	4	1553	64	12
	96%	96% fi	94%	95%	93%	94%	92%	96%	94%	90%
International delivery	118	78	26	8	3	4	*	111	6	2
	7%	8%	6%	5%	8%	10%	9%	7%	8%	12%
Cross-Border Delivery	5	3	1	*	*	*	*	5	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%
Other (PLEASE SPECIFY)	4	1	3	*	-	-	-	4	-	-
	*%	*%	1%	*%	-%	-%	-%	*%	-%	-%
None of these (DO NOT READ OUT)	13	5	7	-	*	*	-	12	*	*
	1%	1%	2%	-%	*%	1%	-%	1%	*%	2%
Don't Know (DO NOT READ OUT)	22	12	9	1	*	*	*	22	*	*
	1%	1%	2%	*%	*%	1%	2%	1%	*%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1912	669	222	79	45	194
Effective base	753	371	95	26	17	33
Weighted Base	1706	982	213	37	13	55
Urgent delivery - on the same day or a specific time the next day	87	49	12	5	1	8
	5%	5%	6%	13%	10%	14%
						a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	178	39	10	3	17
	18%	18%	18%	26%	20%	30%
Timed delivery (i.e. to arrive by specific time/day)	91	47	13	3	*	17
	5%	5%	6%	7%	4%	30%
						abcd
Standard delivery	1629	931	200	34	13	54
	96%	95%	94%	92%	96%	97%
International delivery	118	70	18	4	1	10
	7%	7%	9%	9%	8%	18%
						a
Cross-Border Delivery	5	3	1	*	-	*
	*%	*%	*%	*%	-%	*%
Other (PLEASE SPECIFY)	4	*	1	-	-	-
	*%	*%	1%	-%	-%	-%
None of these (DO NOT READ OUT)	13	10	2	*	*	*
	1%	1%	1%	*%	1%	*%
Don't Know (DO NOT READ OUT)	22	15	4	1	-	*
	1%	1%	2%	2%	-%	*%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1912	106	109	162	75	120	159	105	100	105	1041	304	309	258
Effective base	753	70	71	85	46	77	92	70	56	62	597	191	204	90
Weighted Base	1706	132	136	264	78	147	271	219	123	131	1501	101	69	35
Urgent delivery - on the same day or a specific time the next day	87	7	7	24	2	8	5	10	5	4	72	6	2	6
	5%	5%	5%	9% f	3%	6%	2%	5%	4%	3%	5%	6%	3%	18% abdefghijkl
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	30	29	44	20	27	50	37	19	15	269	14	9	7
	18%	22%	22%	17%	25% l	18%	18%	17%	15%	11%	18%	14%	13%	20%
Timed delivery (i.e. to arrive by specific time/day)	91	7	9	25	4	8	15	8	2	4	83	4	2	2
	5%	5%	7%	9% l	5%	5%	6%	4%	1%	3%	6%	4%	4%	5%
Standard delivery	1629	125	133	258	72	142	256	201	119	129	1435	97	64	34
	96%	95%	98%	98%	92%	96%	94%	92%	98%	99%	96%	96%	92%	97%
International delivery	118	11	5	21	2	9	28	17	8	8	110	4	2	3
	7%	8% l	4%	8%	3%	6%	10% kl	8%	6%	6%	7% l	4%	3%	8%
Cross-Border Delivery	5	-	-	-	-	-	-	-	-	-	-	-	-	5
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14% abcdefghijkl
Other (PLEASE SPECIFY)	4	-	-	-	1	-	-	-	-	4	4	*	-	*
	*%	-%	-%	-%	1%	-%	-%	-%	-%	3% jl	*%	*%	-%	*%
None of these (DO NOT READ OUT)	13	-	-	-	2	*	5	5	-	-	12	*	*	-
	1%	-%	-%	-%	3%	*%	2%	2%	-%	-%	1%	*%	*%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1912	106	109	162	75	120	159	105	100	105	1041	304	309	258
Effective base	753	70	71	85	46	77	92	70	56	62	597	191	204	90
Weighted Base	1706	132	136	264	78	147	271	219	123	131	1501	101	69	35
Don't Know (DO NOT READ OUT)	22	-	1	-	-	3	*	10	3	1	18	1	3	*
	1%	-%	1%	-%	-%	2%	*%	4% cfjk	2%	1%	1%	1%	5% cfjk	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1912	65	158	17	219	273	100	126	879	1496	416	1733	179
Effective base	753	28	56	5	80	112	46	54	383	596	166	705	56
Weighted Base	1706	52	131	13	212	356	56	122	674	1411	295	1627	79
Urgent delivery - on the same day or a specific time the next day	87	3	6	*	7	21	2	5	39	74	13	78	9
	5%	6%	5%	2%	3%	6%	3%	4%	6%	5%	4%	5%	11% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	6	30	5	43	65	5	24	113	252	48	281	19
	18%	11%	23% f	37%	20%	18%	8%	19%	17%	18%	16%	17%	24%
Timed delivery (i.e. to arrive by specific time/day)	91	4	4	*	3	14	4	8	48	87	4	86	5
	5%	8%	3%	3%	2%	4%	7%	6%	7%	6% b	1%	5%	6%
Standard delivery	1629	48	128	10	208	335	53	122	647	1348	281	1559	71
	96%	93%	98%	82%	98%	94%	95%	100%	96%	96%	95%	96% b	89%
International delivery	118	1	4	1	15	15	4	19	52	99	19	116	2
	7%	2%	3%	5%	7%	4%	6%	15% be	8%	7%	6%	7%	2%
Cross-Border Delivery	5	1	*	-	*	*	-	*	4	3	2	5	*
	*%	2%	*%	-%	*%	*%	-%	*%	1%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	4	1	-	-	-	1	-	-	2	2	2	4	*
	*%	1%	-%	-%	-%	*%	-%	-%	*%	*%	1%	*%	*%
None of these (DO NOT READ OUT)	13	*	-	-	-	10	2	-	*	10	2	13	-
	1%	*%	-%	-%	-%	3% h	4% h	-%	*%	1%	1%	1%	-%
Don't Know (DO NOT READ OUT)	22	-	2	-	1	4	*	*	8	16	6	18	4
	1%	-%	1%	-%	*%	1%	*%	*%	1%	1%	2%	1%	5% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	1912	1871	41	1187	350	372
Effective base	753	732	21	486	113	154
Weighted Base	1706	1661	44	1103	236	365
Urgent delivery - on the same day or a specific time the next day	87	87	*	43	12	32
	5%	5%	1%	4%	5%	9% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	297	2	147	60	93
	18%	18%	5%	13%	25% a	25% a
Timed delivery (i.e. to arrive by specific time/day)	91	88	3	47	14	30
	5%	5%	6%	4%	6%	8% a
Standard delivery	1629	1590	39	1058	227	344
	96%	96%	89%	96%	96%	94%
International delivery	118	116	2	57	31	31
	7%	7%	4%	5%	13% a	8%
Cross-Border Delivery	5	5	-	3	1	*
	*%	*%	-%	*%	1%	*%
Other (PLEASE SPECIFY)	4	4	-	1	4	-
	*%	*%	-%	*%	1% a	-%
None of these (DO NOT READ OUT)	13	8	5	2	*	10
	1%	*%	11% a	*%	*%	3% a
Don't Know (DO NOT READ OUT)	22	22	-	15	1	6
	1%	1%	-%	1%	1%	2%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1912	1494	304	64	14	15	8	6	7	1798	114	50	790	704	418
Effective base	753	648	87	12	2	4	3	2	2	735	19	8	361	289	105
Weighted Base	1706	1487	186	22	4	5	*	*	1	1673	32	10	865	622	218
Urgent delivery - on the same day or a specific time the next day	87	68	12	3	*	3	*	*	*	80	7	4	22	47	19
	5%	5%	7%	14%	7%	66%	59%	32%	6%	5%	21% ai	35% abi	2%	7% a	9% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	234	57	6	*	2	*	*	1	291	8	2	115	119	65
	18%	16%	31% ai	26%	1%	34%	54%	32%	63%	17%	25%	23%	13%	19% a	30% ab
Timed delivery (i.e. to arrive by specific time/day)	91	79	10	1	*	1	*	*	*	89	2	1	42	37	12
	5%	5%	5%	5%	3%	25%	10%	*%	3%	5%	8%	13%	5%	6%	6%
Standard delivery	1629	1433	168	21	4	2	*	*	*	1601	28	7	843	590	196
	96%	96% bk	90%	97%	92%	48%	89%	100%	43%	96% bk	88%	67%	97% c	95%	90%
International delivery	118	93	22	3	*	*	*	*	*	115	3	*	40	53	25
	7%	6%	12%	13%	2%	1%	37%	*%	28%	7%	10%	4%	5%	9% a	12% a
Cross-Border Delivery	5	5	*	*	-	-	*	-	-	5	*	*	1	4	*
	*%	*%	*%	*%	-%	-%	4%	-%	-%	*%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	4	4	-	-	-	-	-	-	-	4	-	-	3	2	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
None of these (DO NOT READ OUT)	13	2	10	*	-	-	-	-	-	12	*	-	*	2	10
	1%	*%	5% ai	1%	-%	-%	-%	-%	-%	1%	1%	-%	*%	*%	5% ab
Don't Know (DO NOT READ OUT)	22	19	3	*	-	-	-	-	-	22	*	-	8	12	3
	1%	1%	1%	*%	-%	-%	-%	-%	-%	1%	*%	-%	1%	2%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	1912	1379	779	1518	762	336	461	1206	120	72	51	24	27	18
Effective base	753	501	282	565	306	111	170	499	33	14	11	5	3	4
Weighted Base	1706	1105	646	1302	720	205	399	1150	82	36	14	7	9	4
Urgent delivery - on the same day or a specific time the next day	87	65	55	76	53	24	36	45	12	10	4	4	*	2
	5%	6%	8%	6%	7%	12% ac	9%	4%	15% a	27% a	26% a	54%	3%	43%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	202	167	246	164	53	113	205	21	8	4	4	2	2
	18%	18%	26% ac	19%	23%	26%	28% ac	18%	26%	22%	29%	64%	19%	44%
Timed delivery (i.e. to arrive by specific time/day)	91	67	52	75	60	18	29	61	9	1	*	1	*	2
	5%	6%	8%	6%	8%	9%	7%	5%	11%	2%	3%	22%	4%	44%
Standard delivery	1629	1056	592	1233	678	191	376	1112	65	29	13	4	9	1
	96%	96% b	92%	95%	94%	93%	94%	97% bc	80%	82%	91%	55%	92%	21%
International delivery	118	73	82	98	65	17	48	82	11	2	2	*	*	*
	7%	7%	13% ac	8%	9%	8%	12% a	7%	14%	5%	16%	*%	1%	12%
Cross-Border Delivery	5	4	4	5	2	*	*	4	*	*	*	*	*	*
	*%	*%	1%	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	4	2	4	1	3	1	4	-	-	-	-	-	-
	*%	*%	*%	*%	*%	1%	*%	*%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	13	*	12	12	7	*	5	2	10	*	-	-	-	-
	1%	*%	2% a	1% a	1% a	*%	1% a	*%	12% a	*%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	22	17	17	20	15	5	9	20	*	*	*	-	-	-
	1%	2%	3%	2%	2%	2%	2%	2%	*%	*%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1912	623	44	28	21	13	18	15	46	540	307	392	241	38
Effective base	753	273	14	6	5	6	3	4	13	242	116	146	57	6
Weighted Base	1706	646	36	17	7	5	4	5	13	589	269	317	112	15
Urgent delivery - on the same day or a specific time the next day	87	40	2	4	3	1	*	1	3	22	22	22	10	1
	5%	6%	6%	25%	48%	27%	7%	31%	23% a	4%	8%	7%	9%	5%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	148	5	1	3	3	1	3	7	83	54	70	37	2
	18%	23%	13%	8%	47%	51%	38%	57%	50% ab	14%	20%	22% a	33% a	14%
Timed delivery (i.e. to arrive by specific time/ day)	91	54	1	1	1	1	*	3	4	29	17	21	8	*
	5%	8%	3%	3%	14%	19%	5%	56%	28% a	5%	6%	7%	7%	1%
Standard delivery	1629	620	30	17	4	3	3	2	7	563	252	294	110	13
	96%	96% bh	83%	97%	63%	48%	84%	38%	54%	96%	94%	93%	99%	88%
International delivery	118	58	3	3	*	-	*	*	1	33	16	34	15	1
	7%	9%	9%	16%	3%	-%	8%	6%	4%	6%	6%	11%	13%	9%
Cross-Border Delivery	5	2	*	-	*	-	*	*	*	2	1	2	*	*
	*%	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	4	1	-	-	-	-	-	-	-	4	-	-	1	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	*%
None of these (DO NOT READ OUT)	13	2	5	-	-	-	-	-	-	2	*	10	-	-
	1%	*%	13% a	-%	-%	-%	-%	-%	-%	*%	*%	3% a	-%	-%
Don't Know (DO NOT READ OUT)	22	15	-	*	-	-	-	-	-	10	5	6	*	-
	1%	2%	-%	*%	-%	-%	-%	-%	-%	2%	2%	2%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1912	265	155	206	109	27	447	49	259	1746	166	1447	71
Effective base	753	136	67	68	30	6	193	18	96	699	54	548	19
Weighted Base	1706	319	154	174	59	14	481	42	194	1565	141	1247	55
Urgent delivery - on the same day or a specific time the next day	87	29	8	10	4	2	43	2	8	74	13	67	9
	5%	9%	5%	6%	7%	16%	9%	4%	4%	5%	9%	5%	17% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	66	32	45	19	3	119	5	37	262	38	225	20
	18%	21%	21%	26%	32%	21%	25%	13%	19%	17%	27%	18%	37% a
Timed delivery (i.e. to arrive by specific time/day)	91	33	12	13	2	*	37	6	18	77	14	63	12
	5%	10%	8%	8%	4%	*%	8%	13%	9%	5%	10%	5%	22% a
Standard delivery	1629	302	150	161	53	12	450	41	186	1495	134	1181	52
	96%	95%	97%	92%	91%	90%	94%	96%	96%	96%	96%	95%	95%
International delivery	118	28	14	16	6	1	45	5	15	95	23	86	13
	7%	9%	9%	9%	10%	9%	9%	11%	8%	6%	16% a	7%	23% a
Cross-Border Delivery	5	1	*	*	*	*	1	*	1	5	*	5	*
	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	1	-	-	-	-	-	-	1	4	-	4	-
	*%	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1912	265	155	206	109	27	447	49	259	1746	166	1447	71
Effective base	753	136	67	68	30	6	193	18	96	699	54	548	19
Weighted Base	1706	319	154	174	59	14	481	42	194	1565	141	1247	55
None of these (DO NOT READ OUT)	13	2	*	5	-	-	5	-	2	13	-	12	-
	1%	1%	*%	3%	-%	-%	1%	-%	1%	1%	-%	1%	-%
Don't Know (DO NOT READ OUT)	22	9	1	3	3	-	13	*	2	21	1	20	-
	1%	3%	1%	2%	4%	-%	3%	*%	1%	1%	1%	2%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1912	155	160	263	68	562	200	520	1250	167	409	660	133	2
Effective base	753	70	54	106	13	236	70	172	456	46	146	242	44	2
Weighted Base	1706	172	118	248	40	569	151	415	1012	116	346	554	127	1
Urgent delivery - on the same day or a specific time the next day	87	19	12	30	7	37	16	51	47	16	44	40	18	-
	5%	11%	10%	12%	19%	7%	10%	12% b	5%	14% b	13%	7%	14%	-%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	56	38	83	12	119	45	147	170	38	138	134	54	-
	18%	33%	32%	33%	30%	21%	30%	36% b	17%	32% b	40% b	24%	42% b	-%
Timed delivery (i.e. to arrive by specific time/day)	91	20	11	25	11	51	9	46	48	17	44	42	14	-
	5%	12%	9%	10%	28%	9%	6%	11% b	5%	14% b	13%	8%	11%	-%
Standard delivery	1629	166	110	232	38	537	142	379	986	113	309	534	111	*
	96%	97%	93%	93%	96%	94%	94%	91%	97% a	98%	89%	96% ac	88%	54%
International delivery	118	22	19	40	9	44	21	51	70	51	59	76	51	-
	7%	13%	16%	16%	23%	8%	14%	12% b	7%	44% ab	17%	14%	40% ab	-%
Cross-Border Delivery	5	*	*	1	*	1	*	3	4	4	2	4	4	-
	*%	*%	*%	*%	*%	*%	*%	1%	*%	3% b	1%	1%	3%	-%
Other (PLEASE SPECIFY)	4	-	-	2	-	1	-	*	4	-	-	2	-	-
	*%	-%	-%	1%	-%	*%	-%	*%	*%	-%	-%	*%	-%	-%
None of these (DO NOT READ OUT)	13	-	-	-	-	7	-	*	*	*	7	5	10	-
	1%	-%	-%	-%	-%	1%	-%	*%	*%	*%	2%	1%	8% b	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1912	155	160	263	68	562	200	520	1250	167	409	660	133	2
Effective base	753	70	54	106	13	236	70	172	456	46	146	242	44	2
Weighted Base	1706	172	118	248	40	569	151	415	1012	116	346	554	127	1
Don't Know (DO NOT READ OUT)	22	3	6	7	-	10	6	5	12	*	5	11	*	*
	1%	2%	5%	3%	-%	2%	4%	1%	1%	*%	1%	2%	*%	46%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1912	541	483	142	2	1345	742	605	1149	883	27
Effective base	753	212	196	54	2	497	273	247	428	330	4
Weighted Base	1706	513	462	127	1	1099	629	586	970	753	8
Urgent delivery - on the same day or a specific time the next day	87	41	38	17	-	63	53	40	70	43	7
	5%	8%	8%	13%	-%	6%	8%	7%	7%	6%	86%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	135	113	38	-	200	162	133	203	142	7
	18%	26%	25%	30%	-%	18%	26% a	23%	21%	19%	83%
Timed delivery (i.e. to arrive by specific time/day)	91	50	43	10	-	66	51	52	60	44	7
	5%	10%	9%	8%	-%	6%	8%	9%	6%	6%	79%
Standard delivery	1629	478	451	118	1	1051	576	558	913	722	8
	96%	93%	98% a	93%	100%	96% b	92%	95%	94%	96%	92%
International delivery	118	54	50	42	-	73	77	49	79	70	*
	7%	11%	11%	33% ab	-%	7%	12% a	8%	8%	9%	5%
Cross-Border Delivery	5	1	2	2	-	4	4	1	5	5	*
	*%	*%	*%	1%	-%	*%	1%	*%	*%	1%	4%
Other (PLEASE SPECIFY)	4	1	1	-	-	4	2	1	4	3	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
None of these (DO NOT READ OUT)	13	7	*	5	-	*	12	7	10	2	-
	1%	1%	*%	4% b	-%	*%	2% a	1% a	1%	*%	-%
Don't Know (DO NOT READ OUT)	22	10	5	*	-	17	17	9	15	9	*
	1%	2%	1%	*%	-%	2%	3%	2%	1%	1%	*%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	1912	334	300	296	57	37	998	830	100	34	39	17
Effective base	753	125	128	116	30	19	363	309	36	11	18	5
Weighted Base	1706	287	306	286	74	45	842	705	79	31	36	10
Urgent delivery - on the same day or a specific time the next day	87	31	24	26	9	4	56	40	13	3	11	*
	5%	11%	8%	9%	12%	9%	7%	6%	16%	9%	31%	*%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	70	71	91	24	7	174	117	24	13	8	4
	18%	24%	23%	32%	33%	15%	21%	17%	30%	44%	23%	35%
Timed delivery (i.e. to arrive by specific time/day)	91	35	30	37	2	1	49	36	6	6	4	-
	5%	12%	10%	13%	3%	1%	6%	5%	8%	19%	10%	-%
Standard delivery	1629	280	295	264	65	45	816	684	66	28	32	7
	96%	98% d	96%	93%	89%	100%	97%	97%	84%	92%	90%	66%
International delivery	118	28	38	27	20	14	78	67	11	5	9	*
	7%	10%	12%	10%	28% abc	31% abc	9%	10%	13%	17%	24%	4%
Cross-Border Delivery	5	1	1	1	*	*	5	3	*	*	1	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	2%	*%
Other (PLEASE SPECIFY)	4	1	-	1	-	-	4	3	-	-	*	-
	*%	*%	-%	*%	-%	-%	*%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	13	*	*	7	5	-	5	*	-	-	-	-
	1%	*%	*%	2%	6% ab	-%	1%	*%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	22	4	8	3	-	-	6	9	-	-	-	3
	1%	1%	3%	1%	-%	-%	1%	1%	-%	-%	-%	28%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1912	1912	1158	1912	1183	1212	959	1813	203	5	1580	80	397	1441
Effective base	753	753	431	753	450	461	353	725	71	3	615	37	171	561
Weighted Base	1706	1706	934	1706	991	997	745	1649	186	4	1381	84	394	1257
Urgent delivery - on the same day or a specific time the next day	87	87	68	87	70	56	87	71	35	-	73	3	28	56
	5%	5%	7%	5%	7%	6%	12% b	4%	19% b	-%	5%	4%	7%	4%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	299	236	299	250	217	299	280	91	1	238	26	83	202
	18%	18%	25% ac	18%	25% ac	22%	40% b	17%	49% b	29%	17%	31% a	21%	16%
Timed delivery (i.e. to arrive by specific time/day)	91	91	71	91	74	59	91	86	36	-	75	5	34	57
	5%	5%	8%	5%	8%	6%	12% b	5%	19% b	-%	5%	6%	9% b	5%
Standard delivery	1629	1629	888	1629	945	967	696	1629	174	4	1325	80	360	1217
	96%	96%	95%	96%	95%	97%	93%	99% ac	94%	99%	96%	95%	91%	97% a
International delivery	118	118	103	118	95	84	86	114	118	*	89	9	33	78
	7%	7%	11% ac	7%	10%	8%	12% b	7%	64% ab	5%	6%	11%	8%	6%
Cross-Border Delivery	5	5	5	5	4	5	4	5	5	-	5	-	*	5
	*%	*%	*%	*%	*%	*%	1%	*%	3% b	-%	*%	-%	*%	*%
Other (PLEASE SPECIFY)	4	4	4	4	4	4	2	4	*	4	4	-	*	4
	*%	*%	*%	*%	*%	*%	*%	*%	*%	100%	*%	-%	*%	*%
None of these (DO NOT READ OUT)	13	13	10	13	5	5	5	5	5	-	12	-	*	12
	1%	1%	1%	1%	1%	*%	1%	*%	3% b	-%	1%	-%	*%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1912	1912	1158	1912	1183	1212	959	1813	203	5	1580	80	397	1441
Effective base	753	753	431	753	450	461	353	725	71	3	615	37	171	561
Weighted Base	1706	1706	934	1706	991	997	745	1649	186	4	1381	84	394	1257
Don't Know (DO NOT READ OUT)	22	22	14	22	16	12	3	3	-	-	9	1	11	10
	1%	1%	2%	1%	2%	1%	*%	*%	-%	-%	1%	1%	3% b	1%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1912	378	16	140	305	210	1106	579	189	170	1437	901	1011
Effective base	753	141	6	44	121	79	456	210	79	56	578	309	444
Weighted Base	1706	346	10	98	301	165	1038	486	171	152	1306	680	1025
Urgent delivery - on the same day or a specific time the next day	87	37	4	13	31	17	45	25	25	10	52	46	41
	5%	11%	40%	13%	10%	10% b	4%	5%	14% c	6%	4%	7%	4%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	107	2	40	84	35	165	96	41	35	220	124	176
	18%	31%	21%	40%	28%	21%	16%	20%	24%	23%	17%	18%	17%
Timed delivery (i.e. to arrive by specific time/day)	91	35	1	9	28	12	51	28	18	11	61	50	41
	5%	10%	12%	10%	9%	7%	5%	6%	11% c	7%	5%	7% b	4%
Standard delivery	1629	329	8	83	295	153	987	474	150	136	1269	650	979
	96%	95%	81%	84%	98% a	93%	95%	97%	87%	89%	97% ab	96%	96%
International delivery	118	53	2	22	37	16	64	38	21	12	82	58	61
	7%	15%	21%	22%	12%	10%	6%	8%	12%	8%	6%	8%	6%
Cross-Border Delivery	5	1	*	*	1	*	1	4	*	*	4	3	2
	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	2	-	*	2	-	4	*	*	2	2	1	4
	*%	1%	-%	*%	1%	-%	*%	*%	*%	1%	*%	*%	*%
None of these (DO NOT READ OUT)	13	-	-	-	-	-	12	*	-	5	7	*	12
	1%	-%	-%	-%	-%	-%	1%	*%	-%	3% c	1%	*%	1%
Don't Know (DO NOT READ OUT)	22	7	-	7	1	3	9	9	8	1	12	4	18
	1%	2%	-%	7% b	*%	2%	1%	2%	5% c	1%	1%	1%	2%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 129 (continuation)

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All who regularly receive letters at their location (QV9a=1)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1912	425	527	511	449	952	960
Effective base	753	161	196	189	224	352	410
Weighted Base	1706	447	433	417	409	879	826
Urgent delivery - on the same day or a specific time the next day	87	23	21	24	19	44	43
	5%	5%	5%	6%	5%	5%	5%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	299	83	73	79	64	156	143
	18%	19%	17%	19%	16%	18%	17%
Timed delivery (i.e. to arrive by specific time/day)	91	30	20	21	20	50	41
	5%	7%	5%	5%	5%	6%	5%
Standard delivery	1629	425	410	398	396	835	794
	96%	95%	95%	95%	97%	95%	96%
International delivery	118	34	31	35	19	64	54
	7%	8%	7%	8%	5%	7%	7%
Cross-Border Delivery	5	2	*	*	2	2	2
	*%	*%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	4	4	*	-	-	4	-
	*%	1%	*%	-%	-%	1%	-%
None of these (DO NOT READ OUT)	13	5	2	*	5	8	5
	1%	1%	1%	*%	1%	1%	1%
Don't Know (DO NOT READ OUT)	22	10	8	2	2	18	4
	1%	2%	2%	*%	*%	2%	*%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1240	630	610	782	244	57	157	458
Effective base	463	244	231	413	153	23	88	197
Weighted Base	1009	436	573	949	49	7	3	60
Urgent delivery - on the same day or a specific time the next day	69	27	42	61	6	1	*	8
	7%	6%	7%	6%	13%	21%	12%	14%
					a	a		a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	96	150	230	13	2	1	16
	24%	22%	26%	24%	26%	30%	43%	27%
							abe	
Timed delivery (i.e. to arrive by specific time/day)	64	21	43	57	5	1	*	6
	6%	5%	7%	6%	11%	11%	8%	11%
					a			a
Standard delivery	932	419	513	877	44	7	3	54
	92%	96%	89%	92%	91%	95%	92%	91%
		b						
International delivery	98	21	77	91	6	1	*	7
	10%	5%	13%	10%	12%	17%	7%	12%
			a					
Cross-Border Delivery	5	2	3	4	*	*	*	*
	*%	*%	*%	*%	*%	1%	1%	*%
Other (PLEASE SPECIFY)	4	4	-	4	-	-	-	-
	*%	1%	-%	*%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	9	1	8	9	*	-	-	*
	1%	*%	1%	1%	*%	-%	-%	*%
Don't Know (DO NOT READ OUT)	15	9	6	14	*	-	*	*
	1%	2%	1%	2%	1%	-%	1%	1%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1240	400	257	125	147	154	157	782	244	214
Effective base	463	217	141	74	98	78	88	413	153	48
Weighted Base	1009	558	296	95	30	26	3	949	49	10
Urgent delivery - on the same day or a specific time the next day	69	38	16	7	4	4	*	61	6	2
	7%	7%	6%	7%	12%	16% abg	12%	6%	13% abg	18% abg
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	116	92	22	7	7	1	230	13	4
	24%	21%	31% a	23%	24%	29%	43% acdgh	24%	26%	34%
Timed delivery (i.e. to arrive by specific time/day)	64	36	14	7	3	3	*	57	5	1
	6%	6%	5%	8%	9%	13% bg	8%	6%	11% g	10%
Standard delivery	932	537	254	87	27	24	3	877	44	10
	92%	96% beh	86%	91%	92%	90%	92%	92% b	91%	94%
International delivery	98	62	22	8	2	4	*	91	6	1
	10%	11%	7%	8%	8%	17% bf	7%	10%	12%	14%
Cross-Border Delivery	5	3	1	*	-	*	*	4	*	*
	*%	1%	*%	*%	-%	1%	1%	*%	*%	1%
Other (PLEASE SPECIFY)	4	1	3	-	-	-	-	4	-	-
	*%	*%	1%	-%	-%	-%	-%	*%	-%	-%
None of these (DO NOT READ OUT)	9	2	7	-	*	-	-	9	*	-
	1%	*%	2%	-%	*%	-%	-%	1%	*%	-%
Don't Know (DO NOT READ OUT)	15	8	6	1	*	*	*	14	*	*
	1%	1%	2%	1%	*%	1%	1%	2%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1240	400	154	54	34	153
Effective base	463	215	60	22	14	25
Weighted Base	1009	563	130	23	9	40
Urgent delivery - on the same day or a specific time the next day	69	31	10	5	1	10
	7%	5%	7%	22%	16%	24%
				a		a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	128	53	8	3	7
	24%	23%	40%	34%	30%	17%
			ae			
Timed delivery (i.e. to arrive by specific time/day)	64	29	10	3	*	11
	6%	5%	8%	14%	*%	27%
						ab
Standard delivery	932	521	112	20	8	34
	92%	93%	86%	86%	92%	85%
International delivery	98	55	22	4	1	6
	10%	10%	17%	15%	10%	15%
Cross-Border Delivery	5	3	1	*	-	*
	*%	*%	*%	*%	-%	*%
Other (PLEASE SPECIFY)	4	-	1	-	-	-
	*%	-%	1%	-%	-%	-%
None of these (DO NOT READ OUT)	9	8	1	*	-	-
	1%	1%	1%	1%	-%	-%
Don't Know (DO NOT READ OUT)	15	8	4	1	-	*
	1%	1%	3%	3%	-%	*%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1240	71	80	106	48	73	110	70	67	59	684	170	206	180
Effective base	463	43	50	56	29	41	63	45	32	32	373	103	126	52
Weighted Base	1009	79	94	143	43	79	183	136	78	61	897	47	44	21
Urgent delivery - on the same day or a specific time the next day	69	4	6	21	3	11	3	2	5	3	59	4	2	4
	7%	5%	7%	15% fgjl	8%	14% fgl	2%	1%	6%	6%	7%	8%	4%	18% fgjl
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	35	21	40	10	24	44	23	15	14	226	7	7	7
	24%	44% bfghjkl	22%	28% l	24%	30% kl	24%	17%	19%	23%	25% kl	15%	15%	30% kl
Timed delivery (i.e. to arrive by specific time/day)	64	5	7	21	3	7	12	2	*	2	58	3	1	2
	6%	7%	7%	15% ghjl	6%	8%	6%	1%	*%	3%	6%	7%	3%	8%
Standard delivery	932	68	92	126	39	70	176	121	77	59	827	44	41	20
	92%	86%	98% a	88%	90%	88%	96%	89%	99% a	96%	92%	94%	92%	95%
International delivery	98	12	4	16	2	6	21	12	15	4	92	3	2	2
	10%	15% kl	5%	11%	5%	7%	11%	9%	19% bkl	7%	10%	5%	5%	8%
Cross-Border Delivery	5	-	-	-	-	-	-	-	-	-	-	-	-	5
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22% abcdefghijkl
Other (PLEASE SPECIFY)	4	-	-	-	1	-	-	-	-	4	4	-	-	-
	*%	-%	-%	-%	2%	-%	-%	-%	-%	6% jklm	*%	-%	-%	-%
None of these (DO NOT READ OUT)	9	-	-	-	-	2	-	6	-	1	9	-	-	*
	1%	-%	-%	-%	-%	3%	-%	4% kl	-%	2%	1%	-%	-%	1%

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

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Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1240	71	80	106	48	73	110	70	67	59	684	170	206	180
Effective base	463	43	50	56	29	41	63	45	32	32	373	103	126	52
Weighted Base	1009	79	94	143	43	79	183	136	78	61	897	47	44	21
Don't Know (DO NOT READ OUT)	15	-	1	-	-	3	-	7	*	1	12	*	2	*
	1%	-%	1%	-%	-%	3%	-%	5%	*%	2%	1%	1%	5% j	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1240	49	104	15	135	171	51	92	578	982	258	1109	131
Effective base	463	19	37	4	46	63	21	38	235	367	102	427	39
Weighted Base	1009	29	82	10	116	188	22	91	414	836	173	949	60
Urgent delivery - on the same day or a specific time the next day	69 7%	4 12%	8 10%	* 3%	4 3%	18 10%	1 4%	4 4%	30 7%	65 8% b	4 2%	59 6%	10 16% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246 24%	7 24%	20 25%	5 44%	47 40% fh	48 26%	2 7%	19 21%	94 23%	210 25%	35 21%	223 24%	23 38% a
Timed delivery (i.e. to arrive by specific time/day)	64 6%	2 7%	4 4%	* 3%	5 4%	13 7%	1 2%	5 6%	31 7%	59 7%	5 3%	58 6%	6 10%
Standard delivery	932 92%	24 83%	76 92%	8 79%	106 91%	171 91%	21 96%	89 99% a	391 94%	776 93%	156 90%	885 93% b	47 79%
International delivery	98 10%	2 6%	4 5%	* 3%	13 11%	20 11%	3 14%	15 17%	34 8%	86 10%	12 7%	93 10%	5 8%
Cross-Border Delivery	5 *%	1 3%	* *%	- -%	* *%	* *%	- -%	* *%	3 1%	3 *%	2 1%	5 *%	* *%
Other (PLEASE SPECIFY)	4 *%	1 2%	- -%	- -%	- -%	1 1%	- -%	- -%	2 1%	2 *%	2 1%	4 *%	- -%
None of these (DO NOT READ OUT)	9 1%	- -%	- -%	- -%	1 1%	5 2%	- -%	- -%	3 1%	6 1%	3 2%	9 1%	- -%
Don't Know (DO NOT READ OUT)	15 1%	- -%	2 2%	- -%	* *%	4 2%	* *%	* *%	2 *%	10 1%	5 3%	11 1%	4 7% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1240	1222	18	699	263	275
Effective base	463	456	7	274	74	116
Weighted Base	1009	992	17	577	156	275
Urgent delivery - on the same day or a specific time the next day	69	68	*	28	11	31
	7%	7%	2%	5%	7%	11%
						a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	246	*	120	54	72
	24%	25%	2%	21%	34%	26%
					a	
Timed delivery (i.e. to arrive by specific time/day)	64	64	-	29	11	24
	6%	6%	-%	5%	7%	9%
Standard delivery	932	919	12	524	148	259
	92%	93%	72%	91%	95%	94%
International delivery	98	98	*	36	23	39
	10%	10%	2%	6%	15%	14%
					a	a
Cross-Border Delivery	5	5	-	3	2	*
	*%	*%	-%	1%	1%	*%
Other (PLEASE SPECIFY)	4	4	-	1	4	-
	*%	*%	-%	*%	2%	-%
None of these (DO NOT READ OUT)	9	4	5	4	-	5
	1%	*%	28%	1%	-%	2%
Don't Know (DO NOT READ OUT)	15	15	-	11	1	3
	1%	1%	-%	2%	1%	1%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1240	903	236	53	9	18	8	5	8	1139	101	48	393	510	337
Effective base	463	386	60	11	2	6	1	2	2	445	20	9	180	207	77
Weighted Base	1009	846	136	13	4	6	1	*	4	981	28	14	415	431	163
Urgent delivery - on the same day or a specific time the next day	69	50	12	3	*	3	*	*	*	62	7	3	17	33	18
	7%	6%	9%	26% ai	1%	54%	4%	1%	*%	6%	24% ai	22%	4%	8%	11%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	183	49	6	*	4	1	*	3	232	14	8	89	94	63
	24%	22%	36% ai	45%	2%	66%	96%	34%	90%	24%	52% ai	58% ai	21%	22%	39% ab
Timed delivery (i.e. to arrive by specific time/day)	64	53	7	3	*	1	*	*	*	60	4	2	22	30	11
	6%	6%	5%	21% i	1%	24%	4%	1%	1%	6%	16%	11%	5%	7%	7%
Standard delivery	932	794	119	13	4	1	*	*	*	913	18	6	386	408	138
	92%	94% jk	88% jk	97% k	100%	23%	7%	100%	10%	93% jk	67%	39%	93% c	95% c	84%
International delivery	98	69	21	4	*	-	1	*	3	90	8	4	26	43	29
	10%	8%	15%	31% ai	2%	-%	95%	34%	82%	9%	30% ai	29% ai	6%	10%	18% a
Cross-Border Delivery	5	4	*	*	-	-	*	-	-	5	*	*	1	4	*
	*%	1%	*%	*%	-%	-%	*%	-%	-%	*%	*%	*%	*%	1%	*%
Other (PLEASE SPECIFY)	4	4	-	-	-	-	-	-	-	4	-	-	3	1	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	*%	-%
None of these (DO NOT READ OUT)	9	4	5	-	-	-	-	-	-	9	-	-	3	1	5
	1%	1%	3% a	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	*%	3%
Don't Know (DO NOT READ OUT)	15	12	3	*	-	-	-	-	-	15	*	-	4	8	3
	1%	1%	2%	*%	-%	-%	-%	-%	-%	1%	*%	-%	1%	2%	2%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	1240	900	692	1026	571	281	355	774	95	50	38	27	24	18
Effective base	463	301	249	363	208	82	126	315	23	11	7	6	3	3
Weighted Base	1009	642	544	805	472	150	271	690	56	29	10	7	8	4
Urgent delivery - on the same day or a specific time the next day	69	47	45	61	45	23	30	39	8	7	3	3	1	*
	7%	7%	8%	8%	10%	15% ac	11%	6%	14%	23% a	28% a	49%	7%	4%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	165	162	209	125	51	97	168	17	12	4	4	2	3
	24%	26%	30%	26%	27%	34%	36% ac	24%	31%	40%	37%	56%	20%	83%
Timed delivery (i.e. to arrive by specific time/day)	64	51	42	59	46	16	29	48	6	2	1	2	*	*
	6%	8%	8%	7%	10%	11%	11%	7%	10%	7%	7%	33%	6%	4%
Standard delivery	932	595	494	738	430	131	247	650	41	25	10	4	8	1
	92%	93%	91%	92%	91%	88%	91%	94% b	73%	84%	94%	59%	93%	23%
International delivery	98	65	80	91	55	21	42	74	12	*	2	*	1	*
	10%	10%	15%	11%	12%	14%	15%	11%	22%	2%	22%	6%	9%	11%
Cross-Border Delivery	5	4	4	4	2	*	*	4	*	*	*	*	*	-
	*%	1%	1%	1%	*%	*%	*%	1%	*%	1%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	4	4	2	4	1	3	1	4	-	-	-	-	-	-
	*%	1%	*%	1%	*%	2%	*%	1%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	9	2	7	8	7	-	6	4	5	-	-	-	-	-
	1%	*%	1%	1%	1%	-%	2% a	1%	8% a	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	15	10	11	14	12	5	9	14	*	*	-	-	-	-
	1%	2%	2%	2%	3%	3%	3%	2%	*%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1240	450	28	21	22	11	25	14	50	258	210	317	202	39
Effective base	463	185	9	3	6	3	3	5	11	114	81	126	42	5
Weighted Base	1009	428	18	8	7	3	3	4	11	264	200	244	84	14
Urgent delivery - on the same day or a specific time the next day	69	34	2	2	3	1	*	2	3	16	10	22	12	1
	7%	8%	12%	26%	42%	43%	7%	42%	32% a	6%	5%	9%	14%	7%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	110	4	1	3	3	1	3	7	68	35	67	36	3
	24%	26%	21%	15%	40%	87%	43%	76%	69% a	26%	18%	28%	43% ab	25%
Timed delivery (i.e. to arrive by specific time/ day)	64	40	*	1	1	*	2	1	3	19	12	18	8	3
	6%	9%	1%	13%	15%	1%	59%	26%	29% a	7%	6%	7%	9%	20%
Standard delivery	932	402	12	7	4	1	3	*	5	238	183	221	82	13
	92%	94% h	68%	91%	58%	43%	83%	10%	42%	90%	92%	91%	98%	96%
International delivery	98	50	2	*	*	*	1	1	2	21	17	30	20	3
	10%	12%	13%	1%	7%	4%	26%	28%	21%	8%	8%	12%	24% ab	24%
Cross-Border Delivery	5	2	-	-	*	-	*	*	*	2	1	2	*	*
	*%	*%	-%	-%	*%	-%	*%	*%	*%	1%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	4	1	-	-	-	-	-	-	-	4	-	-	1	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%
None of these (DO NOT READ OUT)	9	2	5	-	-	-	-	-	-	1	*	7	-	-
	1%	1%	26%	-%	-%	-%	-%	-%	-%	1%	*%	3%	-%	-%
Don't Know (DO NOT READ OUT)	15	12	-	*	-	-	-	-	-	6	5	3	*	-
	1%	3%	-%	*%	-%	-%	-%	-%	-%	2%	2%	1%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1240	169	116	173	85	28	333	49	187	1110	130	955	71
Effective base	463	84	48	54	20	4	131	16	62	424	39	345	19
Weighted Base	1009	191	101	137	39	4	317	33	121	918	91	755	50
Urgent delivery - on the same day or a specific time the next day	69	23	5	11	5	2	36	2	7	56	12	50	11
	7%	12%	4%	8%	12%	39%	11%	7%	6%	6%	14%	7%	21% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	54	25	28	17	2	81	8	36	213	33	192	18
	24%	28%	25%	20%	42%	40%	26%	25%	29%	23%	36%	25%	35%
Timed delivery (i.e. to arrive by specific time/day)	64	24	8	8	3	3	30	2	14	53	11	46	13
	6%	13%	8%	6%	7%	74%	9%	6%	11%	6%	12%	6%	25% a
Standard delivery	932	174	97	122	33	4	285	30	115	851	81	692	46
	92%	91%	96%	89%	84%	90%	90%	89%	94%	93%	89%	92%	91%
International delivery	98	22	8	17	7	*	41	3	12	79	19	80	11
	10%	11%	8%	13%	19%	9%	13%	8%	9%	9%	21% a	11%	21%
Cross-Border Delivery	5	1	*	*	*	*	1	*	1	5	*	4	*
	*%	1%	*%	*%	*%	*%	*%	*%	1%	1%	*%	1%	*%
Other (PLEASE SPECIFY)	4	1	-	-	-	-	-	-	1	4	-	4	-
	*%	1%	-%	-%	-%	-%	-%	-%	1%	*%	-%	1%	-%
None of these (DO NOT READ OUT)	9	2	-	5	-	-	6	-	1	9	-	8	-
	1%	1%	-%	3%	-%	-%	2%	-%	1%	1%	-%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1240	169	116	173	85	28	333	49	187	1110	130	955	71
Effective base	463	84	48	54	20	4	131	16	62	424	39	345	19
Weighted Base	1009	191	101	137	39	4	317	33	121	918	91	755	50
Don't Know (DO NOT READ OUT)	15	9	*	*	3	-	10	*	2	14	1	14	-
	1%	5%	*%	*%	7%	-%	3%	*%	1%	1%	1%	2%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1240	113	134	206	68	418	153	423	800	152	382	582	132	1
Effective base	463	50	34	75	14	166	41	140	267	42	138	213	42	1
Weighted Base	1009	116	78	170	37	380	92	327	568	109	313	461	120	*
Urgent delivery - on the same day or a specific time the next day	69	17	10	22	7	34	11	38	34	13	37	40	13	-
	7%	15%	13%	13%	20%	9%	12%	12% b	6%	12%	12%	9%	10%	-%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	40	28	60	20	100	25	128	138	40	127	139	52	-
	24%	35%	36%	35%	53%	26%	27%	39% b	24%	37%	41% b	30%	44%	-%
Timed delivery (i.e. to arrive by specific time/day)	64	20	11	25	12	39	7	43	37	20	37	34	16	-
	6%	17%	14%	14%	31%	10%	7%	13% b	6%	18% b	12%	7%	14%	-%
Standard delivery	932	106	69	150	29	350	81	286	552	104	273	442	106	-
	92%	91%	88%	88%	77%	92%	87%	88%	97% a	95%	87%	96% a	89%	-%
International delivery	98	20	17	39	12	40	16	51	59	46	64	76	53	-
	10%	17%	21%	23%	33%	10%	17%	16%	10%	43% ab	20%	16%	44% ab	-%
Cross-Border Delivery	5	*	*	1	*	1	*	3	4	4	2	4	4	-
	*%	*%	1%	1%	*%	*%	1%	1%	1%	3%	1%	1%	3%	-%
Other (PLEASE SPECIFY)	4	-	-	2	-	1	-	-	4	-	-	2	-	-
	*%	-%	-%	1%	-%	*%	-%	-%	1%	-%	-%	*%	-%	-%
None of these (DO NOT READ OUT)	9	-	-	-	-	7	-	1	*	-	7	-	5	-
	1%	-%	-%	-%	-%	2%	-%	*%	*%	-%	2% b	-%	4% b	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1240	113	134	206	68	418	153	423	800	152	382	582	132	1
Effective base	463	50	34	75	14	166	41	140	267	42	138	213	42	1
Weighted Base	1009	116	78	170	37	380	92	327	568	109	313	461	120	*
Don't Know (DO NOT READ OUT)	15	3	6	7	-	6	6	5	6	*	5	6	*	*
	1%	2%	7%	4%	-%	2%	6%	1%	1%	*%	2%	1%	*%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	1240	422	374	134	864	645	454	801	611	23
Effective base	463	146	147	43	297	238	172	286	216	4
Weighted Base	1009	350	320	105	635	521	393	634	450	8
Urgent delivery - on the same day or a specific time the next day	69	38	34	14	46	42	36	50	34	7
	7%	11%	11%	14%	7%	8%	9%	8%	8%	84%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	97	97	34	160	153	108	174	125	7
	24%	28%	30%	33%	25%	29%	27%	27%	28%	86%
Timed delivery (i.e. to arrive by specific time/day)	64	37	35	14	50	40	40	48	32	7
	6%	10%	11%	14%	8%	8%	10%	8%	7%	85%
Standard delivery	932	311	310	91	593	475	364	580	421	8
	92%	89%	97% ac	87%	93%	91%	92%	91%	94%	99%
International delivery	98	46	42	37	62	76	46	77	60	*
	10%	13%	13%	36% ab	10%	15%	12%	12%	13%	5%
Cross-Border Delivery	5	1	2	2	4	4	1	4	4	*
	*%	*%	1%	2%	1%	1%	*%	1%	1%	4%
Other (PLEASE SPECIFY)	4	1	1	-	4	2	1	4	3	-
	*%	*%	*%	-%	1%	*%	*%	1%	1%	-%
None of these (DO NOT READ OUT)	9	7	1	5	2	7	7	8	1	-
	1%	2%	*%	4% b	*%	1%	2%	1%	*%	-%
Don't Know (DO NOT READ OUT)	15	10	2	*	10	11	6	11	6	*
	1%	3%	1%	*%	2%	2%	2%	2%	1%	*%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	1240	264	236	230	53	33	699	558	72	39	30	9
Effective base	463	96	97	81	24	15	245	197	26	12	13	3
Weighted Base	1009	213	216	197	63	42	544	415	57	26	27	5
Urgent delivery - on the same day or a specific time the next day	69	33	25	24	6	4	46	32	7	2	3	-
	7%	16%	12%	12%	9%	9%	9%	8%	13%	9%	12%	-%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	65	64	59	22	7	147	111	20	9	11	*
	24%	31%	30%	30%	35%	16%	27%	27%	34%	34%	41%	6%
Timed delivery (i.e. to arrive by specific time/day)	64	30	21	26	5	4	39	23	5	10	2	-
	6%	14%	10%	13%	8%	10%	7%	6%	8%	39% a	8%	-%
Standard delivery	932	202	204	176	52	42	525	397	48	21	21	2
	92%	95% d	95% d	90%	82%	100%	96%	96%	84%	81%	77%	44%
International delivery	98	31	31	31	25	16	69	57	15	5	4	*
	10%	14%	15%	16%	39% abc	38% abc	13%	14%	26%	20%	17%	1%
Cross-Border Delivery	5	1	1	1	*	*	4	3	*	*	1	*
	*%	1%	1%	1%	*%	*%	1%	1%	*%	*%	2%	*%
Other (PLEASE SPECIFY)	4	1	-	1	-	-	4	3	-	-	-	-
	*%	1%	-%	1%	-%	-%	1%	1%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	9	1	-	6	5	-	*	-	-	-	-	-
	1%	*%	-%	3%	7% ab	-%	*%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	15	4	6	3	-	-	2	6	-	-	-	3
	1%	2%	3%	1%	-%	-%	*%	1%	-%	-%	-%	50%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1240	1158	1240	1240	958	903	798	1170	191	3	1023	54	293	891
Effective base	463	431	463	463	348	333	276	441	63	3	379	22	122	327
Weighted Base	1009	934	1009	1009	758	701	587	960	165	4	828	48	267	713
Urgent delivery - on the same day or a specific time the next day	69	65	69	69	55	48	69	63	26	-	57	1	18	45
	7%	7%	7%	7%	7%	7%	12% b	7%	16% b	-%	7%	1%	7%	6%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	224	246	246	203	182	246	221	77	1	188	27	77	155
	24%	24%	24%	24%	27%	26%	42% b	23%	47% b	31%	23%	56% a	29%	22%
Timed delivery (i.e. to arrive by specific time/day)	64	61	64	64	60	47	64	60	25	-	49	5	26	36
	6%	7%	6%	6%	8%	7%	11% b	6%	15% b	-%	6%	11%	10%	5%
Standard delivery	932	873	932	932	711	659	524	932	148	4	775	46	235	673
	92%	93%	92%	92%	94%	94%	89%	97% ac	90%	100%	94%	98%	88%	94% a
International delivery	98	86	98	98	82	72	76	91	98	-	73	10	33	61
	10%	9%	10%	10%	11%	10%	13%	9%	59% ab	-%	9%	21%	12%	9%
Cross-Border Delivery	5	5	5	5	4	5	4	5	5	-	5	-	*	4
	*%	*%	*%	*%	1%	1%	1%	*%	3%	-%	1%	-%	*%	1%
Other (PLEASE SPECIFY)	4	4	4	4	4	4	2	4	-	4	4	-	-	4
	*%	*%	*%	*%	1%	1%	*%	*%	-%	100%	1%	-%	-%	1%
None of these (DO NOT READ OUT)	9	7	9	9	7	6	7	3	5	-	6	-	2	7
	1%	1%	1%	1%	1%	1%	1%	*%	3% b	-%	1%	-%	1%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1240	1158	1240	1240	958	903	798	1170	191	3	1023	54	293	891
Effective base	463	431	463	463	348	333	276	441	63	3	379	22	122	327
Weighted Base	1009	934	1009	1009	758	701	587	960	165	4	828	48	267	713
Don't Know (DO NOT READ OUT)	15	15	15	15	14	12	3	1	-	-	6	1	9	6
	1%	2%	1%	1%	2%	2%	1%	*%	-%	-%	1%	1%	3%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1240	299	12	124	220	161	679	389	142	134	872	615	625
Effective base	463	101	4	34	83	61	261	137	54	41	339	199	265
Weighted Base	1009	234	8	77	185	117	587	294	116	104	741	408	601
Urgent delivery - on the same day or a specific time the next day	69	32	2	11	26	12	33	23	19	10	40	29	40
	7%	14%	25%	14%	14%	10%	6%	8%	16% c	9%	5%	7%	7%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	87	3	38	61	37	130	76	49	35	160	119	127
	24%	37%	33%	50%	33%	32%	22%	26%	42% c	33%	22%	29%	21%
Timed delivery (i.e. to arrive by specific time/day)	64	36	1	10	29	9	34	21	19	7	39	34	30
	6%	15%	15%	13%	16%	8%	6%	7%	16% c	6%	5%	8%	5%
Standard delivery	932	206	7	53	174	106	536	279	93	90	702	376	556
	92%	88%	79%	69%	94% a	91%	91%	95%	80%	86%	95% ab	92%	93%
International delivery	98	51	2	14	40	16	55	27	21	20	54	41	57
	10%	22%	25%	17%	22%	14%	9%	9%	18% c	19% c	7%	10%	10%
Cross-Border Delivery	5	1	*	*	1	*	1	3	*	*	4	3	1
	*%	*%	*%	1%	*%	*%	*%	1%	*%	*%	1%	1%	*%
Other (PLEASE SPECIFY)	4	2	-	-	2	-	4	-	-	2	2	1	4
	*%	1%	-%	-%	1%	-%	1%	-%	-%	2%	*%	*%	1%
None of these (DO NOT READ OUT)	9	-	-	-	-	1	5	3	1	-	8	-	9
	1%	-%	-%	-%	-%	1%	1%	1%	1%	-%	1%	-%	2%
Don't Know (DO NOT READ OUT)	15	7	-	7	1	3	8	3	8	-	6	3	11
	1%	3%	-%	9% b	1%	2%	1%	1%	7% c	-%	1%	1%	2%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 130 (continuation)

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All who regularly receive large letters at their location (QV9a=2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1240	291	308	342	299	599	641
Effective base	463	105	104	122	139	206	260
Weighted Base	1009	271	223	253	263	493	515
Urgent delivery - on the same day or a specific time the next day	69	19	13	15	21	32	36
	7%	7%	6%	6%	8%	7%	7%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	246	70	39	71	66	109	137
	24%	26%	18%	28%	25%	22%	27%
Timed delivery (i.e. to arrive by specific time/day)	64	18	12	11	23	30	34
	6%	7%	5%	4%	9%	6%	7%
Standard delivery	932	255	203	228	246	457	474
	92%	94%	91%	90%	94%	93%	92%
International delivery	98	24	24	30	21	48	50
	10%	9%	11%	12%	8%	10%	10%
Cross-Border Delivery	5	2	1	*	2	2	2
	*%	1%	*%	*%	1%	*%	*%
Other (PLEASE SPECIFY)	4	4	-	-	-	4	-
	*%	2%	-%	-%	-%	1%	-%
None of these (DO NOT READ OUT)	9	-	3	1	5	3	6
	1%	-%	1%	*%	2%	1%	1%
Don't Know (DO NOT READ OUT)	15	7	5	1	1	12	3
	1%	3%	2%	1%	*%	2%	*%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1324	691	633	874	236	58	156	450
Effective base	504	269	250	459	143	27	83	189
Weighted Base	1134	488	646	1079	46	6	3	56
Urgent delivery - on the same day or a specific time the next day	90	29	61	82	6	2	1	8
	8%	6%	9%	8%	13%	27%	15%	14%
						a	a	a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	347	341	650	31	4	3	38
	61%	71%	53%	60%	67%	69%	80%	68%
		b					abe	
Timed delivery (i.e. to arrive by specific time/day)	121	26	95	115	4	2	1	7
	11%	5%	15%	11%	9%	28%	17%	12%
			a			abe		
Standard delivery	865	346	518	827	32	3	2	38
	76%	71%	80%	77%	70%	56%	68%	68%
			a	ce				
International delivery	155	37	118	150	4	1	*	6
	14%	8%	18%	14%	10%	12%	9%	10%
			a					
Cross-Border Delivery	2	1	1	2	*	*	*	*
	*%	*%	*%	*%	*%	1%	1%	*%
Other (PLEASE SPECIFY)	4	4	-	4	-	-	-	-
	*%	1%	-%	*%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	2	1	*	2	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	13	8	5	13	*	*	*	*
	1%	2%	1%	1%	*%	1%	1%	*%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1324	482	261	131	139	155	156	874	236	214
Effective base	504	259	144	78	90	78	83	459	143	61
Weighted Base	1134	679	300	99	29	23	3	1079	46	9
Urgent delivery - on the same day or a specific time the next day	90	47	23	12	4	4	1	82	6	2
	8%	7%	8%	12%	13%	16%	15%	8%	13%	22%
						ag	ag			abg
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	380	206	64	21	13	3	650	31	7
	61%	56%	69%	65%	74%	58%	80%	60%	67%	73%
			a		aeg		acegh		a	a
Timed delivery (i.e. to arrive by specific time/day)	121	69	29	17	2	4	1	115	4	2
	11%	10%	10%	18%	6%	18%	17%	11%	9%	24%
				d		d	d			abdgh
Standard delivery	865	550	220	58	21	15	2	827	32	6
	76%	81%	73%	58%	72%	64%	68%	77%	70%	60%
		cefhi	c					cei		
International delivery	155	102	38	10	2	3	*	150	4	1
	14%	15%	13%	10%	8%	12%	9%	14%	10%	11%
Cross-Border Delivery	2	1	1	*	-	*	*	2	*	*
	*%	*%	*%	*%	-%	1%	1%	*%	*%	1%
Other (PLEASE SPECIFY)	4	1	2	-	-	-	-	4	-	-
	*%	*%	1%	-%	-%	-%	-%	*%	-%	-%
None of these (DO NOT READ OUT)	2	-	2	-	-	-	-	2	-	-
	*%	-%	1%	-%	-%	-%	-%	*%	-%	-%
Don't Know (DO NOT READ OUT)	13	8	3	2	*	*	*	13	*	*
	1%	1%	1%	2%	*%	*%	1%	1%	*%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1324	476	150	57	41	140
Effective base	504	259	60	22	14	23
Weighted Base	1134	683	130	25	12	39
Urgent delivery - on the same day or a specific time the next day	90	49	12	5	2	6
	8%	7%	9%	20% a	14%	16%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	380	83	15	8	25
	61%	56%	64%	61%	67%	64%
Timed delivery (i.e. to arrive by specific time/day)	121	73	14	4	1	11
	11%	11%	11%	17%	9%	28% a
Standard delivery	865	556	91	21	9	17
	76%	81% e	70% e	85% e	75%	43%
International delivery	155	109	20	4	*	9
	14%	16%	15%	18%	2%	23%
Cross-Border Delivery	2	1	*	*	*	*
	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	-	1	-	-	-
	*%	-%	1%	-%	-%	-%
None of these (DO NOT READ OUT)	2	-	-	*	-	*
	*%	-%	-%	*%	-%	*%
Don't Know (DO NOT READ OUT)	13	8	1	*	-	2
	1%	1%	1%	*%	-%	6%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1324	94	73	101	52	74	106	68	72	65	705	203	222	194
Effective base	504	61	45	55	32	43	65	43	35	35	398	125	138	57
Weighted Base	1134	119	97	163	56	84	176	143	85	73	995	69	48	23
Urgent delivery - on the same day or a specific time the next day	90	13	9	17	3	9	3	2	9	9	75	7	5	3
	8%	11%	9%	11%	5%	11%	2%	1%	11%	13%	8%	10%	10%	15%
		f		f		f				f			f	fg
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	78	52	84	34	49	103	91	55	52	598	45	28	16
	61%	66%	54%	52%	60%	59%	59%	64%	65%	72%	60%	66%	58%	73%
														bc
Timed delivery (i.e. to arrive by specific time/day)	121	11	10	17	4	13	22	8	7	12	105	8	5	2
	11%	10%	10%	11%	8%	16%	12%	6%	8%	17%	11%	12%	11%	10%
Standard delivery	865	77	77	127	40	63	148	106	64	61	763	50	34	18
	76%	65%	79%	78%	72%	75%	84%	74%	76%	83%	77%	72%	72%	79%
							a				a			
International delivery	155	11	7	22	3	13	31	24	24	8	142	9	3	2
	14%	10%	7%	13%	6%	15%	18%	17%	28%	11%	14%	12%	6%	9%
						l	l	l	abdjklm		l			
Cross-Border Delivery	2	-	-	-	-	-	-	-	-	-	-	-	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%
														acfjkl
Other (PLEASE SPECIFY)	4	-	-	-	-	-	-	-	-	4	4	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	5%	*%	-%	-%	-%
										jklm				
None of these (DO NOT READ OUT)	2	-	-	-	-	-	-	-	-	1	1	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	2%	*%	*%	-%	1%
Don't Know (DO NOT READ OUT)	13	1	-	-	1	1	-	7	-	-	10	*	2	*
	1%	1%	-%	-%	2%	1%	-%	5%	-%	-%	1%	*%	5%	2%
								jk					jk	

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

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Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1324	49	134	11	149	204	60	72	587	1041	283	1191	133
Effective base	504	20	53	4	52	84	20	31	241	401	110	470	40
Weighted Base	1134	32	126	4	127	258	25	66	429	945	189	1078	56
Urgent delivery - on the same day or a specific time the next day	90	7	12	*	8	21	1	4	34	80	10	83	8
	8%	21% h	10%	8%	7%	8%	4%	6%	8%	9%	5%	8%	14%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	18	78	3	74	170	14	33	269	569	119	654	34
	61%	57%	62%	94%	58%	66%	55%	51%	63%	60%	63%	61%	61%
Timed delivery (i.e. to arrive by specific time/day)	121	3	4	*	10	28	3	8	53	106	16	115	6
	11%	9%	3%	5%	8%	11%	10%	12%	12% b	11%	8%	11%	12%
Standard delivery	865	23	99	4	95	190	16	55	332	718	147	826	38
	76%	73%	79%	96%	75%	74%	66%	84%	78%	76%	78%	77%	69%
International delivery	155	1	16	*	10	53	1	20	41	135	20	153	2
	14%	3%	13%	8%	8%	21% fh	2%	31% abdfh	10%	14%	11%	14%	3%
Cross-Border Delivery	2	1	*	-	*	*	-	*	1	2	*	2	*
	*%	3%	*%	-%	*%	*%	-%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	-	-	-	-	1	-	-	2	2	1	4	-
	*%	-%	-%	-%	-%	1%	-%	-%	1%	*%	1%	*%	-%
None of these (DO NOT READ OUT)	2	*	-	-	*	1	-	*	-	1	*	*	1
	*%	*%	-%	-%	*%	*%	-%	*%	-%	*%	*%	*%	2% a
Don't Know (DO NOT READ OUT)	13	-	2	-	*	-	*	*	3	8	5	13	*
	1%	-%	2%	-%	*%	-%	*%	*%	1%	1%	3%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1324	1304	20	719	284	319
Effective base	504	496	8	276	86	142
Weighted Base	1134	1114	21	611	187	336
Urgent delivery - on the same day or a specific time the next day	90	87	4	35	23	32
	8%	8%	17%	6%	12%	10%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	674	14	356	114	217
	61%	60%	69%	58%	61%	65%
Timed delivery (i.e. to arrive by specific time/day)	121	116	6	59	14	47
	11%	10%	28%	10%	8%	14%
Standard delivery	865	856	9	461	127	276
	76%	77%	43%	76%	68%	82% b
International delivery	155	150	5	62	22	71
	14%	13%	25%	10%	12%	21% a
Cross-Border Delivery	2	2	-	1	2	*
	*%	*%	-%	*%	1%	*%
Other (PLEASE SPECIFY)	4	4	-	-	4	-
	*%	*%	-%	-%	2% a	-%
None of these (DO NOT READ OUT)	2	2	-	*	1	-
	*%	*%	-%	*%	1%	-%
Don't Know (DO NOT READ OUT)	13	13	-	11	*	1
	1%	1%	-%	2%	*%	*%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1324	969	251	56	12	15	10	5	6	1220	104	48	431	538	355
Effective base	504	417	71	11	3	3	2	2	2	488	19	8	189	228	87
Weighted Base	1134	939	169	15	6	2	*	*	3	1108	27	12	441	498	196
Urgent delivery - on the same day or a specific time the next day	90	70	12	4	*	2	*	*	2	82	8	4	34	35	20
	8%	7%	7%	27% abi	5%	79%	3%	32%	70%	7%	31% abi	37% abi	8%	7%	10%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	567	103	13	2	2	*	*	1	670	18	5	282	285	121
	61%	60%	61%	85%	41%	65%	21%	38%	30%	60%	67%	43%	64%	57%	62%
Timed delivery (i.e. to arrive by specific time/day)	121	98	16	4	*	1	*	*	2	113	8	4	46	52	24
	11%	10%	9%	27%	1%	51%	16%	37%	79%	10%	29% abi	32%	10%	10%	12%
Standard delivery	865	713	133	12	5	1	*	*	*	846	19	7	341	373	152
	76%	76%	79%	78%	94%	33%	23%	94%	11%	76%	70%	60%	77%	75%	78%
International delivery	155	105	45	4	*	1	*	*	*	151	5	1	47	58	50
	14%	11%	27% ai	25%	1%	29%	77%	37%	*%	14%	18%	9%	11%	12%	26% ab
Cross-Border Delivery	2	2	*	*	-	-	*	-	-	2	*	*	1	2	*
	*%	*%	*%	*%	-%	-%	1%	-%	-%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	4	-	-	-	-	-	-	-	4	-	-	2	1	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	*%	-%
None of these (DO NOT READ OUT)	2	1	-	-	-	*	-	-	-	1	*	*	1	*	*
	*%	*%	-%	-%	-%	3%	-%	-%	-%	*%	*%	1%	*%	*%	*%
Don't Know (DO NOT READ OUT)	13	12	1	*	-	-	-	-	-	13	*	-	3	9	1
	1%	1%	1%	3%	-%	-%	-%	-%	-%	1%	2%	-%	1%	2%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	1324	874	615	1006	700	292	388	760	91	43	44	28	24	16
Effective base	504	296	224	359	277	90	145	308	26	9	11	6	4	5
Weighted Base	1134	624	499	800	674	168	314	691	63	13	14	7	11	1
Urgent delivery - on the same day or a specific time the next day	90	58	54	72	58	25	35	50	11	2	3	2	3	*
	8%	9%	11%	9%	9%	15%	11%	7%	18%	19%	19%	29%	29%	47%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	370	294	462	379	98	207	404	34	7	10	5	2	1
	61%	59%	59%	58%	56%	58%	66%	58%	54%	56%	69%	65%	16%	54%
Timed delivery (i.e. to arrive by specific time/day)	121	81	70	102	84	20	50	81	16	1	1	2	*	1
	11%	13%	14%	13%	12%	12%	16%	12%	25%	6%	9%	31%	1%	54%
Standard delivery	865	481	386	615	524	132	238	545	42	6	12	4	7	*
	76%	77%	77%	77%	78%	78%	76%	79% c	66%	45%	86%	53%	66%	44%
International delivery	155	81	96	121	97	19	66	103	11	1	2	1	1	*
	14%	13%	19%	15%	14%	11%	21% ae	15%	18%	10%	16%	20%	8%	31%
Cross-Border Delivery	2	1	2	2	2	*	1	2	*	*	*	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	2%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	4	4	2	4	1	2	-	4	-	-	-	-	-	-
	*%	1%	*%	*%	*%	1%	-%	1%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	2	1	*	2	*	*	-	1	-	-	-	-	-	*
	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	8%
Don't Know (DO NOT READ OUT)	13	11	9	11	10	5	9	10	*	1	-	-	-	-
	1%	2%	2%	1%	1%	3%	3%	1%	*%	8%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	1324	556	40	30	21	14	26	13	53	275	207	303	182	39
Effective base	504	248	12	7	5	5	3	3	11	116	78	124	38	6
Weighted Base	1134	606	31	19	7	5	4	2	10	273	183	241	88	15
Urgent delivery - on the same day or a specific time the next day	90	47	3	4	*	2	*	2	4	21	19	25	7	*
	8%	8%	10%	21%	3%	35%	7%	86%	35% a	8%	11%	10%	8%	3%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	347	13	5	4	4	3	1	9	149	106	147	52	9
	61%	57%	42%	28%	53%	88%	89%	75%	86% bc	55%	58%	61%	59%	58%
Timed delivery (i.e. to arrive by specific time/ day)	121	76	5	1	*	*	*	1	2	35	26	32	8	*
	11%	13%	15%	5%	4%	5%	7%	74%	19%	13%	14%	13%	9%	3%
Standard delivery	865	474	22	15	6	3	3	*	6	208	129	187	78	13
	76%	78%	71%	80%	90%	56%	80%	25%	59%	76%	71%	78%	89% b	88%
International delivery	155	82	11	2	*	1	1	*	2	34	19	38	26	4
	14%	14%	33%	9%	7%	27%	25%	1%	21%	13%	11%	16%	29% ab	27%
Cross-Border Delivery	2	2	-	-	*	-	*	*	*	1	*	1	*	*
	*%	*%	-%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	1	-	-	-	-	-	-	-	4	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	2	*	-	-	-	*	-	-	*	1	*	*	-	-
	*%	*%	-%	-%	-%	2%	-%	-%	1%	1%	*%	*%	-%	-%
Don't Know (DO NOT READ OUT)	13	10	*	*	-	-	-	-	-	5	4	1	*	-
	1%	2%	1%	*%	-%	-%	-%	-%	-%	2%	2%	1%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1324	213	142	205	104	36	428	50	217	1159	165	938	68
Effective base	504	112	65	71	26	5	178	18	82	446	58	342	17
Weighted Base	1134	267	153	186	57	11	462	44	165	1003	132	753	46
Urgent delivery - on the same day or a specific time the next day	90	30	9	14	3	2	44	2	12	82	8	68	4
	8%	11%	6%	7%	6%	21%	10%	4%	7%	8%	6%	9%	8%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	156	75	107	36	4	256	25	95	619	69	435	26
	61%	58%	49%	57%	64%	35%	55%	57%	57%	62%	52%	58%	57%
Timed delivery (i.e. to arrive by specific time/day)	121	38	18	25	3	1	60	1	23	101	20	90	12
	11%	14%	12%	13%	5%	8%	13%	2%	14%	10%	15%	12%	26%
Standard delivery	865	205	130	136	46	7	359	32	133	780	85	588	27
	76%	77%	85%	73%	81%	67%	78%	72%	80%	78% b	65%	78%	59%
International delivery	155	37	14	29	16	1	72	13	12	122	33	107	14
	14%	14%	9%	16%	28% b	10%	16%	28% c	7%	12%	25% a	14%	29%
Cross-Border Delivery	2	1	*	*	*	*	1	*	1	2	*	2	*
	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	1	-	-	-	-	-	-	1	4	-	4	-
	*%	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%
None of these (DO NOT READ OUT)	2	*	-	*	-	-	*	-	*	2	-	2	-
	*%	*%	-%	*%	-%	-%	*%	-%	*%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	1324	213	142	205	104	36	428	50	217	1159	165	938	68
Effective base	504	112	65	71	26	5	178	18	82	446	58	342	17
Weighted Base	1134	267	153	186	57	11	462	44	165	1003	132	753	46
Don't Know (DO NOT READ OUT)	13	9	*	*	*	-	8	*	2	12	1	11	-
	1%	3%	*%	*%	1%	-%	2%	*%	1%	1%	1%	2%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1324	154	162	225	72	504	196	406	778	136	362	514	132	1
Effective base	504	69	51	94	14	212	65	131	264	37	129	192	44	1
Weighted Base	1134	176	115	224	36	527	147	303	558	96	299	420	123	*
Urgent delivery - on the same day or a specific time the next day	90	23	13	33	3	44	14	44	48	12	43	41	18	-
	8%	13%	11%	15%	9%	8%	9%	14%	9%	13%	15%	10%	15%	-%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	100	64	136	23	300	79	209	327	64	211	244	79	-
	61%	57%	55%	61%	64%	57%	54%	69% b	59%	67%	71% b	58%	64%	-%
Timed delivery (i.e. to arrive by specific time/day)	121	30	14	35	9	70	14	49	68	19	50	51	22	-
	11%	17%	12%	16%	26%	13%	9%	16%	12%	20%	17%	12%	18%	-%
Standard delivery	865	145	84	169	23	421	104	238	454	81	224	357	102	-
	76%	82%	73%	75%	63%	80%	71%	78%	81%	85%	75%	85% a	83%	-%
International delivery	155	29	17	37	14	77	21	57	72	44	78	85	69	-
	14%	16%	15%	17%	39%	15%	14%	19%	13%	46% ab	26%	20%	56% ab	-%
Cross-Border Delivery	2	*	*	1	*	1	*	1	1	1	*	2	2	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	1%	-%
Other (PLEASE SPECIFY)	4	-	-	2	-	1	-	-	4	-	-	2	-	-
	*%	-%	-%	1%	-%	*%	-%	-%	1%	-%	-%	1%	-%	-%
None of these (DO NOT READ OUT)	2	-	-	-	-	*	-	*	1	*	*	-	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	*%	*%	*%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1324	154	162	225	72	504	196	406	778	136	362	514	132	1
Effective base	504	69	51	94	14	212	65	131	264	37	129	192	44	1
Weighted Base	1134	176	115	224	36	527	147	303	558	96	299	420	123	*
Don't Know (DO NOT READ OUT)	13	*	6	4	-	4	6	5	6	*	5	4	*	*
	1%	*%	5%	2%	-%	1%	4%	2%	1%	*%	2%	1%	*%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1324	516	444	156	1	835	578	555	775	596	20
Effective base	504	198	179	57	1	291	215	226	279	207	4
Weighted Base	1134	482	436	140	1	618	482	557	624	459	8
Urgent delivery - on the same day or a specific time the next day	90	41	42	19	-	56	49	50	66	39	7
	8%	9%	10%	13%	-%	9%	10%	9%	11%	9%	86%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	310	226	86	-	365	287	325	374	271	7
	61%	64% b	52%	61%	-%	59%	60%	58%	60%	59%	94%
Timed delivery (i.e. to arrive by specific time/day)	121	68	51	26	-	79	64	70	87	60	7
	11%	14%	12%	18%	-%	13%	13%	12%	14%	13%	89%
Standard delivery	865	347	394	111	1	479	377	449	485	382	7
	76%	72%	90% ac	79%	100%	77%	78%	81%	78%	83%	87%
International delivery	155	86	68	63	-	80	95	85	106	73	*
	14%	18%	16%	45% ab	-%	13%	20% a	15%	17%	16%	2%
Cross-Border Delivery	2	1	2	2	-	1	2	1	2	2	*
	*%	*%	*%	1%	-%	*%	*%	*%	*%	*%	4%
Other (PLEASE SPECIFY)	4	1	1	-	-	4	2	1	4	2	-
	*%	*%	*%	-%	-%	1%	*%	*%	1%	*%	-%
None of these (DO NOT READ OUT)	2	*	-	-	-	1	*	*	2	*	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	-%
Don't Know (DO NOT READ OUT)	13	9	1	*	-	11	9	5	10	4	*
	1%	2%	*%	*%	-%	2%	2%	1%	2%	1%	*%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	1324	306	274	288	63	36	668	546	73	38	41	16
Effective base	504	117	117	111	31	17	235	190	27	11	20	5
Weighted Base	1134	290	283	272	82	46	530	418	69	29	40	10
Urgent delivery - on the same day or a specific time the next day	90	35	24	32	8	3	56	36	8	6	5	*
	8%	12%	9%	12%	10%	6%	11%	9%	12%	22%	14%	*%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	166	144	187	61	23	320	232	34	14	22	8
	61%	57%	51%	69% b	74% b	49%	60%	56%	49%	49%	55%	77%
Timed delivery (i.e. to arrive by specific time/day)	121	45	31	41	16	6	66	47	3	8	9	*
	11%	15%	11%	15%	20%	13%	12%	11%	5%	28%	22%	3%
Standard delivery	865	256	254	203	63	45	437	356	63	16	26	5
	76%	88% c	90% c	75%	77%	99% c	82%	85%	91% bc	56%	65%	50%
International delivery	155	48	44	58	39	26	95	72	19	5	3	3
	14%	16%	16%	21%	48% abc	57% abc	18%	17%	27%	18%	8%	32%
Cross-Border Delivery	2	1	1	1	*	*	2	1	*	*	*	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	1	-	1	-	-	4	2	-	-	-	-
	*%	*%	-%	*%	-%	-%	1%	1%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	2	*	-	*	-	-	1	*	-	*	-	-
	*%	*%	-%	*%	-%	-%	*%	*%	-%	*%	-%	-%
Don't Know (DO NOT READ OUT)	13	3	3	4	-	-	2	4	*	-	-	-
	1%	1%	1%	1%	-%	-%	*%	1%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1324	1183	958	1228	1324	960	955	1214	202	3	1092	62	315	939
Effective base	504	450	348	465	504	356	355	472	70	3	409	31	137	347
Weighted Base	1134	991	758	1032	1134	760	761	1062	185	4	918	72	319	774
Urgent delivery - on the same day or a specific time the next day	90	81	69	81	90	66	90	75	25	1	79	2	32	55
	8%	8%	9%	8%	8%	9%	12% b	7%	13%	31%	9%	3%	10%	7%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	613	480	626	688	527	688	641	133	1	562	45	179	487
	61%	62%	63%	61%	61%	69% acd	90% bc	60%	72%	16%	61%	63%	56%	63%
Timed delivery (i.e. to arrive by specific time/day)	121	113	101	116	121	93	121	109	34	-	92	8	35	81
	11%	11%	13%	11%	11%	12%	16% b	10%	18% b	-%	10%	12%	11%	10%
Standard delivery	865	762	592	801	865	578	508	865	148	4	714	60	234	606
	76%	77%	78%	78%	76%	76%	67%	81% a	80% a	100%	78%	83%	73%	78%
International delivery	155	131	117	143	155	120	116	142	155	-	114	16	56	92
	14%	13%	15%	14%	14%	16%	15%	13%	84% ab	-%	12%	22%	18%	12%
Cross-Border Delivery	2	2	2	2	2	2	2	2	2	-	2	-	*	2
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%	*%	*%
Other (PLEASE SPECIFY)	4	4	4	4	4	4	1	4	-	4	4	-	-	4
	*%	*%	*%	*%	*%	*%	*%	*%	-%	84%	*%	-%	-%	*%
None of these (DO NOT READ OUT)	2	1	1	2	2	*	*	*	*	-	2	-	*	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1324	1183	958	1228	1324	960	955	1214	202	3	1092	62	315	939
Effective base	504	450	348	465	504	356	355	472	70	3	409	31	137	347
Weighted Base	1134	991	758	1032	1134	760	761	1062	185	4	918	72	319	774
Don't Know (DO NOT READ OUT)	13	13	12	13	13	13	*	4	-	-	7	*	6	7
	1%	1%	2%	1%	1%	2%	*%	*%	-%	-%	1%	1%	2%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1324	356	15	145	274	191	730	391	176	157	898	626	698
Effective base	504	137	8	45	114	76	280	143	73	56	346	208	299
Weighted Base	1134	334	7	103	277	161	631	332	159	147	768	427	707
Urgent delivery - on the same day or a specific time the next day	90	39	2	16	28	21	43	26	18	16	56	41	49
	8%	12%	29%	16%	10%	13%	7%	8%	11%	11%	7%	10%	7%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	199	6	66	159	102	368	212	112	73	466	277	411
	61%	60%	80%	64%	58%	63%	58%	64%	70% b	50%	61%	65%	58%
Timed delivery (i.e. to arrive by specific time/day)	121	50	1	16	38	21	69	31	17	9	94	50	71
	11%	15%	18%	15%	14%	13%	11%	9%	11%	6%	12%	12%	10%
Standard delivery	865	243	5	57	217	120	492	245	100	108	619	302	563
	76%	73%	69%	55%	79% a	74%	78%	74%	63%	73%	81% a	71%	80% a
International delivery	155	69	2	19	55	31	76	49	38	24	90	52	104
	14%	21%	29%	19%	20%	19%	12%	15%	24% c	16%	12%	12%	15%
Cross-Border Delivery	2	1	*	*	1	*	1	1	*	*	2	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	2	-	-	2	-	4	-	-	2	1	-	4
	*%	1%	-%	-%	1%	-%	1%	-%	-%	1%	*%	-%	*%
None of these (DO NOT READ OUT)	2	-	-	-	-	-	*	*	*	-	1	*	1
	*%	-%	-%	-%	-%	-%	*%	*%	*%	-%	*%	*%	*%
Don't Know (DO NOT READ OUT)	13	5	-	4	2	*	9	4	6	-	7	4	9
	1%	2%	-%	4%	1%	*%	1%	1%	4%	-%	1%	1%	1%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 131 (continuation)

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All who regularly receive parcels and packets at their location (QV9a= 3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1324	313	352	357	302	665	659
Effective base	504	118	120	133	139	237	270
Weighted Base	1134	299	275	293	266	575	560
Urgent delivery - on the same day or a specific time the next day	90	27	18	24	21	45	45
	8%	9%	7%	8%	8%	8%	8%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	688	165	171	146	205	337	351
	61%	55%	62%	50%	77%	59%	63%
			c		abc		
Timed delivery (i.e. to arrive by specific time/day)	121	46	26	22	27	72	50
	11%	15%	9%	8%	10%	12%	9%
		c					
Standard delivery	865	213	187	244	220	400	465
	76%	71%	68%	83%	83%	70%	83%
				ab	ab		a
International delivery	155	35	41	41	39	75	80
	14%	12%	15%	14%	15%	13%	14%
Cross-Border Delivery	2	1	*	*	*	1	1
	*%	*%	*%	*%	*%	*%	*%
Other (PLEASE SPECIFY)	4	4	-	-	-	4	-
	*%	1%	-%	-%	-%	1%	-%
None of these (DO NOT READ OUT)	2	*	1	-	-	2	-
	*%	*%	1%	-%	-%	*%	-%
Don't Know (DO NOT READ OUT)	13	8	4	*	1	11	2
	1%	3%	1%	*%	1%	2%	*%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2073	1047	1026	1473	338	76	186	600
Effective base	830	411	432	764	207	32	110	264
Weighted Base	1914	813	1100	1830	70	9	5	84
6am - 8.59am	38	8	31	36	2	*	*	2
	2%	1%	3%	2%	3%	1%	8% abe	3%
9am - 11.59am	1049	506	543	995	45	6	3	54
	55%	62% b	49%	54%	64% a	72% a	62%	65% a
12pm - 2.59pm	551	205	346	534	15	1	1	17
	29%	25%	31% a	29% bde	21%	16%	16%	20%
3pm - 5.59pm	43	22	21	42	1	-	*	1
	2%	3%	2%	2%	2%	-%	1%	2%
6pm - 5.59am	28	1	27	27	*	*	*	*
	1%	*%	2% a	1%	*%	1%	3% be	*%
Don't know	205	71	133	196	7	1	*	9
	11%	9%	12%	11%	10%	10%	9%	10%
NET: AM delivery	1109	514	594	1052	47	6	3	57
	58%	63% b	54%	57%	67% a	73%	73% a	68% a
NET: PM delivery	600	228	372	582	16	1	1	18
	31%	28%	34%	32% bde	23%	16%	18%	22%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2073	852	416	205	207	207	186	1473	338	262
Effective base	830	455	215	123	130	108	110	764	207	69
Weighted Base	1914	1191	476	163	44	35	5	1830	70	13
6am - 8.59am	38	23	12	1	1	1	*	36	2	*
	2%	2%	2%	1%	2%	3%	8%	2%	3%	3%
							abcdgh			
9am - 11.59am	1049	646	252	97	29	22	3	995	45	9
	55%	54%	53%	59%	66%	63%	62%	54%	64%	68%
					abg				abg	abg
12pm - 2.59pm	551	366	127	42	10	7	1	534	15	2
	29%	31%	27%	26%	22%	19%	16%	29%	21%	16%
		defhi	f					efhi		
3pm - 5.59pm	43	28	9	4	1	1	*	42	1	*
	2%	2%	2%	2%	1%	2%	1%	2%	2%	1%
6pm - 5.59am	28	15	9	3	*	*	*	27	*	*
	1%	1%	2%	2%	*%	*%	3%	1%	*%	2%
							h			
Don't know	205	112	67	16	4	4	*	196	7	1
	11%	9%	14%	10%	9%	12%	9%	11%	10%	10%
NET: AM delivery	1109	680	273	100	30	24	3	1052	47	10
	58%	57%	57%	61%	68%	67%	73%	57%	67%	73%
					abg		abg		abg	abg
NET: PM delivery	600	399	136	47	10	7	1	582	16	2
	31%	33%	29%	29%	23%	21%	18%	32%	23%	17%
		defhi	fi					efhi		

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2073	792	237	79	49	200
Effective base	830	436	99	27	8	34
Weighted Base	1914	1153	224	36	19	57
6am - 8.59am	38	24	1	*	8	*
	2%	2%	1%	*%	40%	1%
					abce	
9am - 11.59am	1049	610	116	21	6	39
	55%	53%	52%	58%	31%	68%
12pm - 2.59pm	551	360	69	9	2	8
	29%	31%	31%	24%	10%	15%
		e				
3pm - 5.59pm	43	22	4	-	1	*
	2%	2%	2%	-%	3%	*%
6pm - 5.59am	28	19	3	3	1	1
	1%	2%	1%	7%	4%	3%
Don't know	205	118	30	4	2	7
	11%	10%	14%	11%	12%	13%
NET: AM delivery	1109	648	120	24	15	40
	58%	56%	54%	65%	75%	70%
NET: PM delivery	600	387	74	9	3	10
	31%	34%	33%	24%	14%	17%
		e				

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base	830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base	1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
6am - 8.59am	38	4	1	9	*	4	3	11	*	*	33	2	2	2
	2%	3%	1%	3%	*%	2%	1%	4%	*%	*%	2%	2%	3%	5%
9am - 11.59am	1049	96	99	168	42	69	151	138	89	77	930	62	40	17
	55%	60% m	64% em	54%	48%	45%	54%	55%	63% em	53%	55%	54%	52%	46%
12pm - 2.59pm	551	32	39	77	29	54	95	68	35	50	479	34	23	15
	29%	20%	25%	25%	33%	35% a	34% a	27%	25%	35% a	28%	30%	30%	39% acj
3pm - 5.59pm	43	4	-	2	3	5	3	6	5	9	37	4	1	1
	2%	2%	-%	1%	4%	3%	1%	3%	3%	7% bcjl	2%	3%	2%	3%
6pm - 5.59am	28	6	7	1	3	*	2	3	3	-	24	2	1	1
	1%	4%	4% l	*%	3%	*%	1%	1%	2%	-%	1%	2%	1%	1%
Don't know	205	18	8	56	11	21	28	24	10	7	182	11	10	3
	11%	11%	5%	18% bijkm	12%	14%	10%	9%	7%	5%	11%	9%	13%	7%
NET: AM delivery	1109	106	107	177	43	72	157	150	92	77	981	66	43	19
	58%	67% em	69% delm	57%	49%	48%	55%	60%	65% e	54%	58%	57%	56%	51%
NET: PM delivery	600	35	39	80	34	59	99	77	39	59	522	38	24	16
	31%	22%	25%	26%	39% a	38% a	35%	31%	28%	42% abc	31%	33%	32%	42% abcj

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2073	73	169	18	233	296	111	139	947	1625	448	1884	189
Effective base	830	28	68	6	87	121	49	58	420	657	184	781	58
Weighted Base	1914	67	166	13	225	392	63	130	747	1586	328	1832	82
6am - 8.59am	38	*	4	*	2	11	3	1	17	36	3	38	*
	2%	*%	3%	4%	1%	3%	5%	*%	2%	2%	1%	2%	*%
9am - 11.59am	1049	37	106	5	114	213	30	82	401	874	175	997	51
	55%	55%	64%	38%	51%	54%	48%	63%	54%	55%	53%	54%	63%
12pm - 2.59pm	551	19	29	7	73	115	21	27	230	439	112	534	17
	29%	28%	18%	53%	32%	29%	33%	21%	31%	28%	34%	29%	20%
					b				b				
3pm - 5.59pm	43	5	1	-	11	6	1	6	14	34	9	43	*
	2%	7%	*%	-%	5%	1%	2%	4%	2%	2%	3%	2%	*%
6pm - 5.59am	28	-	4	*	3	5	-	4	8	27	1	27	1
	1%	-%	3%	*%	1%	1%	-%	3%	1%	2%	*%	1%	1%
Don't know	205	7	21	1	22	43	8	11	78	177	27	192	13
	11%	10%	13%	5%	10%	11%	12%	8%	10%	11%	8%	10%	15%
NET: AM delivery	1109	37	115	5	119	228	33	84	423	930	179	1057	52
	58%	56%	69%	42%	53%	58%	53%	65%	57%	59%	55%	58%	64%
			dh										
NET: PM delivery	600	23	30	7	84	120	22	35	246	479	121	583	17
	31%	35%	18%	53%	37%	31%	35%	27%	33%	30%	37%	32%	21%
					b		b		b				

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2073	2023	50	1289	373	408
Effective base	830	805	25	529	122	179
Weighted Base	1914	1861	52	1228	261	424
6am - 8.59am	38	38	-	27	7	4
	2%	2%	-%	2%	3%	1%
9am - 11.59am	1049	1025	24	685	126	237
	55%	55%	46%	56%	48%	56%
12pm - 2.59pm	551	543	8	346	79	126
	29%	29%	16%	28%	30%	30%
3pm - 5.59pm	43	37	6	32	1	10
	2%	2%	11%	3%	*%	2%
			a			
6pm - 5.59am	28	26	2	14	10	4
	1%	1%	4%	1%	4%	1%
					a	
Don't know	205	193	12	124	39	42
	11%	10%	23%	10%	15%	10%
			a			
NET: AM delivery	1109	1083	26	725	139	244
	58%	58%	50%	59%	53%	58%
NET: PM delivery	600	586	14	379	82	138
	31%	31%	27%	31%	32%	33%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base	830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base	1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
6am - 8.59am	38	28	2	*	6	1	*	-	*	31	8	7	18	11	10
	2%	2%	1%	1%	52%	9%	19%	-%	3%	2%	14% abi	31% abi	2%	2%	4%
9am - 11.59am	1049	915	114	16	1	3	*	*	*	1029	20	3	540	375	134
	55%	55% k	56% k	54%	5%	32%	17%	41%	5%	55% k	37%	15%	55%	55%	52%
12pm - 2.59pm	551	483	53	10	3	2	*	*	*	536	15	5	282	201	68
	29%	29%	26%	32%	23%	26%	14%	*%	12%	29%	28%	23%	29%	30%	27%
3pm - 5.59pm	43	41	1	*	1	*	-	-	-	42	1	1	29	12	2
	2%	2%	*%	1%	4%	4%	-%	-%	-%	2%	2%	4%	3%	2%	1%
6pm - 5.59am	28	23	1	*	2	2	-	-	-	24	4	4	12	11	5
	1%	1%	*%	*%	16%	25%	-%	-%	-%	1%	7% i	17% abi	1%	2%	2%
Don't know	205	167	31	4	-	*	*	*	2	198	7	3	98	69	37
	11%	10%	15%	13%	-%	4%	51%	59%	81%	11%	12%	11%	10%	10%	15%
NET: AM delivery	1109	961	117	17	9	4	*	*	*	1078	30	14	566	395	147
	58%	58%	58%	55%	72%	51%	36%	41%	8%	58%	56%	58%	58%	58%	58%
NET: PM delivery	600	529	54	10	3	4	*	*	*	583	17	7	315	214	71
	31%	32%	27%	32%	28%	45%	14%	*%	12%	31%	32%	31%	32%	32%	28%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base	830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base	1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
6am - 8.59am	38	25	14	31	16	9	14	19	4	1	8	*	*	*
	2%	2%	2%	2%	2%	4%	3%	2%	4%	1%	32%	1%	*%	1%
											abc			
9am - 11.59am	1049	654	403	779	406	119	223	673	43	33	10	3	12	5
	55%	56%	56%	55%	51%	52%	55%	55%	49%	71%	42%	44%	99%	81%
12pm - 2.59pm	551	340	219	409	252	58	126	368	30	5	2	4	*	*
	29%	29%	30%	29%	31%	25%	31%	30%	34%	10%	9%	48%	*%	5%
3pm - 5.59pm	43	27	11	32	9	6	6	27	4	*	1	-	-	*
	2%	2%	2%	2%	1%	3%	2%	2%	5%	*%	2%	-%	-%	5%
6pm - 5.59am	28	11	15	20	16	9	3	13	1	3	2	*	*	*
	1%	1%	2%	1%	2%	4%	1%	1%	1%	6%	8%	*%	*%	1%
						a								
Don't know	205	103	62	144	102	27	36	130	6	5	1	*	*	*
	11%	9%	9%	10%	13%	12%	9%	11%	7%	11%	5%	7%	*%	6%
NET: AM delivery	1109	686	426	823	432	137	239	702	47	35	20	3	12	5
	58%	59%	59%	58%	54%	60%	59%	57%	53%	75%	83%	45%	99%	83%
NET: PM delivery	600	371	236	447	267	64	133	399	35	7	3	4	*	1
	31%	32%	33%	32%	33%	28%	33%	32%	40%	14%	12%	48%	*%	10%
									c					

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base	830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base	1914	717	37	21	12	5	3	5	14	633	286	347	129	20
6am - 8.59am	38	13	3	*	*	*	*	*	*	15	1	11	4	*
	2%	2%	8%	1%	1%	*%	1%	*%	1%	2%	1%	3%	3%	*%
9am - 11.59am	1049	360	19	11	7	4	1	3	8	359	151	180	80	9
	55%	50%	53%	55%	59%	75%	30%	54%	57%	57%	53%	52%	62%	43%
12pm - 2.59pm	551	238	5	3	2	1	2	*	3	178	83	113	31	4
	29%	33%	15%	15%	16%	19%	69%	5%	25%	28%	29%	32%	24%	21%
3pm - 5.59pm	43	8	*	-	*	*	-	*	*	11	16	3	2	1
	2%	1%	1%	-%	2%	3%	-%	5%	3%	2%	6%	1%	2%	3%
											ac			
6pm - 5.59am	28	8	4	1	2	*	-	2	2	5	8	2	*	4
	1%	1%	10%	3%	16%	2%	-%	36%	14%	1%	3%	1%	*%	17%
			a		a				a					abcd
Don't know	205	91	5	5	1	-	*	*	*	65	25	38	11	3
	11%	13%	14%	25%	5%	-%	*%	*%	*%	10%	9%	11%	9%	16%
NET: AM delivery	1109	377	24	12	9	4	1	4	9	375	159	193	84	12
	58%	53%	66%	59%	76%	77%	31%	67%	63%	59%	56%	56%	65%	61%
NET: PM delivery	600	249	7	3	2	1	2	2	5	193	101	115	33	5
	31%	35%	20%	15%	19%	23%	69%	32%	37%	30%	35%	33%	26%	23%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base	830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base	1914	344	174	208	59	14	550	52	197	1798	116	1359	56
6am - 8.59am	38	5	8	*	3	*	8	3	5	28	10	25	6
	2%	1%	5%	*%	5%	*%	2%	5%	3%	2%	9% a	2%	11% a
9am - 11.59am	1049	170	84	110	35	7	287	25	93	1003	46	749	30
	55%	49%	48%	53%	59%	53%	52%	48%	47%	56% b	40%	55%	53%
12pm - 2.59pm	551	116	52	69	11	4	167	13	71	521	30	401	9
	29%	34%	30%	33%	18%	25%	30%	26%	36%	29%	26%	30%	15%
3pm - 5.59pm	43	3	1	4	1	*	8	*	1	42	1	32	*
	2%	1%	1%	2%	1%	2%	1%	*%	*%	2%	*%	2%	1%
6pm - 5.59am	28	4	5	5	1	1	11	4	1	27	1	15	5
	1%	1%	3%	2%	2%	7%	2%	8% c	*%	1%	1%	1%	9% a
Don't know	205	47	25	20	9	2	69	7	26	177	28	137	6
	11%	14%	14%	10%	14%	13%	13%	13%	13%	10%	24% a	10%	11%
NET: AM delivery	1109	176	94	114	39	8	302	30	99	1052	57	783	41
	58%	51%	54%	55%	66%	60%	55%	58%	50%	58%	49%	58%	73%
NET: PM delivery	600	122	55	74	12	4	179	15	72	569	31	439	9
	31%	35%	32%	36%	20%	27%	33%	29%	36%	32%	27%	32%	16%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base	830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base	1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
6am - 8.59am	38	6	8	9	7	12	4	13	18	11	9	11	4	-
	2%	3%	6%	4%	12%	2%	3%	3%	2%	9% b	2%	2%	3%	-%
9am - 11.59am	1049	105	54	140	30	353	53	244	585	53	235	329	72	*
	55%	53%	44%	53%	53%	52%	44%	55%	56%	43%	59%	54%	51%	46%
12pm - 2.59pm	551	52	39	76	10	211	40	134	323	50	111	206	43	*
	29%	26%	32%	29%	18%	31%	34%	30%	31%	41%	28%	34%	31%	54%
3pm - 5.59pm	43	4	2	2	1	5	4	9	23	2	5	10	3	-
	2%	2%	1%	1%	1%	1%	3%	2%	2%	2%	1%	2%	2%	-%
6pm - 5.59am	28	2	*	6	1	15	1	9	8	3	12	9	7	-
	1%	1%	*%	2%	2%	2%	1%	2%	1%	2%	3%	1%	5%	-%
Don't know	205	28	20	31	8	84	18	35	86	4	27	44	10	-
	11%	14%	17%	12%	14%	12%	15%	8%	8%	3%	7%	7%	7%	-%
NET: AM delivery	1109	111	62	156	37	373	58	261	608	64	250	342	81	*
	58%	57%	50%	59%	65%	55%	49%	59%	58%	52%	63%	56%	58%	46%
NET: PM delivery	600	57	41	78	12	223	44	148	349	56	122	223	49	*
	31%	29%	33%	29%	21%	33%	37%	33%	33%	45%	30%	37%	35%	54%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2073	573	523	163	2	1402	814	700	1223	937	27
Effective base	830	227	216	61	2	515	306	288	456	350	4
Weighted Base	1914	552	527	148	1	1156	704	702	1054	795	8
6am - 8.59am	38	13	13	3	-	25	11	16	21	20	-
	2%	2%	2%	2%	-%	2%	2%	2%	2%	2%	-%
9am - 11.59am	1049	279	253	78	-	652	393	363	608	424	7
	55%	51%	48%	53%	-%	56%	56%	52%	58%	53%	82%
12pm - 2.59pm	551	174	178	49	*	339	215	221	296	249	1
	29%	31%	34%	33%	32%	29%	30%	32%	28%	31%	7%
3pm - 5.59pm	43	8	7	1	-	27	11	9	18	21	1
	2%	1%	1%	1%	-%	2%	2%	1%	2%	3%	7%
6pm - 5.59am	28	12	10	4	-	11	11	11	11	12	-
	1%	2%	2%	3%	-%	1%	2%	1%	1%	2%	-%
Don't know	205	66	67	13	1	103	62	82	101	69	*
	11%	12%	13%	9%	68%	9%	9%	12%	10%	9%	3%
NET: AM delivery	1109	300	270	82	-	683	411	384	634	452	7
	58%	54%	51%	56%	-%	59%	58%	55%	60%	57%	82%
NET: PM delivery	600	186	190	52	*	370	230	236	318	274	1
	31%	34%	36%	36%	32%	32%	33%	34%	30%	34%	14%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2073	370	338	348	69	44	1050	874	118	58	57	22
Effective base	830	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	1914	347	352	337	91	53	887	741	101	40	47	14
6am - 8.59am	38	13	11	3	*	*	16	17	7	*	*	3
	2%	4%	3%	1%	*%	*%	2%	2%	7%	1%	*%	22%
9am - 11.59am	1049	173	178	193	51	31	501	408	50	22	12	4
	55%	50%	51%	57%	56%	58%	56%	55%	49% c	56% c	25%	31%
12pm - 2.59pm	551	112	127	83	27	21	272	234	28	6	21	*
	29%	32%	36% c	25%	29%	39%	31%	32%	27%	15%	44% b	2%
3pm - 5.59pm	43	6	7	7	-	1	17	16	1	*	2	*
	2%	2%	2%	2%	-%	2%	2%	2%	1%	*%	3%	2%
6pm - 5.59am	28	7	5	7	3	*	12	6	4	8	1	*
	1%	2%	1%	2%	3%	*%	1%	1%	4%	21% a	2%	2%
Don't know	205	37	24	45	10	*	68	60	12	3	12	6
	11%	11%	7%	13%	11%	*%	8%	8%	12%	8%	25%	42%
NET: AM delivery	1109	187	190	199	51	31	523	428	58	28	13	7
	58%	54%	54%	59%	57%	58%	59%	58%	57% c	71% c	27%	54%
NET: PM delivery	600	123	138	93	29	22	296	253	31	9	22	*
	31%	35%	39% c	28%	32%	42%	33%	34%	31%	22%	48%	3%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base	830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base	1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
6am - 8.59am	38	20	13	21	17	19	9	24	4	*	34	1	10	28
	2%	1%	1%	1%	2%	2%	1%	1%	2%	1%	2%	1%	2%	2%
9am - 11.59am	1049	914	543	949	576	614	431	950	115	2	908	33	228	821
	55%	55%	55%	55%	53%	57%	53%	55%	59%	54%	57% b	34%	47%	58% a
12pm - 2.59pm	551	490	313	505	337	316	251	515	54	2	426	46	171	380
	29%	30%	32%	29%	31%	29%	31%	30%	27%	44%	27%	48% a	35% b	27%
3pm - 5.59pm	43	41	24	41	27	26	15	42	4	-	38	1	9	34
	2%	2%	2%	2%	2%	2%	2%	2%	2%	-%	2%	1%	2%	2%
6pm - 5.59am	28	16	13	21	18	13	19	21	4	-	22	*	22	5
	1%	1%	1%	1%	2%	1%	2%	1%	2%	-%	1%	*%	5% b	*%
Don't know	205	171	72	178	117	89	86	160	15	-	163	16	47	158
	11%	10%	7%	10%	11%	8%	11%	9%	7%	-%	10%	17%	10%	11%
NET: AM delivery	1109	946	564	985	607	642	454	989	120	2	959	34	258	851
	58%	57%	58%	57%	56%	60%	56%	58%	62%	56%	60% b	35%	53%	60%
NET: PM delivery	600	535	343	553	368	347	270	563	60	2	470	47	184	416
	31%	32%	35%	32%	34%	32%	33%	33%	31%	44%	30%	48% a	38% b	29%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base	830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base	1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
6am - 8.59am	38	14	3	16	4	9	12	18	4	7	26	16	22
	2%	4%	19%	14% b	1%	4% b	1%	3% b	2%	4%	2%	2%	2%
9am - 11.59am	1049	180	8	44	158	103	604	332	85	92	828	387	662
	55%	53%	54%	38%	54%	52%	52%	63% b	44%	46%	57% a	53%	56%
12pm - 2.59pm	551	90	2	30	79	58	366	120	64	54	417	224	328
	29%	26%	11%	26%	27%	29%	31% c	23%	33%	27%	29%	31%	28%
3pm - 5.59pm	43	6	*	1	5	2	27	14	4	1	38	15	28
	2%	2%	2%	1%	2%	1%	2%	3%	2%	*%	3%	2%	2%
6pm - 5.59am	28	2	-	7	*	7	14	7	1	16	10	15	13
	1%	1%	-%	6% b	*%	3%	1%	1%	*%	8% ac	1%	2%	1%
Don't know	205	50	2	19	45	21	147	36	34	30	131	76	129
	11%	15%	15%	16%	15%	11%	13% c	7%	18% c	15%	9%	10%	11%
NET: AM delivery	1109	196	11	66	162	113	628	358	90	113	859	418	691
	58%	57%	72%	56%	56%	57%	54%	68% b	47%	57%	59% a	57%	58%
NET: PM delivery	600	96	2	32	84	64	394	134	68	56	459	239	361
	31%	28%	13%	27%	29%	32%	34% c	25%	35%	28%	32%	33%	31%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 132 (continuation)

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All using RM (QV4=1)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2073	449	567	555	502	1016	1057
Effective base	830	169	212	210	256	376	461
Weighted Base	1914	474	478	478	484	952	962
6am - 8.59am	38	1	8	22	7	10	29
	2%	*%	2%	5%	2%	1%	3%
				a			a
9am - 11.59am	1049	253	234	264	297	488	561
	55%	53%	49%	55%	61%	51%	58%
					b		a
12pm - 2.59pm	551	142	149	139	121	291	260
	29%	30%	31%	29%	25%	31%	27%
3pm - 5.59pm	43	16	7	7	13	24	19
	2%	3%	2%	1%	3%	2%	2%
6pm - 5.59am	28	10	2	15	*	12	15
	1%	2%	*%	3%	*%	1%	2%
		d		bd			
Don't know	205	51	78	31	45	128	77
	11%	11%	16%	7%	9%	13%	8%
			cd			b	
NET: AM delivery	1109	264	243	296	305	508	601
	58%	56%	51%	62%	63%	53%	62%
				b	b		a
NET: PM delivery	600	159	157	150	134	316	284
	31%	34%	33%	31%	28%	33%	30%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2073	1047	1026	1473	338	76	186	600
Effective base		830	411	432	764	207	32	110	264
Weighted Base		1914	813	1100	1830	70	9	5	84
Very Dissatisfied	(-2)	29	11	18	28	*	*	*	1
		2%	1%	2%	2%	1%	1%	2%	1%
Fairly Dissatisfied	(-1)	68	28	40	65	3	*	*	3
		4%	3%	4%	4%	4%	*%	1%	4%
Neither Satisfied Nor Dissatisfied	(0)	223	82	141	219	4	*	*	5
		12%	10%	13%	12%	5%	6%	8%	5%
					be				
Fairly Satisfied	(1)	766	316	450	734	28	3	2	33
		40%	39%	41%	40%	39%	39%	34%	39%
Very Satisfied	(2)	825	376	449	782	36	5	3	43
		43%	46%	41%	43%	51%	54%	54%	51%
						a		a	a
Don't Know (DO NOT READ OUT)		2	-	2	2	*	-	-	*
		*%	-%	*%	*%	*%	-%	-%	*%
NET: Satisfied		1591	692	899	1516	63	8	4	76
		83%	85%	82%	83%	90%	93%	88%	90%
						a			a
NET: Dissatisfied		97	39	58	93	3	*	*	4
		5%	5%	5%	5%	5%	2%	4%	4%
Answered		1912	813	1098	1828	70	9	5	84
Mean score		1.2	1.3	1.2	1.2	1.4	1.4	1.4	1.4
						a			a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2073	852	416	205	207	207	186	1473	338	262
Effective base		830	455	215	123	130	108	110	764	207	69
Weighted Base		1914	1191	476	163	44	35	5	1830	70	13
Very Dissatisfied	(-2)	29	16	11	1	*	*	*	28	*	*
		2%	1%	2%	1%	1%	*%	2%	2%	1%	2%
Fairly Dissatisfied	(-1)	68	36	26	3	2	1	*	65	3	*
		4%	3%	5%	2%	4%	3%	1%	4%	4%	1%
Neither Satisfied Nor Dissatisfied	(0)	223	141	55	23	3	2	*	219	4	1
		12%	12%	12%	14%	6%	5%	8%	12%	5%	6%
			eh	eh	deh				deh		
Fairly Satisfied	(1)	766	478	189	67	19	12	2	734	28	5
		40%	40%	40%	41%	42%	35%	34%	40%	39%	37%
Very Satisfied	(2)	825	520	193	69	20	20	3	782	36	7
		43%	44%	41%	42%	47%	57%	54%	43%	51%	54%
							abcg	abg		bg	
Don't Know (DO NOT READ OUT)		2	-	2	-	*	-	-	2	*	-
		*%	-%	*%	-%	*%	-%	-%	*%	*%	-%
NET: Satisfied		1591	998	382	136	39	32	4	1516	63	12
		83%	84%	80%	83%	89%	92%	88%	83%	90%	91%
						b	abcg			abg	b
NET: Dissatisfied		97	52	37	4	2	1	*	93	3	*
		5%	4%	8%	3%	5%	3%	4%	5%	5%	2%
Answered		1912	1191	474	163	44	35	5	1828	70	13
Mean score		1.2	1.2	1.1	1.2	1.3	1.4	1.4	1.2	1.4	1.4
							abcg	b		bg	bg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2073	792	237	79	49	200
Effective base		830	436	99	27	8	34
Weighted Base		1914	1153	224	36	19	57
Very Dissatisfied	(-2)	29	15	7	1	-	*
		2%	1%	3%	3%	-%	*%
Fairly Dissatisfied	(-1)	68	39	14	1	1	1
		4%	3%	6%	4%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	223	134	36	*	4	8
		12%	12%	16%	*%	19%	14%
				c			
Fairly Satisfied	(1)	766	489	81	19	4	17
		40%	42%	36%	52%	19%	30%
Very Satisfied	(2)	825	476	86	15	11	30
		43%	41%	38%	41%	56%	54%
Don't Know (DO NOT READ OUT)		2	-	-	-	-	-
		*%	-%	-%	-%	-%	-%
NET: Satisfied		1591	964	167	34	15	47
		83%	84%	74%	93%	76%	84%
			b		b		
NET: Dissatisfied		97	54	21	2	1	1
		5%	5%	10%	7%	5%	3%
Answered		1912	1153	224	36	19	57
Mean score		1.2	1.2	1.0	1.2	1.3	1.3

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base		830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base		1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
Very Dissatisfied	(-2)	29	2	4	7	-	-	10	*	*	3	26	2	1	*
		2%	1%	3%	2%	-%	-%	4%	*%	*%	2%	2%	1%	1%	*%
								m							
Fairly Dissatisfied	(-1)	68	9	7	11	4	7	11	-	5	5	58	6	4	*
		4%	6%	4%	4%	4%	5%	4%	-%	4%	3%	3%	5%	5%	1%
			gm				m						gm	m	
Neither Satisfied Nor Dissatisfied	(0)	223	12	24	44	4	16	31	21	23	25	201	7	14	2
		12%	7%	16%	14%	5%	11%	11%	8%	17%	18%	12%	6%	18%	5%
				km	km					dkm	dkm	km		adgjkm	
Fairly Satisfied	(1)	766	64	48	141	35	70	122	111	54	45	688	37	27	14
		40%	40%	31%	45%	40%	46%	43%	44%	38%	31%	41%	32%	35%	37%
					k		k					k			
Very Satisfied	(2)	825	73	72	109	45	59	108	119	59	66	709	63	32	21
		43%	46%	46%	35%	52%	39%	38%	47%	42%	46%	42%	55%	41%	57%
													cefjl		cefjl
Don't Know (DO NOT READ OUT)		2	-	-	-	-	-	2	-	-	-	2	-	*	*
		*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	*%	*%
NET: Satisfied		1591	137	119	250	80	129	229	230	112	110	1397	100	59	35
		83%	86%	77%	80%	91%	84%	81%	92%	80%	77%	83%	87%	76%	94%
						bil			bcfhijl			l	bl		bcefhijl
NET: Dissatisfied		97	10	11	18	4	7	21	*	5	8	85	7	5	*
		5%	7%	7%	6%	4%	5%	7%	*%	4%	6%	5%	7%	6%	1%
			gm	gm	gm			gm			gm	g	gm	gm	
Answered		1912	160	154	313	88	152	281	251	141	143	1682	115	77	38
Mean score		1.2	1.2	1.1	1.1	1.4	1.2	1.1	1.4	1.2	1.2	1.2	1.3	1.1	1.5
						c			cfjl				cfjl		abcefhijl

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		2073	73	169	18	233	296	111	139	947	1625	448	1884	189
Effective base		830	28	68	6	87	121	49	58	420	657	184	781	58
Weighted Base		1914	67	166	13	225	392	63	130	747	1586	328	1832	82
Very Dissatisfied	(-2)	29	-	4	-	5	3	3	1	12	23	6	29	*
		2%	-%	3%	-%	2%	1%	4%	1%	2%	1%	2%	2%	*%
Fairly Dissatisfied	(-1)	68	2	2	-	17	11	1	7	26	57	11	66	2
		4%	2%	1%	-%	7%	3%	1%	6%	3%	4%	3%	4%	2%
Neither Satisfied Nor Dissatisfied	(0)	223	11	28	2	20	38	2	18	88	181	43	217	7
		12%	17%	17%	12%	9%	10%	3%	14%	12%	11%	13%	12%	8%
			f	f					f					
Fairly Satisfied	(1)	766	19	64	4	93	151	22	66	296	645	121	732	34
		40%	28%	38%	30%	41%	39%	36%	51%	40%	41%	37%	40%	41%
Very Satisfied	(2)	825	35	68	7	90	189	35	37	323	677	148	786	39
		43%	52%	41%	58%	40%	48%	56%	28%	43%	43%	45%	43%	48%
			g				g	g		g				
Don't Know (DO NOT READ OUT)		2	-	*	-	-	-	-	-	2	2	-	2	-
		*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
NET: Satisfied		1591	54	132	11	183	340	58	103	619	1323	268	1518	73
		83%	80%	80%	88%	81%	87%	91%	79%	83%	83%	82%	83%	89%
NET: Dissatisfied		97	2	6	-	22	14	4	9	38	81	16	95	2
		5%	2%	4%	-%	10%	4%	6%	7%	5%	5%	5%	5%	2%
Answered		1912	67	166	13	225	392	63	130	745	1584	328	1830	82
Mean score		1.2	1.3	1.1	1.5	1.1	1.3	1.4	1.0	1.2	1.2	1.2	1.2	1.3
							g	g						

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2073	2023	50	1289	373	408
Effective base		830	805	25	529	122	179
Weighted Base		1914	1861	52	1228	261	424
Very Dissatisfied	(-2)	29	29	-	17	6	5
		2%	2%	-%	1%	2%	1%
Fairly Dissatisfied	(-1)	68	68	*	26	12	30
		4%	4%	1%	2%	5%	7%
							a
Neither Satisfied Nor Dissatisfied	(0)	223	217	7	149	32	42
		12%	12%	13%	12%	12%	10%
Fairly Satisfied	(1)	766	745	21	483	95	188
		40%	40%	40%	39%	37%	44%
Very Satisfied	(2)	825	802	23	551	115	158
		43%	43%	43%	45%	44%	37%
Don't Know (DO NOT READ OUT)		2	*	2	2	-	-
		*%	*%	4%	*%	-%	-%
				a			
NET: Satisfied		1591	1548	43	1033	210	347
		83%	83%	83%	84%	81%	82%
NET: Dissatisfied		97	97	*	44	18	35
		5%	5%	1%	4%	7%	8%
							a
Answered		1912	1861	50	1226	261	424
Mean score		1.2	1.2	1.3	1.2	1.2	1.1

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base		830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base		1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
Very Dissatisfied	(-2)	29	22	7	*	-	*	-	-	*	29	*	*	14	8	7
		2%	1%	3%	*%	-%	3%	-%	-%	*%	2%	1%	1%	1%	1%	3%
Fairly Dissatisfied	(-1)	68	49	16	2	-	*	-	-	-	66	2	*	16	34	19
		4%	3%	8% ai	6%	-%	6%	-%	-%	-%	4%	4%	2%	2%	5% a	7% a
Neither Satisfied Nor Dissatisfied	(0)	223	198	13	7	*	5	*	-	-	212	12	5	116	82	25
		12%	12%	7%	21%	1%	59%	66%	-%	-%	11%	21%	21%	12%	12%	10%
Fairly Satisfied	(1)	766	666	87	9	2	2	*	*	*	752	14	5	377	289	101
		40%	40%	43%	30%	20%	23%	26%	11%	13%	40%	26%	20%	38%	43%	39%
Very Satisfied	(2)	825	721	78	13	10	1	*	*	2	799	26	13	455	266	104
		43%	43%	39%	42%	79%	9%	8%	89%	87%	43%	48%	56%	46%	39%	41%
Don't Know (DO NOT READ OUT)		2	2	-	-	-	-	-	-	-	2	-	-	2	*	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	-%
NET: Satisfied		1591	1386	165	22	12	3	*	*	2	1551	40	18	831	555	205
		83%	84%	82%	72%	99%	32%	34%	100%	100%	83%	74%	76%	85%	82%	80%
NET: Dissatisfied		97	71	23	2	-	1	-	-	*	94	3	1	30	41	26
		5%	4%	12% ai	6%	-%	9%	-%	-%	*%	5%	5%	3%	3%	6% a	10% a
Answered		1912	1656	202	31	13	8	*	*	2	1857	54	24	977	678	256
Mean score		1.2	1.2	1.1	1.1	1.8	.3	.4	1.9	1.9	1.2	1.2	1.3	1.3 b	1.1	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base		830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base		1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
Very Dissatisfied	(-2)	29	16	11	20	17	*	2	17	3	1	*	-	-	-
		2%	1%	1%	1%	2%	*%	*%	1%	3%	1%	*%	-%	-%	-%
Fairly Dissatisfied	(-1)	68	38	37	53	41	11	27	50	2	1	*	*	-	*
		4%	3%	5%	4%	5%	5%	7%	4%	2%	2%	*%	*%	-%	*%
Neither Satisfied Nor Dissatisfied	(0)	223	146	93	174	74	20	37	160	6	2	3	*	1	2
		12%	13%	13%	12%	9%	9%	9%	13%	7%	4%	10%	3%	5%	37%
Fairly Satisfied	(1)	766	459	329	585	348	100	171	516	35	24	7	1	2	2
		40%	40%	45%	41%	43%	44%	42%	42%	39%	50%	27%	9%	17%	32%
Very Satisfied	(2)	825	500	256	582	320	96	172	487	43	20	15	6	9	2
		43%	43%	35%	41%	40%	42%	42%	40%	48%	42%	62%	88%	77%	31%
			b												
Don't Know (DO NOT READ OUT)		2	-	-	-	*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		1591	959	584	1167	668	196	343	1003	78	43	22	7	11	3
		83%	83%	81%	83%	83%	86%	84%	82%	87%	92%	89%	96%	95%	63%
NET: Dissatisfied		97	54	47	73	58	12	29	67	5	2	*	*	-	*
		5%	5%	7%	5%	7%	5%	7%	5%	5%	4%	1%	*%	-%	*%
Answered		1912	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
Mean score		1.2	1.2	1.1	1.2	1.1	1.2	1.2	1.1	1.3	1.3	1.5	1.8	1.7	.9

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base		830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base		1914	717	37	21	12	5	3	5	14	633	286	347	129	20
Very Dissatisfied	(-2)	29	17	-	-	*	-	*	-	*	9	3	5	4	-
		2%	2%	-%	-%	*%	-%	*%	-%	*%	1%	1%	1%	3%	-%
Fairly Dissatisfied	(-1)	68	36	1	4	*	-	-	-	-	10	9	17	17	-
		4%	5%	1%	20%	*%	-%	-%	-%	-%	2%	3%	5%	13% abc	-%
Neither Satisfied Nor Dissatisfied	(0)	223	65	5	*	*	1	1	1	3	84	36	29	25	*
		12%	9%	14%	2%	4%	17%	26%	22%	21%	13%	12%	8%	19% c	2%
Fairly Satisfied	(1)	766	313	15	9	6	2	*	2	4	254	113	164	46	9
		40%	44%	42%	43%	50%	35%	12%	41%	32%	40%	39%	47%	36%	43%
Very Satisfied	(2)	825	285	16	7	6	3	2	2	6	276	125	133	37	11
		43%	40%	43%	35%	46%	48%	61%	37%	47%	44% d	44% d	38%	29%	55%
Don't Know (DO NOT READ OUT)		2	*	-	-	-	-	-	-	-	-	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		1591	598	31	16	12	5	2	4	11	529	238	297	83	20
		83%	83%	85%	78%	95%	83%	73%	78%	79%	84% d	83% d	86% d	65%	98% d
NET: Dissatisfied		97	53	1	4	*	-	*	-	*	19	12	21	21	-
		5%	7%	1%	20%	1%	-%	*%	-%	*%	3%	4%	6%	16% abc	-%
Answered		1912	717	37	21	12	5	3	5	14	633	286	347	129	20
Mean score		1.2	1.1	1.3	.9	1.4	1.3	1.3	1.2	1.3	1.2 d	1.2 d	1.2 d	.7	1.5 d

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base		830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base		1914	344	174	208	59	14	550	52	197	1798	116	1359	56
Very Dissatisfied	(-2)	29	9	2	1	4	1	11	-	6	21	8	20	*
		2%	3%	1%	1%	7%	7%	2%	-%	3%	1%	7% a	1%	1%
Fairly Dissatisfied	(-1)	68	11	19	10	1	-	27	7	7	55	13	48	5
		4%	3%	11% a	5%	2%	-%	5%	14%	3%	3%	11% a	4%	9%
Neither Satisfied Nor Dissatisfied	(0)	223	38	9	15	11	-	54	*	19	217	6	165	9
		12%	11%	5%	7%	19% b	-%	10%	*%	10%	12%	5%	12%	16%
Fairly Satisfied	(1)	766	144	84	90	23	7	249	21	77	726	40	571	14
		40%	42%	48%	43%	39%	47%	45%	40%	39%	40%	35%	42%	26%
Very Satisfied	(2)	825	142	60	93	19	6	208	24	88	777	49	555	27
		43%	41%	35%	45%	32%	46%	38%	46%	45%	43%	42%	41%	49%
Don't Know (DO NOT READ OUT)		2	-	*	-	-	-	*	-	-	2	-	-	-
		*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%
NET: Satisfied		1591	286	145	183	42	13	457	45	165	1502	89	1126	41
		83%	83%	83%	88%	71%	93%	83%	86%	84%	84%	77%	83%	75%
NET: Dissatisfied		97	20	20	11	6	1	38	7	13	76	21	68	5
		5%	6%	12%	5%	10%	7%	7%	14%	6%	4%	18% a	5%	10%
Answered		1912	344	174	208	59	14	550	52	197	1796	116	1359	56
Mean score		1.2	1.2	1.0	1.3	.9	1.2	1.1	1.2	1.2	1.2	.9	1.2	1.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base		830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base		1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
Very Dissatisfied	(-2)	29	4	9	8	1	9	9	2	15	-	*	10	4	-
		2%	2%	7%	3%	2%	1%	7% a	*%	1%	-%	*%	2%	3%	-%
Fairly Dissatisfied	(-1)	68	7	10	3	8	34	6	24	36	8	24	33	10	1
		4%	4%	8%	1%	14% a	5%	5%	5%	3%	6%	6%	5%	7%	100%
Neither Satisfied Nor Dissatisfied	(0)	223	18	14	36	4	62	11	63	122	18	57	70	26	-
		12%	9%	11%	13%	7%	9%	10%	14%	12%	14%	14%	11%	18%	-%
Fairly Satisfied	(1)	766	92	46	116	14	296	52	179	431	50	174	287	54	-
		40%	47%	38%	44%	24%	44%	43%	40%	41%	41%	44%	47%	38%	-%
Very Satisfied	(2)	825	75	44	102	30	279	41	175	439	47	142	208	47	-
		43%	38%	36%	38%	53%	41%	35%	39%	42%	38%	36%	34%	33%	-%
Don't Know (DO NOT READ OUT)		2	-	-	-	-	*	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		1591	167	90	218	44	575	93	354	870	98	316	496	101	-
		83%	85%	73%	82%	77%	85%	78%	80%	83%	79%	79%	81%	71%	-%
NET: Dissatisfied		97	11	19	11	9	43	15	26	51	8	25	43	15	1
		5%	6%	16%	4%	16%	6%	13%	6%	5%	6%	6%	7%	10%	100%
Answered		1912	196	122	265	57	680	120	444	1043	123	399	609	141	1
Mean score		1.2	1.2	.9	1.1	1.1	1.2	.9	1.1	1.2	1.1	1.1	1.1	.9	-1.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2073	573	523	163	2	1402	814	700	1223	937	27
Effective base		830	227	216	61	2	515	306	288	456	350	4
Weighted Base		1914	552	527	148	1	1156	704	702	1054	795	8
Very Dissatisfied	(-2)	29	12	10	-	-	16	11	9	11	13	-
		2%	2%	2%	-%	-%	1%	2%	1%	1%	2%	-%
Fairly Dissatisfied	(-1)	68	30	38	15	*	38	37	33	34	27	-
		4%	5%	7%	10%	32%	3%	5%	5%	3%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	223	53	40	15	-	146	84	61	133	95	-
		12%	10%	8%	10%	-%	13%	12%	9%	13%	12%	-%
Fairly Satisfied	(1)	766	240	243	63	1	458	324	313	434	349	1
		40%	43%	46%	42%	68%	40%	46%	45%	41%	44%	13%
Very Satisfied	(2)	825	217	196	55	-	498	248	287	443	311	7
		43%	39%	37%	38%	-%	43% b	35%	41%	42%	39%	87%
Don't Know (DO NOT READ OUT)		2	-	*	-	-	-	-	*	-	-	-
		*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%
NET: Satisfied		1591	457	439	118	1	956	572	600	876	660	8
		83%	83%	83%	80%	68%	83%	81%	85%	83%	83%	100%
NET: Dissatisfied		97	41	48	15	*	54	47	42	45	40	-
		5%	8%	9%	10%	32%	5%	7%	6%	4%	5%	-%
Answered		1912	552	527	148	1	1156	704	702	1054	795	8
Mean score		1.2	1.1	1.1	1.1	.4	1.2	1.1	1.2	1.2	1.2	1.9

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2073	370	338	348	69	44	1050	874	118	58	57	22
Effective base		830	142	146	138	34	21	384	327	43	16	24	6
Weighted Base		1914	347	352	337	91	53	887	741	101	40	47	14
Very Dissatisfied	(-2)	29	9	2	3	-	-	7	15	8	*	6	-
		2%	2%	1%	1%	-%	-%	1%	2%	7%	1%	13%	-%
Fairly Dissatisfied	(-1)	68	13	12	13	6	5	24	24	3	7	6	-
		4%	4%	3%	4%	7%	9%	3%	3%	3%	18%	13%	-%
Neither Satisfied Nor Dissatisfied	(0)	223	36	26	24	7	8	102	88	9	9	5	6
		12%	10%	7%	7%	8%	15%	12%	12%	9%	23%	10%	44%
Fairly Satisfied	(1)	766	160	173	151	33	28	398	321	40	12	20	2
		40%	46%	49%	45%	36%	54%	45%	43%	40%	29%	43%	16%
Very Satisfied	(2)	825	130	140	146	45	12	356	292	41	12	10	5
		43%	38%	40%	43%	49%	22%	40%	39%	41%	30%	21%	40%
						e							
Don't Know (DO NOT READ OUT)		2	-	*	-	-	-	-	-	-	-	-	-
		*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		1591	290	313	297	77	40	754	613	81	24	30	8
		83%	84%	89%	88%	85%	76%	85%	83%	80%	58%	64%	56%
NET: Dissatisfied		97	21	14	16	6	5	31	40	11	8	12	-
		5%	6%	4%	5%	7%	9%	4%	5%	11%	19%	26%	-%
Answered		1912	347	352	337	91	53	887	741	101	40	47	14
Mean score		1.2	1.1	1.2	1.3	1.3	.9	1.2	1.1	1.0	.7	.4	1.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base		830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base		1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
Very Dissatisfied	(-2)	29	24	8	24	21	2	7	27	*	-	-	29	17	12
		2%	1%	1%	1%	2%	*%	1%	2%	*%	-%	-%	30%	3%	1%
			e		e	e							a	b	
Fairly Dissatisfied	(-1)	68	59	40	65	51	47	47	63	17	-	-	68	49	19
		4%	4%	4%	4%	5%	4%	6%	4%	9%	-%	-%	70%	10%	1%
										b			a	b	
Neither Satisfied Nor Dissatisfied	(0)	223	187	105	196	103	97	75	189	24	-	-	-	113	111
		12%	11%	11%	11%	9%	9%	9%	11%	12%	-%	-%	-%	23%	8%
														b	
Fairly Satisfied	(1)	766	668	394	689	449	443	323	697	86	*	766	-	197	569
		40%	40%	40%	40%	41%	41%	40%	41%	44%	6%	48%	-%	40%	40%
												b			
Very Satisfied	(2)	825	713	434	742	469	490	359	735	68	4	825	-	111	715
		43%	43%	44%	43%	43%	45%	44%	43%	35%	94%	52%	-%	23%	50%
												b			a
Don't Know (DO NOT READ OUT)		2	*	-	*	-	*	-	-	-	-	-	-	2	*
		*%	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	*%
NET: Satisfied		1591	1381	828	1431	918	933	682	1432	154	4	1591	-	308	1284
		83%	84%	84%	83%	84%	87%	84%	84%	79%	100%	100%	-%	63%	90%
												b			a
NET: Dissatisfied		97	84	48	89	72	49	53	90	18	-	-	97	66	31
		5%	5%	5%	5%	7%	5%	7%	5%	9%	-%	-%	100%	13%	2%
													a	b	
Answered		1912	1652	980	1716	1093	1078	811	1712	195	4	1591	97	486	1426
Mean score		1.2	1.2	1.2	1.2	1.2	1.3	1.2	1.2	1.0	1.9	1.5	-1.3	.7	1.4
												b			a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base		830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base		1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
Very Dissatisfied	(-2)	29	12	*	1	12	5	16	7	4	9	16	14	15
		2%	3%	1%	1%	4%	3%	1%	1%	2%	4% c	1%	2%	1%
Fairly Dissatisfied	(-1)	68	18	*	8	12	11	33	23	9	11	47	35	33
		4%	5%	*%	7%	4%	6%	3%	4%	5%	5%	3%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	223	19	8	23	23	11	134	78	31	30	140	87	137
		12%	6%	50%	19% b	8%	6%	11%	15% a	16%	15%	10%	12%	12%
Fairly Satisfied	(1)	766	135	2	52	110	82	499	179	76	90	583	263	503
		40%	39%	12%	44%	38%	41%	43% c	34%	40%	45%	40%	36%	43%
Very Satisfied	(2)	825	158	6	33	134	89	486	242	71	61	662	333	492
		43%	46%	37%	28%	46% a	45%	42%	46%	37%	30%	46% b	45%	42%
Don't Know (DO NOT READ OUT)		2	-	-	-	-	-	2	*	-	-	2	-	2
		*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	*%	-%	*%
NET: Satisfied		1591	293	8	85	244	171	985	420	147	150	1245	597	995
		83%	86%	49%	72%	84%	86%	84%	80%	77%	75%	86% ab	81%	84%
NET: Dissatisfied		97	30	*	10	24	17	49	30	13	19	63	49	48
		5%	9%	1%	8%	8%	8%	4%	6%	7%	10%	4%	7%	4%
Answered		1912	342	16	117	291	199	1168	528	192	199	1447	732	1179
Mean score		1.2	1.2	.8	.9	1.2	1.2	1.2	1.2	1.0	.9	1.3 ab	1.2	1.2

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 133 (continuation)

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2073	449	567	555	502	1016	1057
Effective base		830	169	212	210	256	376	461
Weighted Base		1914	474	478	478	484	952	962
Very Dissatisfied	(-2)	29	2	17	4	7	19	10
		2%	*%	3%	1%	1%	2%	1%
				a				
Fairly Dissatisfied	(-1)	68	21	16	15	17	37	31
		4%	4%	3%	3%	3%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	223	60	55	38	71	115	108
		12%	13%	12%	8%	15%	12%	11%
						c		
Fairly Satisfied	(1)	766	199	188	214	165	387	379
		40%	42%	39%	45%	34%	41%	39%
					d			
Very Satisfied	(2)	825	192	202	208	223	394	431
		43%	40%	42%	43%	46%	41%	45%
Don't Know (DO NOT READ OUT)		2	-	*	*	2	*	2
		*%	-%	*%	*%	*%	*%	*%
NET: Satisfied		1591	391	391	422	388	781	810
		83%	82%	82%	88%	80%	82%	84%
					d			
NET: Dissatisfied		97	24	32	18	23	56	41
		5%	5%	7%	4%	5%	6%	4%
Answered		1912	474	478	478	482	952	960
Mean score		1.2	1.2	1.1	1.3	1.2	1.2	1.2

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2073	1047	1026	1473	338	76	186	600
Effective base		830	411	432	764	207	32	110	264
Weighted Base		1914	813	1100	1830	70	9	5	84
Very Dissatisfied	(-2)	42	15	28	41	1	*	*	2
		2%	2%	3%	2%	2%	2%	2%	2%
Fairly Dissatisfied	(-1)	90	36	54	87	3	*	*	3
		5%	4%	5%	5%	4%	3%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	312	125	187	302	9	1	1	10
		16%	15%	17%	16%	12%	10%	13%	12%
Fairly Satisfied	(1)	765	342	423	730	30	4	2	35
		40%	42%	38%	40%	43%	40%	36%	42%
Very Satisfied	(2)	694	291	402	661	26	4	2	33
		36%	36%	37%	36%	38%	46%	47%	39%
								a	
Don't Know (DO NOT READ OUT)		11	5	6	10	*	-	*	1
		1%	1%	1%	1%	1%	-%	1%	1%
NET: Satisfied		1459	633	825	1391	57	8	4	68
		76%	78%	75%	76%	80%	86%	83%	81%
NET: Dissatisfied		132	51	82	127	5	*	*	5
		7%	6%	7%	7%	6%	5%	3%	6%
Answered		1903	809	1094	1819	70	9	5	83
Mean score		1.0	1.1	1.0	1.0	1.1	1.2	1.3	1.1
								a	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2073	852	416	205	207	207	186	1473	338	262
Effective base		830	455	215	123	130	108	110	764	207	69
Weighted Base		1914	1191	476	163	44	35	5	1830	70	13
Very Dissatisfied	(-2)	42	25	14	2	1	1	*	41	1	*
		2%	2%	3%	1%	2%	2%	2%	2%	2%	2%
Fairly Dissatisfied	(-1)	90	49	24	14	3	1	*	87	3	*
		5%	4%	5%	8%	6%	2%	2%	5%	4%	2%
					ef						
Neither Satisfied Nor Dissatisfied	(0)	312	195	88	19	6	3	1	302	9	1
		16%	16%	18%	12%	14%	9%	13%	16%	12%	11%
				e							
Fairly Satisfied	(1)	765	474	184	71	19	15	2	730	30	5
		40%	40%	39%	44%	43%	42%	36%	40%	43%	39%
Very Satisfied	(2)	694	442	163	56	15	16	2	661	26	6
		36%	37%	34%	34%	34%	44%	47%	36%	38%	46%
								bdg			
Don't Know (DO NOT READ OUT)		11	5	4	1	*	*	*	10	*	*
		1%	*%	1%	1%	*%	1%	1%	1%	1%	*%
NET: Satisfied		1459	916	347	127	34	30	4	1391	57	11
		76%	77%	73%	78%	77%	86%	83%	76%	80%	85%
							abg				b
NET: Dissatisfied		132	74	38	15	4	1	*	127	5	1
		7%	6%	8%	9%	9%	3%	3%	7%	6%	4%
Answered		1903	1185	472	162	44	35	5	1819	70	13
Mean score		1.0	1.1	1.0	1.0	1.0	1.3	1.3	1.0	1.1	1.2
							abcdg	bdg			b

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2073	792	237	79	49	200
Effective base		830	436	99	27	8	34
Weighted Base		1914	1153	224	36	19	57
Very Dissatisfied	(-2)	42	18	15	*	1	*
		2%	2%	7%	1%	5%	1%
				a			
Fairly Dissatisfied	(-1)	90	57	15	1	*	1
		5%	5%	7%	3%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	312	203	41	1	5	10
		16%	18%	18%	2%	23%	17%
			c	c			
Fairly Satisfied	(1)	765	451	92	21	4	20
		40%	39%	41%	57%	19%	36%
Very Satisfied	(2)	694	417	61	12	10	24
		36%	36%	27%	33%	51%	43%
Don't Know (DO NOT READ OUT)		11	7	-	1	-	1
		1%	1%	-%	4%	-%	1%
NET: Satisfied		1459	868	153	33	14	45
		76%	75%	68%	90%	70%	79%
					b		
NET: Dissatisfied		132	75	30	1	1	2
		7%	7%	13%	4%	6%	3%
				a			
Answered		1903	1146	224	35	19	56
Mean score		1.0	1.0	.8	1.2	1.1	1.2
			b		b		b

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			GOR (QC3)													
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base		830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base		1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
Very Dissatisfied	(-2)	42	2	3	16	5	2	5	4	1	2	40	1	1	*
		2%	2%	2%	5% km	5% m	1%	2%	2%	1%	2%	2%	1%	2%	*%
Fairly Dissatisfied	(-1)	90	8	4	12	3	7	18	11	13	6	81	4	3	1
		5%	5%	2%	4%	3%	4%	6%	4%	9% m	4%	5%	4%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	312	12	25	63	6	35	60	16	31	33	281	13	15	3
		16%	8%	16% m	20% adgkm	6%	23% adgkm	21% adgkm	6%	22% adgkm	23% adgkm	17% agm	11%	19% adgkm	7%
Fairly Satisfied	(1)	765	77	56	112	35	52	116	130	51	46	675	44	31	14
		40%	48% i	36%	36%	39%	34%	41%	52% ceijkm	37%	32%	40%	38%	41%	37%
Very Satisfied	(2)	694	56	66	106	40	55	83	90	45	57	597	52	26	19
		36%	35%	43%	34%	46% f	36%	29%	36%	32%	39%	35%	45% fjl	34%	50% acfhjl
Don't Know (DO NOT READ OUT)		11	4	-	3	-	1	1	-	-	*	10	*	*	1
		1%	2% kl	-%	1%	-%	1%	1%	-%	-%	*%	1%	*%	*%	3%
NET: Satisfied		1459	133	123	218	75	107	199	220	96	102	1272	96	57	33
		76%	83% cfh	79%	70%	85% ch	70%	70%	88% cefhijl	68%	71%	76%	84% cefhijl	75%	87% cefhijl
NET: Dissatisfied		132	10	6	28	7	9	23	15	14	8	121	6	5	1
		7%	7%	4%	9%	9%	6%	8%	6%	10%	6%	7%	5%	6%	3%
Answered		1903	156	154	309	88	151	281	251	141	143	1674	115	77	37
Mean score		1.0	1.1	1.2	.9	1.2	1.0	.9	1.2	.9	1.0	1.0	1.2 cfhjl	1.0	1.4 acefhijl

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		2073	73	169	18	233	296	111	139	947	1625	448	1884	189
Effective base		830	28	68	6	87	121	49	58	420	657	184	781	58
Weighted Base		1914	67	166	13	225	392	63	130	747	1586	328	1832	82
Very Dissatisfied	(-2)	42	6	3	*	11	*	3	4	15	38	5	41	1
		2%	10%	2%	*%	5%	*%	5%	3%	2%	2%	1%	2%	1%
			eh			e		e	e					
Fairly Dissatisfied	(-1)	90	7	4	-	17	12	1	7	40	71	19	86	4
		5%	11%	2%	-%	7%	3%	1%	5%	5%	4%	6%	5%	5%
Neither Satisfied Nor Dissatisfied	(0)	312	3	35	2	29	72	4	28	113	268	44	299	13
		16%	4%	21%	12%	13%	18%	6%	22%	15%	17%	13%	16%	16%
				af			f		af					
Fairly Satisfied	(1)	765	22	82	5	94	125	26	53	304	627	138	737	28
		40%	33%	50%	40%	42%	32%	42%	41%	41%	40%	42%	40%	34%
				e										
Very Satisfied	(2)	694	28	43	6	71	183	27	37	270	574	119	658	35
		36%	43%	26%	48%	32%	47%	43%	29%	36%	36%	36%	36%	43%
							bdgh	b						
Don't Know (DO NOT READ OUT)		11	-	*	-	3	*	2	*	5	8	3	10	1
		1%	-%	*%	-%	2%	*%	3%	*%	1%	1%	1%	1%	2%
NET: Satisfied		1459	50	125	11	165	308	54	90	574	1201	257	1396	63
		76%	75%	75%	87%	73%	79%	85%	69%	77%	76%	79%	76%	77%
NET: Dissatisfied		132	14	6	*	27	12	4	11	55	109	24	128	5
		7%	21%	4%	*%	12%	3%	6%	9%	7%	7%	7%	7%	6%
			beh			e								
Answered		1903	67	166	13	222	392	61	129	742	1578	325	1822	80
Mean score		1.0	.9	1.0	1.3	.9	1.2	1.2	.9	1.0	1.0	1.1	1.0	1.1
							bdg							

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2073	2023	50	1289	373	408
Effective base		830	805	25	529	122	179
Weighted Base		1914	1861	52	1228	261	424
Very Dissatisfied	(-2)	42	42	*	27	13	2
		2%	2%	*%	2%	5% c	1%
Fairly Dissatisfied	(-1)	90	84	6	46	11	33
		5%	5%	11%	4%	4%	8% a
Neither Satisfied Nor Dissatisfied	(0)	312	304	8	196	42	74
		16%	16%	15%	16%	16%	17%
Fairly Satisfied	(1)	765	746	19	492	100	173
		40%	40%	36%	40%	38%	41%
Very Satisfied	(2)	694	674	20	457	94	142
		36%	36%	38%	37%	36%	33%
Don't Know (DO NOT READ OUT)		11	11	*	10	*	*
		1%	1%	*%	1%	*%	*%
NET: Satisfied		1459	1420	38	949	194	315
		76%	76%	73%	77%	74%	74%
NET: Dissatisfied		132	126	6	73	24	35
		7%	7%	12%	6%	9%	8%
Answered		1903	1851	52	1218	260	424
Mean score		1.0	1.0	1.0	1.1	1.0	1.0

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base		830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base		1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
Very Dissatisfied	(-2)	42	28	7	6	-	1	-	-	*	35	8	1	6	22	14
		2%	2%	3%	21% abi	-%	15%	-%	-%	*%	2%	14% ai	5%	1%	3% a	6% a
Fairly Dissatisfied	(-1)	90	78	11	1	-	-	*	-	-	89	1	*	47	31	12
		5%	5%	5%	4%	-%	-%	47%	-%	-%	5%	3%	1%	5%	5%	5%
Neither Satisfied Nor Dissatisfied	(0)	312	266	35	7	*	4	-	-	-	301	11	4	175	92	45
		16%	16%	17%	22%	1%	49%	-%	-%	-%	16%	20%	17%	18%	14%	18%
Fairly Satisfied	(1)	765	684	67	8	2	2	*	*	*	752	13	5	364	320	81
		40%	41%	33%	26%	20%	29%	44%	10%	12%	40%	25%	22%	37%	47% ac	31%
Very Satisfied	(2)	694	591	81	8	10	1	*	*	2	673	21	13	379	213	102
		36%	36%	40%	27%	79%	7%	8%	90%	87%	36%	39%	55%	39% b	31%	40%
Don't Know (DO NOT READ OUT)		11	9	1	-	-	-	-	-	*	11	*	*	8	1	1
		1%	1%	1%	-%	-%	-%	-%	-%	1%	1%	*%	*%	1%	*%	1%
NET: Satisfied		1459	1276	148	16	12	3	*	*	2	1424	34	18	743	533	183
		76%	77%	73%	53%	99%	36%	53%	100%	98%	77%	64%	77%	76%	79%	71%
NET: Dissatisfied		132	106	17	8	-	1	*	-	*	123	9	1	53	53	27
		7%	6%	9%	25% ai	-%	15%	47%	-%	*%	7%	17%	6%	5%	8%	10%
Answered		1903	1648	200	31	13	8	*	*	2	1848	54	23	971	677	255
Mean score		1.0	1.1 c	1.0	.3	1.8	.1	.1	1.9	1.9	1.0 c	.7	1.2	1.1	1.0	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base		830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base		1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
Very Dissatisfied	(-2)	42	27	10	28	19	2	7	22	4	*	-	1	*	*
		2%	2%	1%	2%	2%	1%	2%	2%	4%	1%	-%	13%	2%	*%
Fairly Dissatisfied	(-1)	90	55	48	76	39	9	25	69	6	1	*	*	-	*
		5%	5%	7%	5%	5%	4%	6%	6%	6%	2%	*%	3%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	312	191	131	237	106	24	59	219	7	4	4	*	*	2
		16%	16%	18%	17%	13%	10%	14%	18%	8%	10%	18%	2%	*%	35%
Fairly Satisfied	(1)	765	446	315	561	359	97	168	494	35	14	10	*	6	2
		40%	38%	43%	40%	45%	43%	41%	40%	40%	30%	40%	6%	47%	30%
Very Satisfied	(2)	694	432	220	505	276	95	149	417	37	27	10	6	6	2
		36%	37%	30%	36%	34%	42%	36%	34%	42%	58%	42%	77%	51%	33%
			b				b				a				
Don't Know (DO NOT READ OUT)		11	8	1	8	2	*	*	8	*	*	-	-	-	-
		1%	1%	*%	1%	*%	*%	*%	1%	*%	*%	-%	-%	-%	-%
NET: Satisfied		1459	878	535	1065	635	192	317	911	72	41	20	6	11	3
		76%	76%	74%	75%	79%	84%	78%	74%	81%	88%	82%	82%	98%	63%
							abc								
NET: Dissatisfied		132	83	58	104	57	12	32	92	9	1	*	1	*	*
		7%	7%	8%	7%	7%	5%	8%	7%	10%	3%	*%	16%	2%	3%
Answered		1903	1151	724	1406	798	227	408	1222	89	47	24	7	12	6
Mean score		1.0	1.0	.9	1.0	1.0	1.2	1.0	1.0	1.1	1.4	1.2	1.3	1.4	.9
							b				a				

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base		830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base		1914	717	37	21	12	5	3	5	14	633	286	347	129	20
Very Dissatisfied	(-2)	42	16	-	*	*	1	*	1	2	12	3	11	2	-
		2%	2%	-%	2%	*%	18%	*%	14%	12% a	2%	1%	3%	1%	-%
Fairly Dissatisfied	(-1)	90	35	3	1	*	*	-	-	*	26	17	10	22	1
		5%	5%	8%	3%	*%	3%	-%	-%	1%	4%	6%	3%	17% abc	5%
Neither Satisfied Nor Dissatisfied	(0)	312	98	4	2	*	1	*	1	2	120	31	55	30	1
		16%	14%	10%	8%	3%	17%	6%	22%	16%	19% b	11%	16%	23% b	6%
Fairly Satisfied	(1)	765	328	12	12	5	1	*	2	3	243	115	150	46	7
		40%	46% h	32%	58%	41%	9%	13%	32%	19%	38%	40%	43%	35%	34%
Very Satisfied	(2)	694	237	19	6	7	3	2	2	7	225	118	121	30	11
		36%	33%	51%	30%	56%	53%	80%	32%	51%	36%	41% d	35%	23%	54%
Don't Know (DO NOT READ OUT)		11	2	-	-	-	-	-	-	-	7	1	-	*	-
		1%	*%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%
NET: Satisfied		1459	565	30	18	12	3	3	3	10	468	234	271	75	18
		76%	79%	82%	87%	97%	62%	93%	64%	70%	74% d	82% d	78% d	59%	88%
NET: Dissatisfied		132	52	3	1	*	1	*	1	2	38	20	21	24	1
		7%	7%	8%	4%	*%	21%	*%	14%	14%	6%	7%	6%	18% abc	5%
Answered		1903	715	37	21	12	5	3	5	14	626	284	347	129	20
Mean score		1.0	1.0	1.3	1.1	1.5	.8	1.7	.7	.9	1.0 d	1.2 d	1.0 d	.6	1.4 d

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base		830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base		1914	344	174	208	59	14	550	52	197	1798	116	1359	56
Very Dissatisfied	(-2)	42	11	6	1	1	-	10	*	8	37	5	28	*
		2%	3%	3%	*%	2%	-%	2%	*%	4%	2%	4%	2%	*%
Fairly Dissatisfied	(-1)	90	14	7	7	10	*	27	1	10	81	9	67	9
		5%	4%	4%	3%	18% abc	1%	5%	2%	5%	5%	8%	5%	17% a
Neither Satisfied Nor Dissatisfied	(0)	312	54	12	28	12	-	81	4	22	293	19	230	7
		16%	16%	7%	14%	20%	-%	15%	8%	11%	16%	17%	17%	13%
Fairly Satisfied	(1)	765	158	91	80	21	9	230	30	98	729	36	547	13
		40%	46%	52%	38%	35%	63%	42%	58%	50%	41%	31%	40%	24%
Very Satisfied	(2)	694	105	59	91	15	5	201	15	59	649	45	480	25
		36%	31%	34%	44%	25%	36%	37%	29%	30%	36%	39%	35%	44%
Don't Know (DO NOT READ OUT)		11	2	*	-	*	-	*	1	*	10	1	7	1
		1%	1%	*%	-%	*%	-%	*%	3% a	*%	1%	1%	*%	3%
NET: Satisfied		1459	263	151	171	36	14	431	45	157	1377	81	1028	38
		76%	76%	86% d	82% d	61%	99%	78%	87%	80%	77%	70%	76%	68%
NET: Dissatisfied		132	25	12	8	11	*	38	1	18	119	14	94	9
		7%	7%	7%	4%	19% c	1%	7%	3%	9%	7%	12%	7%	17%
Answered		1903	343	174	208	59	14	550	50	197	1788	114	1352	54
Mean score		1.0	1.0	1.1 d	1.2 d	.6	1.3	1.1	1.2	1.0	1.0	.9	1.0	1.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base		830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base		1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
Very Dissatisfied	(-2)	42	4	3	4	*	15	3	4	26	1	3	10	1	-
		2%	2%	3%	1%	*%	2%	3%	1%	2%	1%	1%	2%	1%	-%
Fairly Dissatisfied	(-1)	90	8	12	10	7	34	4	28	50	11	33	39	21	-
		5%	4%	10%	4%	12%	5%	4%	6%	5%	9%	8%	6%	15% b	-%
Neither Satisfied Nor Dissatisfied	(0)	312	25	14	43	9	91	15	77	168	23	72	114	26	*
		16%	13%	12%	16%	15%	13%	12%	17%	16%	19%	18%	19%	18%	46%
Fairly Satisfied	(1)	765	94	55	117	14	301	58	188	408	47	164	265	50	*
		40%	48%	45%	44%	25%	44%	48%	42%	39%	38%	41%	44%	36%	54%
Very Satisfied	(2)	694	65	37	91	26	238	38	147	384	41	125	180	42	-
		36%	33%	30%	34%	46%	35%	32%	33%	37%	34%	31%	30%	30%	-%
Don't Know (DO NOT READ OUT)		11	-	1	-	1	*	1	*	8	-	*	*	-	-
		1%	-%	1%	-%	2%	*%	1%	*%	1%	-%	*%	*%	-%	-%
NET: Satisfied		1459	159	92	208	40	539	96	334	792	88	290	445	93	*
		76%	81%	75%	78%	70%	79%	80%	75%	76%	71%	73%	73%	66%	54%
NET: Dissatisfied		132	12	15	14	7	50	8	32	76	12	37	50	23	-
		7%	6%	12%	5%	12%	7%	6%	7%	7%	10%	9%	8%	16%	-%
Answered		1903	196	121	265	55	680	118	443	1035	123	398	609	141	1
Mean score		1.0	1.1	.9	1.1	1.1	1.0	1.0	1.0	1.0	.9	.9	.9	.8	.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2073	573	523	163	2	1402	814	700	1223	937	27
Effective base		830	227	216	61	2	515	306	288	456	350	4
Weighted Base		1914	552	527	148	1	1156	704	702	1054	795	8
Very Dissatisfied	(-2)	42	10	12	2	-	27	10	15	22	9	-
		2%	2%	2%	1%	-%	2%	1%	2%	2%	1%	-%
Fairly Dissatisfied	(-1)	90	29	31	18	-	55	44	33	57	32	-
		5%	5%	6%	12%	-%	5%	6%	5%	5%	4%	-%
Neither Satisfied Nor Dissatisfied	(0)	312	74	79	7	1	190	126	91	166	148	*
		16%	13%	15% c	5%	68%	16%	18%	13%	16%	19%	3%
Fairly Satisfied	(1)	765	262	231	78	*	445	307	318	428	316	1
		40%	48%	44%	52%	32%	38%	44%	45%	41%	40%	13%
Very Satisfied	(2)	694	174	174	43	-	430	215	244	374	287	7
		36%	32%	33%	29%	-%	37%	31%	35%	35%	36%	83%
Don't Know (DO NOT READ OUT)		11	2	*	-	-	8	1	*	7	2	-
		1%	*%	*%	-%	-%	1%	*%	*%	1%	*%	-%
NET: Satisfied		1459	436	405	120	*	875	523	562	802	603	8
		76%	79%	77%	82%	32%	76%	74%	80%	76%	76%	97%
NET: Dissatisfied		132	39	43	20	-	83	54	48	79	42	-
		7%	7%	8%	14%	-%	7%	8%	7%	8%	5%	-%
Answered		1903	550	527	148	1	1148	703	702	1048	793	8
Mean score		1.0	1.0	1.0	1.0	.3	1.0	1.0	1.1	1.0	1.1	1.8

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2073	370	338	348	69	44	1050	874	118	58	57	22
Effective base		830	142	146	138	34	21	384	327	43	16	24	6
Weighted Base		1914	347	352	337	91	53	887	741	101	40	47	14
Very Dissatisfied	(-2)	42	6	7	5	1	*	12	12	6	*	*	-
		2%	2%	2%	1%	1%	*%	1%	2%	6%	*%	*%	-%
Fairly Dissatisfied	(-1)	90	25	6	21	10	12	48	27	8	9	2	3
		5%	7% b	2%	6%	11% b	23% abc	5%	4%	8%	23%	4%	22%
Neither Satisfied Nor Dissatisfied	(0)	312	50	51	37	5	1	131	138	13	7	10	6
		16%	14%	15%	11%	5%	1%	15%	19%	13%	18%	22%	44%
Fairly Satisfied	(1)	765	156	159	158	39	32	380	292	37	13	25	2
		40%	45%	45%	47%	43%	60%	43%	39%	37%	33%	52%	18%
Very Satisfied	(2)	694	109	128	116	36	8	309	269	36	11	10	2
		36%	32%	36%	34%	40%	15%	35%	36%	36%	26%	20%	15%
Don't Know (DO NOT READ OUT)		11	*	*	*	-	-	6	2	*	-	*	-
		1%	*%	*%	*%	-%	-%	1%	*%	*%	-%	1%	-%
NET: Satisfied		1459	266	288	274	75	40	689	561	74	24	34	5
		76%	77%	82%	81%	83%	75%	78%	76%	73%	59%	73%	34%
NET: Dissatisfied		132	31	13	26	11	12	61	39	14	9	2	3
		7%	9%	4%	8%	12%	24% abc	7%	5%	14%	23%	4%	22%
Answered		1903	347	352	337	91	53	881	739	101	40	46	14
Mean score		1.0	1.0	1.1 e	1.1	1.1	.7	1.0	1.1	.9	.6	.9	.3

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base		830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base		1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
Very Dissatisfied	(-2)	42	30	18	31	31	21	21	31	5	-	12	26	33	9
		2%	2%	2%	2%	3%	2%	3%	2%	3%	-%	1%	26% a	7% b	1%
Fairly Dissatisfied	(-1)	90	79	57	86	55	51	49	80	16	-	32	27	45	45
		5%	5%	6%	5%	5%	5%	6%	5%	8%	-%	2%	28% a	9% b	3%
Neither Satisfied Nor Dissatisfied	(0)	312	276	153	284	146	153	118	290	37	-	160	22	110	202
		16%	17%	16%	17%	13%	14%	15%	17%	19%	-%	10%	23% a	23% b	14%
Fairly Satisfied	(1)	765	659	382	692	464	446	320	684	78	2	705	16	199	566
		40%	40%	39%	40%	42%	41%	39%	40%	40%	51%	44% b	17%	41%	40%
Very Satisfied	(2)	694	600	370	614	397	406	302	618	58	2	674	6	101	593
		36%	36%	38%	36%	36%	38%	37%	36%	30%	49%	42% b	6%	21%	42% a
Don't Know (DO NOT READ OUT)		11	8	1	8	*	1	1	8	-	-	9	-	*	10
		1%	*%	*%	*%	*%	*%	*%	*%	-%	-%	1%	-%	*%	1%
NET: Satisfied		1459	1259	752	1307	861	852	622	1302	137	4	1379	22	300	1159
		76%	76%	77%	76%	79%	79%	77%	76%	70%	100%	87% b	23%	61%	81% a
NET: Dissatisfied		132	109	74	117	86	72	70	111	21	-	43	53	78	54
		7%	7%	8%	7%	8%	7%	9%	7%	11%	-%	3%	55% a	16% b	4%
Answered		1903	1644	979	1708	1093	1077	809	1704	195	4	1582	97	487	1415
Mean score		1.0	1.0	1.1	1.0	1.0	1.1	1.0	1.0	.9	1.5	1.3 b	-.5	.6	1.2 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base		830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base		1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
Very Dissatisfied	(-2)	42	11	*	5	7	15	17	11	6	7	26	28	14
		2%	3%	1%	4%	2%	7%	1%	2%	3%	4%	2%	4%	1%
							bc						b	
Fairly Dissatisfied	(-1)	90	13	3	6	16	7	51	32	15	10	64	29	61
		5%	4%	18%	5%	6%	3%	4%	6%	8%	5%	4%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	312	44	3	18	43	21	200	91	30	43	221	114	198
		16%	13%	20%	15%	15%	11%	17%	17%	16%	22%	15%	16%	17%
Fairly Satisfied	(1)	765	138	5	53	113	91	462	202	86	81	578	289	476
		40%	40%	29%	45%	39%	46%	40%	38%	45%	41%	40%	39%	40%
Very Satisfied	(2)	694	135	5	36	110	65	430	191	55	58	550	268	426
		36%	39%	31%	30%	38%	33%	37%	36%	29%	29%	38%	37%	36%
Don't Know (DO NOT READ OUT)		11	1	-	-	1	-	10	1	*	*	10	4	7
		1%	*%	-%	-%	*%	-%	1%	*%	*%	*%	1%	1%	1%
NET: Satisfied		1459	273	9	89	223	156	892	393	141	139	1128	557	901
		76%	80%	60%	76%	77%	79%	76%	75%	73%	70%	78%	76%	76%
NET: Dissatisfied		132	24	3	11	23	22	68	43	20	17	90	57	75
		7%	7%	20%	9%	8%	11%	6%	8%	11%	9%	6%	8%	6%
Answered		1903	341	16	117	289	199	1159	527	191	199	1439	728	1175
Mean score		1.0	1.1	.7	.9	1.1	.9	1.1	1.0	.9	.9	1.1	1.0	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 134 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2073	449	567	555	502	1016	1057
Effective base		830	169	212	210	256	376	461
Weighted Base		1914	474	478	478	484	952	962
Very Dissatisfied	(-2)	42	12	9	9	12	21	21
		2%	3%	2%	2%	3%	2%	2%
Fairly Dissatisfied	(-1)	90	34	20	18	18	54	36
		5%	7%	4%	4%	4%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	312	72	86	58	96	158	154
		16%	15%	18%	12%	20%	17%	16%
						c		
Fairly Satisfied	(1)	765	198	190	197	179	388	376
		40%	42%	40%	41%	37%	41%	39%
Very Satisfied	(2)	694	156	167	195	175	323	370
		36%	33%	35%	41%	36%	34%	39%
Don't Know (DO NOT READ OUT)		11	1	6	*	3	7	4
		1%	*%	1%	*%	1%	1%	*%
NET: Satisfied		1459	354	357	392	354	712	747
		76%	75%	75%	82%	73%	75%	78%
					d			
NET: Dissatisfied		132	47	28	27	30	75	57
		7%	10%	6%	6%	6%	8%	6%
Answered		1903	473	472	478	480	945	958
Mean score		1.0	1.0	1.0	1.2	1.0	1.0	1.1
					a			

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2073	1047	1026	1473	338	76	186	600
Effective base		830	411	432	764	207	32	110	264
Weighted Base		1914	813	1100	1830	70	9	5	84
Very Dissatisfied	(-2)	37	15	22	36	1	*	*	1
		2%	2%	2%	2%	1%	2%	1%	1%
Fairly Dissatisfied	(-1)	91	32	59	89	1	*	*	2
		5%	4%	5%	5%	2%	3%	1%	2%
					e				
Neither Satisfied Nor Dissatisfied	(0)	240	112	128	230	10	1	*	11
		13%	14%	12%	13%	14%	9%	9%	13%
Fairly Satisfied	(1)	783	335	448	749	29	3	2	34
		41%	41%	41%	41%	42%	31%	37%	40%
Very Satisfied	(2)	749	309	440	714	28	5	2	35
		39%	38%	40%	39%	39%	52%	52%	41%
								ab	
Don't Know (DO NOT READ OUT)		13	9	4	11	1	*	*	1
		1%	1%	*%	1%	2%	3%	*%	2%
NET: Satisfied		1532	645	888	1464	57	7	4	69
		80%	79%	81%	80%	81%	83%	89%	82%
								a	
NET: Dissatisfied		128	47	81	125	2	*	*	3
		7%	6%	7%	7%	3%	5%	2%	3%
					de				
Answered		1901	805	1096	1818	69	9	5	82
Mean score		1.1	1.1	1.1	1.1	1.2	1.3	1.4	1.2
								ab	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2073	852	416	205	207	207	186	1473	338	262
Effective base		830	455	215	123	130	108	110	764	207	69
Weighted Base		1914	1191	476	163	44	35	5	1830	70	13
Very Dissatisfied	(-2)	37	20	14	2	*	1	*	36	1	*
		2%	2%	3%	1%	1%	2%	1%	2%	1%	2%
Fairly Dissatisfied	(-1)	91	50	32	7	1	*	*	89	1	*
		5%	4%	7% efh	4%	3%	1%	1%	5%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	240	155	64	11	6	4	*	230	10	1
		13%	13%	13%	7%	15% c	11%	9%	13%	14%	9%
Fairly Satisfied	(1)	783	478	201	70	19	13	2	749	29	4
		41%	40%	42%	43%	43%	38%	37%	41%	42%	33%
Very Satisfied	(2)	749	477	166	71	16	16	2	714	28	7
		39%	40%	35%	44%	37%	46%	52% abdgh	39%	39%	52% bdg
Don't Know (DO NOT READ OUT)		13	10	*	1	1	1	*	11	1	*
		1%	1%	*%	1%	2%	2% b	*%	1%	2%	2%
NET: Satisfied		1532	955	367	142	35	30	4	1464	57	11
		80%	80%	77%	87% b	80%	84%	89% abg	80%	81%	85%
NET: Dissatisfied		128	71	45	9	2	1	*	125	2	1
		7%	6%	10% efh	6%	4%	3%	2%	7% f	3%	4%
Answered		1901	1181	476	162	43	34	5	1818	69	13
Mean score		1.1	1.1	1.0	1.2 b	1.1	1.3 b	1.4 abdgh	1.1	1.2 b	1.3 b

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2073	792	237	79	49	200
Effective base		830	436	99	27	8	34
Weighted Base		1914	1153	224	36	19	57
Very Dissatisfied	(-2)	37	21	9	*	-	1
		2%	2%	4%	1%	-%	1%
Fairly Dissatisfied	(-1)	91	55	19	*	3	*
		5%	5%	9%	*%	15%	1%
						e	
Neither Satisfied Nor Dissatisfied	(0)	240	154	28	1	2	3
		13%	13%	13%	4%	9%	6%
Fairly Satisfied	(1)	783	465	99	17	4	24
		41%	40%	44%	46%	22%	42%
Very Satisfied	(2)	749	452	68	18	10	28
		39%	39%	30%	50%	52%	50%
							b
Don't Know (DO NOT READ OUT)		13	5	-	-	*	*
		1%	*%	-%	-%	1%	1%
NET: Satisfied		1532	918	167	35	14	52
		80%	80%	75%	96%	74%	92%
					ab		b
NET: Dissatisfied		128	76	29	*	3	1
		7%	7%	13%	1%	15%	2%
				ae			
Answered		1901	1147	224	36	19	56
Mean score		1.1	1.1	.9	1.4	1.1	1.4
			b		b		b

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base		830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base		1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
Very Dissatisfied	(-2)	37	*	1	12	-	1	9	3	5	1	34	2	1	*
		2%	*%	1%	4%	-%	1%	3%	1%	4%	1%	2%	2%	2%	*%
					m			m		m					
Fairly Dissatisfied	(-1)	91	14	11	13	*	6	16	4	8	8	80	5	4	2
		5%	9%	7%	4%	*%	4%	6%	2%	6%	5%	5%	4%	5%	4%
			dg												
Neither Satisfied Nor Dissatisfied	(0)	240	9	20	50	4	20	44	21	19	30	217	9	11	3
		13%	6%	13%	16%	5%	13%	15%	8%	14%	21%	13%	8%	14%	9%
					ak			a			adgkm				
Fairly Satisfied	(1)	783	61	45	122	38	76	110	123	55	60	690	47	32	14
		41%	38%	29%	39%	43%	50%	39%	49%	39%	42%	41%	41%	42%	37%
							b		b			b		b	
Very Satisfied	(2)	749	73	77	113	45	48	103	96	52	44	652	51	29	18
		39%	46%	50%	36%	52%	32%	36%	39%	37%	31%	39%	45%	37%	47%
				ei		ei							e		ei
Don't Know (DO NOT READ OUT)		13	2	*	3	-	1	*	3	1	-	11	*	*	1
		1%	1%	*%	1%	-%	1%	*%	1%	1%	-%	1%	*%	1%	3%
NET: Satisfied		1532	134	122	235	83	124	213	219	107	104	1341	98	61	32
		80%	84%	79%	75%	95%	81%	75%	88%	76%	73%	80%	86%	79%	85%
						bcefhijl			cfi				cfi		
NET: Dissatisfied		128	14	12	25	*	7	26	7	14	9	114	7	5	2
		7%	9%	8%	8%	*%	5%	9%	3%	10%	6%	7%	6%	7%	4%
			d					d		d					
Answered		1901	158	154	309	88	151	282	248	140	143	1673	115	76	37
Mean score		1.1	1.2	1.2	1.0	1.5	1.1	1.0	1.2	1.0	1.0	1.1	1.2	1.1	1.3
						cefhijl									cfhijl

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		2073	73	169	18	233	296	111	139	947	1625	448	1884	189
Effective base		830	28	68	6	87	121	49	58	420	657	184	781	58
Weighted Base		1914	67	166	13	225	392	63	130	747	1586	328	1832	82
Very Dissatisfied	(-2)	37	4	5	-	3	5	3	2	15	26	11	37	*
		2%	6%	3%	-%	1%	1%	4%	2%	2%	2%	3%	2%	*%
Fairly Dissatisfied	(-1)	91	2	8	-	7	8	1	10	42	80	11	88	3
		5%	3%	5%	-%	3%	2%	1%	7%	6%	5%	3%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	240	6	23	-	31	40	4	18	100	210	31	229	11
		13%	10%	14%	-%	14%	10%	6%	14%	13%	13%	9%	13%	14%
Fairly Satisfied	(1)	783	28	70	7	96	146	29	63	291	643	141	753	30
		41%	43%	42%	58%	43%	37%	47%	49%	39%	41%	43%	41%	37%
Very Satisfied	(2)	749	26	59	5	87	193	26	35	291	617	132	712	37
		39%	38%	36%	40%	39%	49% gh	40%	27%	39%	39%	40%	39%	45%
Don't Know (DO NOT READ OUT)		13	-	*	*	2	*	1	2	8	10	3	12	*
		1%	-%	*%	3%	1%	*%	1%	1%	1%	1%	1%	1%	1%
NET: Satisfied		1532	54	129	13	183	339	55	98	582	1260	272	1465	67
		80%	81%	78%	97%	81%	86% h	87%	76%	78%	79%	83%	80%	82%
NET: Dissatisfied		128	6	14	-	9	12	3	12	57	106	22	125	3
		7%	9%	8%	-%	4%	3%	6%	9%	8%	7%	7%	7%	3%
Answered		1901	67	166	13	224	392	63	128	739	1576	325	1819	81
Mean score		1.1	1.0	1.0	1.4	1.2	1.3 bgh	1.2	.9	1.1	1.1	1.1	1.1	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2073	2023	50	1289	373	408
Effective base		830	805	25	529	122	179
Weighted Base		1914	1861	52	1228	261	424
Very Dissatisfied	(-2)	37	37	-	13	13	12
		2%	2%	-%	1%	5% a	3%
Fairly Dissatisfied	(-1)	91	89	2	49	16	26
		5%	5%	4%	4%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	240	233	7	149	31	61
		13%	13%	14%	12%	12%	14%
Fairly Satisfied	(1)	783	757	26	520	97	166
		41%	41%	50%	42%	37%	39%
Very Satisfied	(2)	749	733	17	485	103	160
		39%	39%	32%	40%	39%	38%
Don't Know (DO NOT READ OUT)		13	12	*	12	*	-
		1%	1%	1%	1%	*%	-%
NET: Satisfied		1532	1490	43	1005	200	326
		80%	80%	82%	82%	77%	77%
NET: Dissatisfied		128	126	2	62	29	37
		7%	7%	4%	5%	11% a	9%
Answered		1901	1849	52	1216	260	424
Mean score		1.1	1.1	1.1	1.2	1.0	1.0

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base		830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base		1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
Very Dissatisfied	(-2)	37	27	10	-	-	-	-	-	-	37	-	-	9	18	10
		2%	2%	5% a	-%	-%	-%	-%	-%	-%	2%	-%	-%	1%	3%	4% a
Fairly Dissatisfied	(-1)	91	76	11	1	-	2	-	-	*	87	4	2	32	44	15
		5%	5%	6%	4%	-%	31%	-%	-%	*%	5%	7%	11%	3%	6% a	6%
Neither Satisfied Nor Dissatisfied	(0)	240	216	18	5	-	1	*	*	-	234	6	1	139	77	24
		13%	13%	9%	16%	-%	14%	48%	5%	-%	13%	11%	6%	14%	11%	9%
Fairly Satisfied	(1)	783	694	71	13	1	4	*	*	*	765	18	5	394	300	89
		41%	42%	35%	44%	7%	46%	44%	5%	13%	41%	34%	21%	40%	44%	35%
Very Satisfied	(2)	749	632	92	11	12	*	*	*	2	724	26	15	393	238	118
		39%	38%	46%	36%	93%	6%	8%	90%	87%	39%	47%	62%	40%	35%	46% b
Don't Know (DO NOT READ OUT)		13	13	-	-	-	*	-	-	-	13	*	*	11	1	*
		1%	1%	-%	-%	-%	3%	-%	-%	-%	1%	*%	1%	1%	*%	*%
NET: Satisfied		1532	1326	163	24	13	4	*	*	2	1488	44	19	788	538	206
		80%	80%	80%	80%	100%	51%	52%	95%	100%	80%	81%	83%	80%	79%	81%
NET: Dissatisfied		128	103	21	1	-	2	-	-	*	124	4	2	41	62	25
		7%	6%	11%	4%	-%	31%	-%	-%	*%	7%	7%	11%	4%	9% a	10% a
Answered		1901	1645	202	31	13	8	*	*	2	1847	54	23	968	677	256
Mean score		1.1	1.1	1.1	1.1	1.9	.3	.6	1.8	1.9	1.1	1.2	1.4	1.2 b	1.0	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base		830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base		1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
Very Dissatisfied	(-2)	37	18	19	27	27	2	11	23	3	1	-	-	-	-
		2%	2%	3%	2%	3%	1%	3%	2%	3%	2%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	91	58	48	70	44	19	41	64	2	2	-	-	*	1
		5%	5%	7%	5%	5%	9%	10% ac	5%	2%	4%	-%	-%	2%	21%
Neither Satisfied Nor Dissatisfied	(0)	240	133	94	167	83	19	33	156	6	1	2	*	1	*
		13%	11%	13%	12%	10%	8%	8%	13%	7%	1%	7%	*%	12%	5%
Fairly Satisfied	(1)	783	469	305	580	340	101	148	516	32	17	7	*	4	2
		41%	40%	42%	41%	42%	44%	36%	42%	36%	36%	30%	6%	36%	42%
Very Satisfied	(2)	749	474	258	563	304	86	175	462	45	26	15	7	6	2
		39%	41%	36%	40%	38%	38%	43%	38%	51%	57%	64%	94%	50%	32%
Don't Know (DO NOT READ OUT)		13	8	1	8	2	*	1	7	*	*	-	-	-	-
		1%	1%	*%	1%	*%	*%	*%	1%	1%	1%	-%	-%	-%	-%
NET: Satisfied		1532	943	563	1143	644	187	322	978	77	43	23	7	10	4
		80%	81%	78%	81%	80%	82%	79%	80%	87%	93%	93%	100%	86%	74%
NET: Dissatisfied		128	76	67	97	71	21	52	88	5	3	-	-	*	1
		7%	7%	9%	7%	9%	9%	13% ac	7%	5%	6%	-%	-%	2%	21%
Answered		1901	1151	724	1406	798	227	408	1223	88	47	24	7	12	6
Mean score		1.1	1.1 b	1.0	1.1	1.1	1.1	1.1	1.1	1.3	1.4	1.6	1.9	1.3	.9

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base		830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base		1914	717	37	21	12	5	3	5	14	633	286	347	129	20
Very Dissatisfied	(-2)	37	27	-	-	-	-	-	-	-	7	3	3	14	-
		2%	4%	-%	-%	-%	-%	-%	-%	-%	1%	1%	1%	11% abc	-%
Fairly Dissatisfied	(-1)	91	37	-	4	*	1	*	2	3	15	27	11	16	*
		5%	5%	-%	20%	*%	15%	*%	35%	19% a	2%	9% ac	3%	12% ac	2%
Neither Satisfied Nor Dissatisfied	(0)	240	75	5	2	1	-	*	-	*	83	26	43	14	1
		13%	11%	15%	10%	4%	-%	5%	-%	1%	13%	9%	12%	11%	5%
Fairly Satisfied	(1)	783	324	8	2	4	1	*	2	3	265	90	171	48	5
		41%	45% c	21%	9%	29%	13%	15%	32%	21%	42%	32%	49% b	38%	26%
Very Satisfied	(2)	749	252	23	13	8	4	2	2	8	256	139	119	36	14
		39%	35%	64% a	62%	66%	72%	80%	33%	59%	40%	49% cd	34%	28%	67% cd
Don't Know (DO NOT READ OUT)		13	2	-	-	-	-	-	-	-	6	1	-	*	*
		1%	*%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	*%
NET: Satisfied		1532	576	31	15	12	5	3	3	11	521	229	290	85	19
		80%	80%	85%	70%	95%	85%	94%	65%	80%	82% d	80% d	84% d	66%	93%
NET: Dissatisfied		128	64	-	4	*	1	*	2	3	23	30	14	30	*
		7%	9%	-%	20%	*%	15%	*%	35%	19%	4%	10% ac	4%	23% abc	2%
Answered		1901	715	37	21	12	5	3	5	14	626	284	347	128	20
Mean score		1.1	1.0	1.5	1.1	1.6	1.4	1.7	.6	1.2	1.2 d	1.2 d	1.1 d	.6	1.6 d

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base		830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base		1914	344	174	208	59	14	550	52	197	1798	116	1359	56
Very Dissatisfied	(-2)	37	14	2	-	10	1	19	-	8	27	10	27	*
		2%	4%	1%	-%	17% abc	7%	3%	-%	4%	2%	9% a	2%	*%
Fairly Dissatisfied	(-1)	91	16	21	5	2	-	30	4	10	77	14	56	13
		5%	5%	12% ac	2%	3%	-%	5%	8%	5%	4%	12% a	4%	23% a
Neither Satisfied Nor Dissatisfied	(0)	240	43	10	22	9	*	63	4	16	230	11	164	3
		13%	12%	6%	10%	15%	2%	12%	8%	8%	13%	9%	12%	6%
Fairly Satisfied	(1)	783	168	63	83	20	6	219	21	99	752	31	570	10
		41%	49%	36%	40%	34%	42%	40%	41%	50%	42%	27%	42% b	18%
Very Satisfied	(2)	749	102	79	99	19	7	219	22	63	699	50	534	29
		39%	30%	45% a	47% a	31%	49%	40%	43%	32%	39%	43%	39%	53%
Don't Know (DO NOT READ OUT)		13	2	*	-	-	-	*	-	2	13	-	8	*
		1%	1%	*%	-%	-%	-%	*%	-%	1%	1%	-%	1%	*%
NET: Satisfied		1532	270	141	182	39	13	438	43	162	1451	81	1104	39
		80%	78%	81%	87% d	65%	91%	80%	84%	82%	81%	70%	81%	70%
NET: Dissatisfied		128	30	23	5	12	1	49	4	18	104	24	83	13
		7%	9% c	13% c	2%	20% c	7%	9%	8%	9%	6%	21% a	6%	24% a
Answered		1901	343	174	208	59	14	550	52	196	1785	116	1351	55
Mean score		1.1	1.0	1.1 d	1.3 ad	.6	1.3	1.1	1.2	1.0	1.1 b	.8	1.1	1.0

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base		830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base		1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
Very Dissatisfied	(-2)	37	5	8	11	*	19	8	4	18	*	8	19	9	-
		2%	3%	6%	4%	*%	3%	7%	1%	2%	*%	2%	3%	6%	-%
Fairly Dissatisfied	(-1)	91	9	14	12	12	33	11	46	46	14	38	33	20	*
		5%	5%	11%	5%	22% a	5%	9%	10% b	4%	11%	10%	5%	14% b	46%
Neither Satisfied Nor Dissatisfied	(0)	240	16	13	27	7	71	12	48	117	16	50	77	13	-
		13%	8%	11%	10%	12%	10%	10%	11%	11%	13%	13%	13%	9%	-%
Fairly Satisfied	(1)	783	89	40	104	10	300	40	186	435	50	154	265	48	*
		41%	45%	33%	39%	17%	44%	34%	42%	42%	40%	39%	44%	34%	54%
Very Satisfied	(2)	749	77	47	110	28	256	49	159	421	43	148	215	51	-
		39%	39%	38%	42%	49%	38%	41%	36%	40%	35%	37%	35%	36%	-%
Don't Know (DO NOT READ OUT)		13	-	-	*	*	2	-	1	7	-	1	*	-	-
		1%	-%	-%	*%	*%	*%	-%	*%	1%	-%	*%	*%	-%	-%
NET: Satisfied		1532	166	87	215	37	555	89	345	855	93	302	480	99	*
		80%	84%	71%	81%	65%	82%	74%	78%	82%	75%	76%	79%	70%	54%
NET: Dissatisfied		128	14	22	23	12	52	19	50	64	14	46	52	29	*
		7%	7%	18%	9%	22%	8%	16%	11% b	6%	11%	12%	9%	21% b	46%
Answered		1901	196	122	265	57	679	120	443	1036	123	398	609	141	1
Mean score		1.1	1.1	.9	1.1	.9	1.1	.9	1.0	1.2	1.0	1.0	1.0	.8	.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2073	573	523	163	2	1402	814	700	1223	937	27
Effective base		830	227	216	61	2	515	306	288	456	350	4
Weighted Base		1914	552	527	148	1	1156	704	702	1054	795	8
Very Dissatisfied	(-2)	37	16	20	5	-	18	19	15	22	14	-
		2%	3%	4%	3%	-%	2%	3%	2%	2%	2%	-%
Fairly Dissatisfied	(-1)	91	37	31	17	-	58	46	29	46	38	-
		5%	7%	6%	12%	-%	5%	6%	4%	4%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	240	57	59	7	1	132	92	74	120	96	*
		13%	10%	11%	5%	68%	11%	13%	10%	11%	12%	*%
Fairly Satisfied	(1)	783	237	232	64	*	467	302	313	443	325	1
		41%	43%	44%	43%	32%	40%	43%	45%	42%	41%	17%
Very Satisfied	(2)	749	204	185	54	-	473	244	270	419	317	7
		39%	37%	35%	37%	-%	41%	35%	38%	40%	40%	82%
Don't Know (DO NOT READ OUT)		13	2	*	-	-	8	1	1	4	5	-
		1%	*%	*%	-%	-%	1%	*%	*%	*%	1%	-%
NET: Satisfied		1532	441	417	119	*	940	546	583	862	642	8
		80%	80%	79%	80%	32%	81%	78%	83%	82%	81%	100%
NET: Dissatisfied		128	53	51	22	-	76	65	44	68	52	-
		7%	10%	10%	15%	-%	7%	9%	6%	6%	7%	-%
Answered		1901	550	527	148	1	1148	703	700	1051	789	8
Mean score		1.1	1.0	1.0	1.0	.3	1.1 b	1.0	1.1	1.1	1.1	1.8

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2073	370	338	348	69	44	1050	874	118	58	57	22
Effective base		830	142	146	138	34	21	384	327	43	16	24	6
Weighted Base		1914	347	352	337	91	53	887	741	101	40	47	14
Very Dissatisfied	(-2)	37	12	2	8	5	5	19	17	8	-	4	-
		2%	3%	1%	2%	5%	9%	2%	2%	8%	-%	9%	-%
						b	b						
Fairly Dissatisfied	(-1)	91	18	5	20	9	7	33	29	9	13	6	-
		5%	5%	1%	6%	10%	14%	4%	4%	9%	32%	12%	-%
					b	b	b				a		
Neither Satisfied Nor Dissatisfied	(0)	240	37	34	29	2	*	89	94	8	3	4	3
		13%	11%	10%	9%	2%	*%	10%	13%	7%	6%	8%	22%
Fairly Satisfied	(1)	783	143	170	148	35	32	381	303	34	13	16	3
		41%	41%	48%	44%	39%	60%	43%	41%	34%	33%	33%	19%
Very Satisfied	(2)	749	137	140	130	40	9	363	293	42	11	17	8
		39%	39%	40%	39%	44%	17%	41%	40%	42%	28%	36%	60%
			e	e		e							
Don't Know (DO NOT READ OUT)		13	*	*	1	-	-	3	5	-	*	*	-
		1%	*%	*%	*%	-%	-%	*%	1%	-%	1%	1%	-%
NET: Satisfied		1532	280	311	279	75	41	744	596	77	24	32	11
		80%	81%	88%	83%	83%	77%	84%	80%	76%	61%	69%	78%
NET: Dissatisfied		128	30	7	28	13	12	52	46	17	13	10	-
		7%	9%	2%	8%	15%	23%	6%	6%	17%	32%	21%	-%
			b		b	b	abc						
Answered		1901	347	352	336	91	53	884	736	101	40	46	14
Mean score		1.1	1.1	1.3	1.1	1.1	.6	1.2	1.1	.9	.6	.8	1.4
				e	e								

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base		830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base		1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
Very Dissatisfied	(-2)	37	27	18	32	28	19	9	32	9	-	*	24	31	6
		2%	2%	2%	2%	3%	2%	1%	2%	4%	-%	*%	25% a	6% b	*%
Fairly Dissatisfied	(-1)	91	87	52	90	66	56	51	81	14	-	20	32	69	22
		5%	5%	5%	5%	6%	5%	6%	5%	7%	-%	1%	33% a	14% b	2%
Neither Satisfied Nor Dissatisfied	(0)	240	210	104	214	121	121	89	218	23	*	125	23	88	152
		13%	13%	11%	12%	11%	11%	11%	13%	12%	1%	8%	23% a	18% b	11%
Fairly Satisfied	(1)	783	668	399	699	446	454	332	699	78	2	714	9	180	603
		41%	40%	41%	41%	41%	42%	41%	41%	40%	35%	45% b	10%	37%	42%
Very Satisfied	(2)	749	651	404	673	429	426	327	672	72	3	722	8	120	629
		39%	39%	41%	39%	39%	40%	40%	39%	37%	64%	45% b	9%	25%	44% a
Don't Know (DO NOT READ OUT)		13	8	4	8	1	2	3	9	-	-	10	*	1	12
		1%	*%	*%	*%	*%	*%	*%	1%	-%	-%	1%	*%	*%	1%
NET: Satisfied		1532	1320	802	1372	876	880	658	1372	150	4	1436	18	300	1233
		80%	80%	82%	80%	80%	82%	81%	80%	77%	99%	90% b	18%	61%	86% a
NET: Dissatisfied		128	114	70	122	94	75	60	113	23	-	20	57	99	29
		7%	7%	7%	7%	9%	7%	7%	7%	12%	-%	1%	58% a	20% b	2%
Answered		1901	1644	976	1708	1091	1076	808	1702	195	4	1581	97	487	1414
Mean score		1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.0	1.6	1.4 b	-.6	.6	1.3 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base		830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base		1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
Very Dissatisfied	(-2)	37	11	*	1	16	7	18	12	11	12	14	15	22
		2%	3%	1%	1%	5%	4%	2%	2%	6% c	6% c	1%	2%	2%
Fairly Dissatisfied	(-1)	91	27	2	16	21	10	49	32	12	26	50	42	49
		5%	8%	12%	14%	7%	5%	4%	6%	6%	13% c	3%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	240	29	1	7	31	14	167	59	27	22	175	83	157
		13%	9%	9%	6%	11%	7%	14%	11%	14%	11%	12%	11%	13%
Fairly Satisfied	(1)	783	128	5	50	103	86	478	211	68	62	635	281	502
		41%	37%	29%	42%	35%	43%	41%	40%	36%	31%	44% b	38%	43%
Very Satisfied	(2)	749	147	8	43	120	79	449	213	72	77	565	307	442
		39%	43%	49%	37%	41%	40%	38%	40%	38%	38%	39%	42%	37%
Don't Know (DO NOT READ OUT)		13	*	-	*	-	3	9	1	*	2	11	5	8
		1%	*%	-%	*%	-%	1%	1%	*%	*%	1%	1%	1%	1%
NET: Satisfied		1532	275	12	93	223	165	927	424	141	138	1200	588	945
		80%	80%	78%	79%	77%	83%	79%	80%	74%	69%	83% ab	80%	80%
NET: Dissatisfied		128	37	2	17	37	17	67	44	23	38	64	57	71
		7%	11%	12%	15%	13%	9%	6%	8%	12% c	19% c	4%	8%	6%
Answered		1901	342	16	117	291	196	1161	527	191	198	1439	727	1174
Mean score		1.1	1.1	1.1	1.0	1.0	1.1	1.1	1.1	.9	.8	1.2 ab	1.1	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 135 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2073	449	567	555	502	1016	1057
Effective base		830	169	212	210	256	376	461
Weighted Base		1914	474	478	478	484	952	962
Very Dissatisfied	(-2)	37	1	18	8	9	19	18
		2%	*%	4%	2%	2%	2%	2%
				a				
Fairly Dissatisfied	(-1)	91	33	30	11	17	63	28
		5%	7%	6%	2%	3%	7%	3%
			c	c			b	
Neither Satisfied Nor Dissatisfied	(0)	240	50	58	50	82	109	132
		13%	11%	12%	10%	17%	11%	14%
						c		
Fairly Satisfied	(1)	783	211	163	219	190	375	409
		41%	45%	34%	46%	39%	39%	43%
			b		b			
Very Satisfied	(2)	749	175	199	189	186	374	375
		39%	37%	42%	40%	38%	39%	39%
Don't Know (DO NOT READ OUT)		13	3	9	1	*	12	1
		1%	1%	2%	*%	*%	1%	*%
							b	
NET: Satisfied		1532	386	363	408	376	749	784
		80%	81%	76%	85%	78%	79%	81%
					bd			
NET: Dissatisfied		128	34	48	19	26	83	45
		7%	7%	10%	4%	5%	9%	5%
				c			b	
Answered		1901	471	469	477	483	940	961
Mean score		1.1	1.1	1.1	1.2	1.1	1.1	1.1

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2073	1047	1026	1473	338	76	186	600
Effective base		830	411	432	764	207	32	110	264
Weighted Base		1914	813	1100	1830	70	9	5	84
Very Dissatisfied	(-2)	13	4	9	12	-	*	*	*
		1%	*%	1%	1%	-%	1%	2%	*%
Fairly Dissatisfied	(-1)	43	15	28	42	1	*	*	1
		2%	2%	3%	2%	1%	*%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	551	338	214	532	18	1	1	20
		29%	41%	19%	29%	26%	12%	11%	24%
			b		cd	d			d
Fairly Satisfied	(1)	536	146	390	516	18	1	2	21
		28%	18%	35%	28%	25%	15%	35%	24%
				a				ce	
Very Satisfied	(2)	526	163	363	495	24	5	2	31
		27%	20%	33%	27%	34%	60%	40%	37%
				a		a	abde	a	a
Don't Know (DO NOT READ OUT)		244	149	95	233	10	1	1	11
		13%	18%	9%	13%	14%	11%	12%	14%
			b						
NET: Satisfied		1063	309	754	1011	42	7	3	52
		56%	38%	69%	55%	59%	75%	75%	62%
				a			a	abe	
NET: Dissatisfied		56	19	37	55	1	*	*	1
		3%	2%	3%	3%	1%	2%	2%	1%
Answered		1670	665	1005	1597	61	8	4	72
Mean score		.9	.7	1.1	.9	1.1	1.5	1.3	1.1
				a		a	abe	a	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2073	852	416	205	207	207	186	1473	338	262
Effective base		830	455	215	123	130	108	110	764	207	69
Weighted Base		1914	1191	476	163	44	35	5	1830	70	13
Very Dissatisfied	(-2)	13	8	2	3	-	*	*	12	-	*
		1%	1%	*%	2%	-%	*%	2%	1%	-%	2%
Fairly Dissatisfied	(-1)	43	25	12	5	*	1	*	42	1	*
		2%	2%	2%	3%	*%	2%	1%	2%	1%	*%
Neither Satisfied Nor Dissatisfied	(0)	551	367	132	33	13	6	1	532	18	2
		29%	31%	28%	20%	30%	17%	11%	29%	26%	12%
			cefi	efi		efi			cefi	fi	
Fairly Satisfied	(1)	536	320	146	50	12	7	2	516	18	3
		28%	27%	31%	31%	28%	19%	35%	28%	25%	22%
				e	e			e	e		
Very Satisfied	(2)	526	328	116	51	13	16	2	495	24	7
		27%	28%	24%	31%	30%	46%	40%	27%	34%	53%
							abcdgh	abg		bg	abcdgh
Don't Know (DO NOT READ OUT)		244	143	69	20	5	6	1	233	10	2
		13%	12%	15%	13%	12%	16%	12%	13%	14%	12%
NET: Satisfied		1063	648	262	101	25	23	3	1011	42	10
		56%	54%	55%	62%	58%	65%	75%	55%	59%	75%
								abcdgh			abdgh
NET: Dissatisfied		56	33	13	8	*	1	*	55	1	*
		3%	3%	3%	5%	*%	2%	2%	3%	1%	2%
					dh						
Answered		1670	1048	407	143	39	30	4	1597	61	12
Mean score		.9	.9	.9	1.0	1.0	1.3	1.3	.9	1.1	1.4
							abcdgh	abcdg		abg	abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2073	792	237	79	49	200
Effective base		830	436	99	27	8	34
Weighted Base		1914	1153	224	36	19	57
Very Dissatisfied	(-2)	13	8	3	-	-	-
		1%	1%	1%	-%	-%	-%
Fairly Dissatisfied	(-1)	43	23	8	1	*	1
		2%	2%	3%	2%	*%	1%
Neither Satisfied Nor Dissatisfied	(0)	551	347	52	6	4	15
		29%	30%	23%	17%	23%	26%
Fairly Satisfied	(1)	536	329	75	14	5	11
		28%	29%	34%	39%	26%	19%
Very Satisfied	(2)	526	325	61	14	8	18
		27%	28%	27%	38%	42%	31%
Don't Know (DO NOT READ OUT)		244	121	25	2	2	13
		13%	10%	11%	4%	9%	22%
NET: Satisfied		1063	654	137	28	13	29
		56%	57%	61%	77%	68%	51%
					ae		
NET: Dissatisfied		56	31	11	1	*	1
		3%	3%	5%	2%	*%	1%
Answered		1670	1032	199	35	18	44
Mean score		.9	.9	.9	1.2	1.2	1.0

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base		830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base		1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
Very Dissatisfied	(-2)	13	5	-	5	-	-	2	*	*	-	11	1	*	*
		1%	3% jm	-%	1%	-%	-%	1%	*%	*%	-%	1%	*%	1%	*%
Fairly Dissatisfied	(-1)	43	-	5	3	2	5	16	-	2	5	37	3	2	*
		2%	-%	3%	1%	2%	4%	6% agm	-%	1%	4%	2%	3%	3%	*%
Neither Satisfied Nor Dissatisfied	(0)	551	54	54	90	18	42	85	46	39	46	474	36	27	14
		29%	34% g	35% g	29%	20%	28%	30%	18%	28%	32%	28%	31% g	36% dgj	38% dgj
Fairly Satisfied	(1)	536	33	37	90	29	53	83	84	39	36	484	28	16	8
		28%	21%	24%	29%	33%	35% lm	29%	34% l	28%	25%	29% l	24%	21%	21%
Very Satisfied	(2)	526	46	33	87	31	40	67	88	36	40	468	26	20	12
		27%	29%	22%	28%	35%	26%	24%	35% k	25%	28%	28%	23%	25%	33%
Don't Know (DO NOT READ OUT)		244	22	26	38	9	12	31	33	25	15	209	21	11	3
		13%	14%	17% m	12%	10%	8%	11%	13%	18% m	10%	12%	18% ejm	14%	7%
NET: Satisfied		1063	79	71	177	60	93	149	172	75	77	952	54	36	20
		56%	50%	46%	57%	68% abkl	61% kl	53%	69% abfjkl	53%	54%	57% kl	47%	47%	54%
NET: Dissatisfied		56	5	5	7	2	5	17	*	2	5	49	4	3	*
		3%	3%	3%	2%	2%	4%	6% gm	*%	1%	4%	3%	3%	4%	1%
Answered		1670	138	129	275	79	140	252	218	116	128	1475	94	66	35
Mean score		.9	.8	.8	.9	1.1 bfkl	.9	.8	1.2 abcefijklm	.9	.9	.9	.8	.8	.9

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

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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		2073	73	169	18	233	296	111	139	947	1625	448	1884	189
Effective base		830	28	68	6	87	121	49	58	420	657	184	781	58
Weighted Base		1914	67	166	13	225	392	63	130	747	1586	328	1832	82
Very Dissatisfied	(-2)	13	-	*	-	1	2	-	-	10	11	1	12	*
		1%	-%	*%	-%	*%	*%	-%	-%	1%	1%	*%	1%	*%
Fairly Dissatisfied	(-1)	43	*	*	-	3	2	*	17	16	38	5	43	*
		2%	*%	*%	-%	1%	*%	*%	13%	2%	2%	2%	2%	1%
									abdefh					
Neither Satisfied Nor Dissatisfied	(0)	551	19	67	3	50	88	16	33	243	473	78	534	18
		29%	29%	41%	27%	22%	22%	26%	25%	33%	30%	24%	29%	22%
				de						e				
Fairly Satisfied	(1)	536	16	52	5	60	107	17	37	201	426	110	510	27
		28%	24%	31%	38%	27%	27%	27%	29%	27%	27%	34%	28%	33%
Very Satisfied	(2)	526	23	34	4	81	143	19	32	169	446	80	494	32
		27%	34%	20%	33%	36%	36%	29%	25%	23%	28%	24%	27%	39%
						bh	bh							
Don't Know (DO NOT READ OUT)		244	9	13	*	30	51	11	11	109	192	52	239	5
		13%	13%	8%	2%	13%	13%	17%	9%	15%	12%	16%	13%	6%
NET: Satisfied		1063	39	86	9	141	250	36	69	370	872	190	1004	59
		56%	58%	52%	71%	63%	64%	56%	53%	49%	55%	58%	55%	71%
						h	h							a
NET: Dissatisfied		56	*	*	-	4	3	*	17	26	49	6	55	1
		3%	*%	*%	-%	2%	1%	*%	13%	3%	3%	2%	3%	1%
									abdefh					
Answered		1670	58	153	13	195	341	52	119	638	1394	275	1593	77
Mean score		.9	1.1	.8	1.1	1.1	1.1	1.0	.7	.8	.9	1.0	.9	1.2
						bgh	bgh							a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2073	2023	50	1289	373	408
Effective base		830	805	25	529	122	179
Weighted Base		1914	1861	52	1228	261	424
Very Dissatisfied	(-2)	13	13	-	8	5	*
		1%	1%	-%	1%	2%	*%
Fairly Dissatisfied	(-1)	43	41	2	24	9	10
		2%	2%	4%	2%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	551	530	21	348	61	142
		29%	28%	41%	28%	23%	34%
Fairly Satisfied	(1)	536	522	15	326	88	122
		28%	28%	28%	27%	34%	29%
Very Satisfied	(2)	526	518	8	351	77	97
		27%	28%	16%	29%	30%	23%
Don't Know (DO NOT READ OUT)		244	238	6	171	20	52
		13%	13%	11%	14%	8%	12%
NET: Satisfied		1063	1040	23	677	165	219
		56%	56%	44%	55%	63%	52%
						c	
NET: Dissatisfied		56	54	2	32	14	10
		3%	3%	4%	3%	5%	2%
Answered		1670	1623	46	1057	240	371
Mean score		.9	.9	.6	.9	.9	.8

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base		830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base		1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
Very Dissatisfied	(-2)	13	9	2	*	-	2	-	-	-	11	2	2	2	6	4
		1%	1%	1%	*%	-%	22%	-%	-%	-%	1%	3%	8% ai	*%	1%	1%
Fairly Dissatisfied	(-1)	43	38	5	*	-	1	-	-	-	43	1	1	19	19	5
		2%	2%	2%	*%	-%	7%	-%	-%	-%	2%	1%	2%	2%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	551	495	50	5	-	1	-	-	-	545	6	1	317	178	56
		29%	30%	25%	16%	-%	18%	-%	-%	-%	29%	11%	6%	32% c	26%	22%
Fairly Satisfied	(1)	536	458	57	10	5	4	*	*	2	515	21	11	245	212	79
		28%	28%	28%	33%	42%	44%	96%	10%	95%	28%	39%	48%	25%	31%	31%
Very Satisfied	(2)	526	434	69	15	7	1	*	*	*	503	23	8	250	184	92
		27%	26%	34%	48%	58%	9%	3%	90%	5%	27%	43%	36%	26%	27%	36% a
Don't Know (DO NOT READ OUT)		244	224	19	1	-	*	*	-	-	243	1	*	145	79	20
		13%	14%	9%	4%	-%	*%	1%	-%	-%	13%	2%	*%	15% c	12%	8%
NET: Satisfied		1063	891	127	25	13	4	*	*	2	1018	45	20	495	396	171
		56%	54%	63%	81%	100%	53%	99%	100%	100%	55%	82% ai	84%	51%	58% a	67% a
NET: Dissatisfied		56	47	6	*	-	2	-	-	-	53	2	2	22	25	9
		3%	3%	3%	*%	-%	29%	-%	-%	-%	3%	4%	10%	2%	4%	3%
Answered		1670	1433	183	30	13	8	*	*	2	1617	53	24	834	600	236
Mean score		.9	.9	1.0	1.3	1.6	.1	1.0	1.9	1.0	.9	1.2	1.0	.9	.9	1.1 a

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base		830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base		1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
Very Dissatisfied	(-2)	13	9	6	11	4	-	3	8	*	2	*	-	-	1
		1%	1%	1%	1%	*%	-%	1%	1%	*%	4%	*%	-%	-%	20%
Fairly Dissatisfied	(-1)	43	31	25	37	20	4	13	35	2	*	-	*	-	*
		2%	3%	4%	3%	2%	2%	3%	3%	2%	*%	-%	*%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	551	272	183	336	188	46	98	313	18	1	2	*	1	*
		29%	23%	25%	24%	23%	20%	24%	25% c	21%	2%	8%	5%	11%	3%
Fairly Satisfied	(1)	536	355	242	438	256	91	130	367	27	24	8	4	5	4
		28%	31%	33%	31%	32%	40% a	32%	30%	30%	50%	34%	48%	43%	68%
Very Satisfied	(2)	526	349	215	431	247	58	134	351	38	19	13	3	5	*
		27%	30%	30%	30%	31%	26%	33%	29%	43%	41%	54%	46%	46%	7%
Don't Know (DO NOT READ OUT)		244	144	53	162	87	28	31	157	4	1	1	-	-	*
		13%	12% b	7%	11% b	11%	12%	7%	13%	4%	2%	4%	-%	-%	*%
NET: Satisfied		1063	704	457	868	503	149	265	718	65	43	21	7	10	4
		56%	61%	63%	61%	63%	66%	65%	58%	73%	92% a	88%	94%	89%	75%
NET: Dissatisfied		56	40	32	48	23	4	16	43	2	2	*	*	-	1
		3%	3%	4%	3%	3%	2%	4%	3%	2%	4%	*%	*%	-%	22%
Answered		1670	1015	671	1252	714	199	378	1073	85	46	23	7	12	6
Mean score		.9	1.0	.9	1.0	1.0	1.0	1.0	.9	1.2	1.3	1.5	1.4	1.4	.4

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base		830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base		1914	717	37	21	12	5	3	5	14	633	286	347	129	20
Very Dissatisfied	(-2)	13	3	-	-	-	-	-	1	1	5	5	1	*	-
		1%	*%	-%	-%	-%	-%	-%	22%	8% a	1%	2%	*%	*%	-%
Fairly Dissatisfied	(-1)	43	17	*	-	2	*	-	-	*	16	8	4	9	-
		2%	2%	*%	-%	18% a	1%	-%	-%	1%	3%	3%	1%	7% c	-%
Neither Satisfied Nor Dissatisfied	(0)	551	180	4	2	*	1	*	1	2	147	63	80	44	1
		29%	25%	12%	8%	*%	18%	5%	13%	13%	23%	22%	23%	34%	6%
Fairly Satisfied	(1)	536	227	10	8	3	2	3	3	7	184	96	115	34	9
		28%	32%	28%	39%	28%	27%	90%	54%	51%	29%	34%	33%	26%	44%
Very Satisfied	(2)	526	205	22	11	6	3	*	1	4	180	95	115	31	10
		27%	29%	61% a	53%	45%	53%	4%	11%	26%	28%	33%	33%	24%	49%
Don't Know (DO NOT READ OUT)		244	85	-	*	1	-	-	*	*	101	18	32	11	*
		13%	12%	-%	*%	9%	-%	-%	*%	*%	16% b	6%	9%	9%	*%
NET: Satisfied		1063	432	32	19	9	4	3	3	11	364	192	229	65	19
		56%	60%	88% a	92%	73%	81%	95%	65%	78%	58%	67% d	66% d	50%	94% ad
NET: Dissatisfied		56	20	*	-	2	*	-	1	1	21	13	5	9	-
		3%	3%	*%	-%	18% a	1%	-%	22%	9%	3%	4%	2%	7%	-%
Answered		1670	632	37	21	11	5	3	5	14	531	268	315	118	20
Mean score		.9	1.0	1.5 a	1.4	1.1	1.3	1.0	.3	.9	1.0	1.0	1.1 d	.7	1.4 d

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base		830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base		1914	344	174	208	59	14	550	52	197	1798	116	1359	56
Very Dissatisfied	(-2)	13	1	3	-	*	-	3	-	1	11	2	11	*
		1%	*%	2%	-%	*%	-%	1%	-%	*%	1%	2%	1%	*%
Fairly Dissatisfied	(-1)	43	10	8	*	2	-	11	*	9	36	8	32	5
		2%	3%	4% c	*%	3%	-%	2%	*%	4%	2%	7%	2%	10%
Neither Satisfied Nor Dissatisfied	(0)	551	95	40	32	21	*	140	6	41	528	23	322	14
		29%	27% c	23%	16%	35% c	1%	25%	12%	21%	29%	20%	24%	25%
Fairly Satisfied	(1)	536	98	54	83	12	8	170	20	64	493	44	420	18
		28%	29%	31%	40%	21%	57%	31%	39%	33%	27%	38%	31%	32%
Very Satisfied	(2)	526	97	61	63	21	6	169	21	57	496	30	416	15
		27%	28%	35%	30%	35%	40%	31%	41%	29%	28%	26%	31%	26%
Don't Know (DO NOT READ OUT)		244	44	8	30	4	*	57	4	25	235	9	158	4
		13%	13%	5%	14%	7%	2%	10%	8%	13%	13%	8%	12%	7%
NET: Satisfied		1063	195	116	146	33	14	339	41	122	989	74	836	32
		56%	57%	66%	70% a	55%	97% ad	62%	79%	62%	55%	64%	62%	58%
NET: Dissatisfied		56	11	11	*	2	-	14	*	10	46	9	42	5
		3%	3%	6% c	*%	3%	-%	2%	*%	5%	3%	8% a	3%	10%
Answered		1670	300	166	178	55	14	492	48	172	1563	106	1200	52
Mean score		.9	.9	1.0	1.2 a	.9	1.4	1.0	1.3	1.0	.9	.9	1.0	.8

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base		830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base		1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
Very Dissatisfied	(-2)	13	-	*	2	*	4	*	3	7	-	3	3	-	-
		1%	-%	*%	1%	*%	1%	*%	1%	1%	-%	1%	*%	-%	-%
Fairly Dissatisfied	(-1)	43	10	7	7	8	17	3	19	30	4	18	19	6	-
		2%	5%	5%	3%	13%	2%	2%	4%	3%	4%	4%	3%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	551	23	26	42	13	161	26	97	244	29	92	157	38	-
		29%	12%	21%	16%	23%	24%	22%	22%	23%	23%	23%	26%	27%	-%
Fairly Satisfied	(1)	536	75	41	103	20	214	42	144	317	48	136	207	42	*
		28%	38%	33%	39%	36%	31%	35%	32%	30%	39%	34%	34%	30%	54%
Very Satisfied	(2)	526	67	36	81	12	211	36	136	315	36	120	176	49	-
		27%	34%	29%	30%	21%	31%	30%	31%	30%	29%	30%	29%	35%	-%
Don't Know (DO NOT READ OUT)		244	22	13	31	4	74	13	44	130	7	29	47	6	*
		13%	11%	11%	12%	7%	11%	11%	10%	12%	5%	7%	8%	4%	46%
NET: Satisfied		1063	142	77	183	32	425	78	280	632	84	257	383	91	*
		56%	72%	63%	69%	57%	62%	65%	63%	61%	68%	64%	63%	65%	54%
NET: Dissatisfied		56	10	7	9	8	21	3	22	37	4	21	22	6	-
		3%	5%	5%	3%	13%	3%	2%	5%	4%	4%	5%	4%	5%	-%
Answered		1670	175	109	234	53	607	107	400	913	117	369	562	135	*
Mean score		.9	1.1	1.0	1.1	.7	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2073	573	523	163	2	1402	814	700	1223	937	27
Effective base		830	227	216	61	2	515	306	288	456	350	4
Weighted Base		1914	552	527	148	1	1156	704	702	1054	795	8
Very Dissatisfied	(-2)	13	1	4	-	-	9	6	3	10	7	-
		1%	*%	1%	-%	-%	1%	1%	*%	1%	1%	-%
Fairly Dissatisfied	(-1)	43	15	17	7	-	31	25	17	27	14	-
		2%	3%	3%	5%	-%	3%	4%	2%	3%	2%	-%
Neither Satisfied Nor Dissatisfied	(0)	551	140	118	23	1	272	181	169	253	177	*
		29%	25%	22%	16%	68%	23%	26%	24%	24%	22%	*%
Fairly Satisfied	(1)	536	176	177	58	*	353	230	224	322	260	1
		28%	32%	34%	39%	32%	31%	33%	32%	31%	33%	18%
Very Satisfied	(2)	526	170	151	53	-	348	208	212	312	249	7
		27%	31%	29%	36%	-%	30%	30%	30%	30%	31%	82%
Don't Know (DO NOT READ OUT)		244	50	61	6	-	144	53	77	129	87	-
		13%	9%	12%	4%	-%	12%	8%	11%	12%	11%	-%
							b					
NET: Satisfied		1063	346	328	111	*	701	438	436	634	510	8
		56%	63%	62%	75%	32%	61%	62%	62%	60%	64%	100%
NET: Dissatisfied		56	17	21	7	-	40	32	20	38	21	-
		3%	3%	4%	5%	-%	3%	4%	3%	4%	3%	-%
Answered		1670	502	466	142	1	1012	650	624	925	708	8
Mean score		.9	1.0	1.0	1.1	.3	1.0	.9	1.0	1.0	1.0	1.8

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2073	370	338	348	69	44	1050	874	118	58	57	22
Effective base		830	142	146	138	34	21	384	327	43	16	24	6
Weighted Base		1914	347	352	337	91	53	887	741	101	40	47	14
Very Dissatisfied	(-2)	13	3	3	*	-	-	6	3	1	2	2	-
		1%	1%	1%	*%	-%	-%	1%	*%	1%	5%	4%	-%
Fairly Dissatisfied	(-1)	43	8	5	11	3	1	23	21	5	7	3	-
		2%	2%	2%	3%	3%	1%	3%	3%	5%	18%	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	551	82	66	80	10	12	212	170	22	7	9	4
		29%	24%	19%	24%	11%	24%	24%	23%	22%	17%	19%	28%
Fairly Satisfied	(1)	536	106	125	104	31	24	281	227	34	16	20	2
		28%	31%	36%	31%	34%	45%	32%	31%	34%	41%	43%	17%
Very Satisfied	(2)	526	109	116	108	42	13	260	235	34	6	6	7
		27%	31%	33%	32%	46%	25%	29%	32%	34%	16%	13%	52%
Don't Know (DO NOT READ OUT)		244	39	36	35	6	3	106	84	4	2	6	*
		13%	11%	10%	10%	6%	6%	12%	11%	4%	4%	14%	3%
NET: Satisfied		1063	215	242	212	73	37	541	462	68	23	26	9
		56%	62%	69%	63%	80%	70%	61%	62%	67%	57%	56%	69%
						a							
NET: Dissatisfied		56	11	8	11	3	1	30	24	7	9	5	-
		3%	3%	2%	3%	3%	1%	3%	3%	7%	22%	11%	-%
Answered		1670	308	316	302	85	50	782	657	96	38	40	13
Mean score		.9	1.0	1.1	1.0	1.3	1.0	1.0	1.0	1.0	.5	.6	1.3

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base		830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base		1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
Very Dissatisfied	(-2)	13	11	5	11	7	4	8	8	2	-	3	6	7	6
		1%	1%	*%	1%	1%	*%	1%	*%	1%	-%	*%	6% a	1%	*%
Fairly Dissatisfied	(-1)	43	36	26	39	18	22	17	39	5	-	19	12	22	21
		2%	2%	3%	2%	2%	2%	2%	2%	3%	-%	1%	12% a	4% b	1%
Neither Satisfied Nor Dissatisfied	(0)	551	483	278	502	297	337	218	507	53	-	399	41	140	412
		29%	29%	28%	29%	27%	31%	27%	30%	27%	-%	25%	42% a	29%	29%
Fairly Satisfied	(1)	536	457	259	479	315	270	235	477	65	1	479	10	174	363
		28%	28%	26%	28%	29%	25%	29%	28%	33%	30%	30% b	11%	36% b	25%
Very Satisfied	(2)	526	452	277	469	314	286	225	462	48	3	490	16	102	424
		27%	27%	28%	27%	29%	27%	28%	27%	24%	64%	31% b	17%	21%	30% a
Don't Know (DO NOT READ OUT)		244	213	135	216	141	159	108	218	23	*	202	12	44	200
		13%	13%	14%	13%	13%	15%	13%	13%	12%	5%	13%	12%	9%	14%
NET: Satisfied		1063	909	537	948	629	556	459	940	112	4	969	26	276	787
		56%	55%	55%	55%	58%	52%	57%	55%	57%	95%	61% b	27%	56%	55%
NET: Dissatisfied		56	46	30	50	25	26	25	47	7	-	22	18	29	27
		3%	3%	3%	3%	2%	2%	3%	3%	4%	-%	1%	18% a	6% b	2%
Answered		1670	1439	845	1499	951	919	703	1493	173	4	1389	85	444	1226
Mean score		.9	.9	.9	.9	1.0	.9	.9	.9	.9	1.7	1.0 b	.2	.8	1.0 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base		830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base		1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
Very Dissatisfied	(-2)	13	2	2	2	2	7	5	*	3	2	7	10	2
		1%	1%	12%	2%	1%	3%	*%	*%	2%	1%	1%	1%	*%
							bc							
Fairly Dissatisfied	(-1)	43	18	-	2	16	2	27	14	6	1	36	26	17
		2%	5%	-%	2%	5%	1%	2%	3%	3%	*%	3%	4%	1%
													b	
Neither Satisfied Nor Dissatisfied	(0)	551	46	2	23	44	41	363	144	48	46	448	187	364
		29%	14%	11%	20%	15%	20%	31%	27%	25%	23%	31%	26%	31%
								a						
Fairly Satisfied	(1)	536	128	7	51	100	76	323	133	51	75	396	199	338
		28%	37%	46%	44%	34%	38%	28%	25%	27%	38%	27%	27%	29%
							bc							
Very Satisfied	(2)	526	115	5	27	96	61	299	159	53	65	396	222	304
		27%	34%	30%	23%	33%	30%	26%	30%	28%	33%	27%	30%	26%
Don't Know (DO NOT READ OUT)		244	33	-	13	33	12	151	78	30	11	165	87	156
		13%	10%	-%	11%	11%	6%	13%	15%	16%	5%	11%	12%	13%
									a	b				
NET: Satisfied		1063	243	12	78	196	137	623	292	105	140	792	421	642
		56%	71%	77%	66%	68%	69%	53%	55%	55%	70%	55%	57%	54%
							bc				ac			
NET: Dissatisfied		56	20	2	4	18	9	32	14	9	3	44	37	19
		3%	6%	12%	3%	6%	5%	3%	3%	5%	1%	3%	5%	2%
													b	
Answered		1670	309	16	105	258	186	1018	450	162	189	1284	645	1025
Mean score		.9	1.1	.8	.9	1.1	1.0	.9	1.0	.9	1.1	.9	.9	.9

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 136 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2073	449	567	555	502	1016	1057
Effective base		830	169	212	210	256	376	461
Weighted Base		1914	474	478	478	484	952	962
Very Dissatisfied	(-2)	13	1	5	2	4	7	6
		1%	*%	1%	*%	1%	1%	1%
Fairly Dissatisfied	(-1)	43	18	14	8	3	32	11
		2%	4%	3%	2%	1%	3%	1%
			d				b	
Neither Satisfied Nor Dissatisfied	(0)	551	77	119	105	250	197	355
		29%	16%	25%	22%	52%	21%	37%
				a		abc		a
Fairly Satisfied	(1)	536	138	136	192	71	274	262
		28%	29%	29%	40%	15%	29%	27%
			d	d	abd			
Very Satisfied	(2)	526	152	151	118	106	302	224
		27%	32%	31%	25%	22%	32%	23%
			d	d			b	
Don't Know (DO NOT READ OUT)		244	88	52	53	51	140	104
		13%	19%	11%	11%	11%	15%	11%
			bcd					
NET: Satisfied		1063	289	287	310	177	576	486
		56%	61%	60%	65%	37%	61%	51%
			d	d	d		b	
NET: Dissatisfied		56	20	19	10	6	39	17
		3%	4%	4%	2%	1%	4%	2%
							b	
Answered		1670	386	426	425	433	812	858
Mean score		.9	1.1	1.0	1.0	.6	1.0	.8
			d	d	d		b	

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2073	1047	1026	1473	338	76	186	600
Effective base		830	411	432	764	207	32	110	264
Weighted Base		1914	813	1100	1830	70	9	5	84
Very Dissatisfied	(-2)	9	2	6	9	-	*	*	*
		*%	*%	1%	*%	-%	2%	1%	*%
Fairly Dissatisfied	(-1)	21	7	14	21	1	-	*	1
		1%	1%	1%	1%	1%	-%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	516	331	185	496	18	1	*	20
		27%	41%	17%	27%	26%	11%	9%	23%
			b		cd	d			d
Fairly Satisfied	(1)	498	140	359	479	17	1	1	20
		26%	17%	33%	26%	24%	15%	30%	23%
				a					
Very Satisfied	(2)	595	167	429	564	24	5	2	31
		31%	20%	39%	31%	34%	59%	47%	38%
				a			abe	ab	a
Don't Know (DO NOT READ OUT)		274	166	108	262	11	1	1	12
		14%	20%	10%	14%	15%	13%	11%	15%
			b						
NET: Satisfied		1093	306	787	1042	41	7	4	51
		57%	38%	72%	57%	58%	74%	77%	61%
				a				abe	
NET: Dissatisfied		30	9	21	29	1	*	*	1
		2%	1%	2%	2%	1%	2%	3%	1%
Answered		1640	647	993	1568	60	8	4	71
Mean score		1.0	.7	1.2	1.0	1.1	1.5	1.3	1.1
				a			abe	abe	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2073	852	416	205	207	207	186	1473	338	262
Effective base		830	455	215	123	130	108	110	764	207	69
Weighted Base		1914	1191	476	163	44	35	5	1830	70	13
Very Dissatisfied	(-2)	9	8	1	*	-	*	*	9	-	*
		*%	1%	*%	*%	-%	*%	1%	*%	-%	1%
Fairly Dissatisfied	(-1)	21	12	9	-	*	*	*	21	1	*
		1%	1%	2%	-%	1%	*%	2%	1%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	516	337	131	29	14	5	*	496	18	1
		27%	28%	27%	18%	32%	15%	9%	27%	26%	11%
			cefi	cefi		cefi			cefi	efi	
Fairly Satisfied	(1)	498	290	142	46	10	8	1	479	17	3
		26%	24%	30%	28%	23%	23%	30%	26%	24%	20%
Very Satisfied	(2)	595	382	121	61	13	16	2	564	24	7
		31%	32%	25%	37%	31%	45%	47%	31%	34%	55%
					b		abdg	abdgh		b	abcdgh
Don't Know (DO NOT READ OUT)		274	162	72	28	6	6	1	262	11	2
		14%	14%	15%	17%	14%	16%	11%	14%	15%	12%
NET: Satisfied		1093	672	263	107	23	24	4	1042	41	10
		57%	56%	55%	65%	53%	68%	77%	57%	58%	75%
							abdg	abdgh			abdgh
NET: Dissatisfied		30	20	10	*	*	*	*	29	1	*
		2%	2%	2%	*%	1%	1%	3%	2%	1%	2%
Answered		1640	1029	404	135	38	29	4	1568	60	12
Mean score		1.0	1.0	.9	1.2	1.0	1.3	1.3	1.0	1.1	1.4
					abdg		abdgh	abdgh			abdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2073	792	237	79	49	200
Effective base		830	436	99	27	8	34
Weighted Base		1914	1153	224	36	19	57
Very Dissatisfied	(-2)	9	8	-	-	-	-
		*%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	21	12	6	-	*	*
		1%	1%	2%	-%	*%	1%
Neither Satisfied Nor Dissatisfied	(0)	516	324	40	4	4	14
		27%	28%	18%	10%	21%	26%
			bc				
Fairly Satisfied	(1)	498	300	84	16	5	9
		26%	26%	37%	43%	24%	17%
				ae	e		
Very Satisfied	(2)	595	365	67	13	8	20
		31%	32%	30%	35%	41%	35%
Don't Know (DO NOT READ OUT)		274	143	28	4	3	13
		14%	12%	12%	12%	14%	22%
NET: Satisfied		1093	665	151	28	13	29
		57%	58%	67%	78%	65%	52%
					ae		
NET: Dissatisfied		30	20	6	-	*	*
		2%	2%	2%	-%	*%	1%
Answered		1640	1009	196	32	17	44
Mean score		1.0	1.0	1.1	1.3	1.2	1.1

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base		830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base		1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
Very Dissatisfied	(-2)	9	4	-	2	-	-	2	*	-	-	8	*	1	*
		*%	3% j	-%	1%	-%	-%	1%	*%	-%	-%	*%	*%	1%	*%
Fairly Dissatisfied	(-1)	21	1	3	1	-	2	9	-	*	2	19	2	1	*
		1%	1%	2%	*%	-%	2%	3% m	-%	*%	2%	1%	1%	1%	*%
Neither Satisfied Nor Dissatisfied	(0)	516	53	45	84	15	43	88	35	34	44	442	34	25	15
		27%	33% g	29% g	27% g	18%	28% g	31% g	14%	24%	31% g	26% g	30% g	33% dg	39% dgj
Fairly Satisfied	(1)	498	35	35	92	23	51	63	76	33	36	444	28	19	7
		26%	22%	23%	29%	26%	34% m	22%	30%	23%	25%	26%	24%	25%	20%
Very Satisfied	(2)	595	50	43	81	40	42	90	93	49	45	532	30	22	12
		31%	31%	28%	26%	45% bcejkl	28%	32%	37%	34%	31%	32%	26%	28%	32%
Don't Know (DO NOT READ OUT)		274	16	28	53	10	14	32	47	25	16	240	21	9	3
		14%	10%	18%	17%	11%	9%	11%	19% m	18%	11%	14%	19% em	12%	9%
NET: Satisfied		1093	85	78	173	63	94	153	169	81	81	976	58	41	19
		57%	53%	51%	55%	71% abfklm	61%	54%	67% bklm	58%	56%	58%	50%	53%	52%
NET: Dissatisfied		30	5	3	3	-	2	11	*	*	2	27	2	2	*
		2%	3%	2%	1%	-%	2%	4% m	*%	*%	2%	2%	2%	2%	*%
Answered		1640	143	127	259	78	139	251	204	116	128	1444	94	68	34
Mean score		1.0	.9	.9	1.0	1.3 abcefijklm	1.0	.9	1.3 abcefijklm	1.1	1.0	1.0 l	.9	.9	.9

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		2073	73	169	18	233	296	111	139	947	1625	448	1884	189
Effective base		830	28	68	6	87	121	49	58	420	657	184	781	58
Weighted Base		1914	67	166	13	225	392	63	130	747	1586	328	1832	82
Very Dissatisfied	(-2)	9	-	*	*	-	*	-	-	8	9	*	9	*
		*%	-%	*%	3%	-%	*%	-%	-%	1%	1%	*%	*%	*%
Fairly Dissatisfied	(-1)	21	*	*	-	1	-	*	9	7	20	1	21	*
		1%	*%	*%	-%	*%	-%	*%	7% bdeh	1%	1%	*%	1%	*%
Neither Satisfied Nor Dissatisfied	(0)	516	19	64	3	47	78	15	36	225	440	76	498	18
		27%	28%	39% de	27%	21%	20%	24%	28%	30% e	28%	23%	27%	22%
Fairly Satisfied	(1)	498	11	55	5	71	102	7	40	183	395	103	471	27
		26%	17%	33% f	35%	32% f	26% f	12%	31% f	24% f	25%	32%	26%	33%
Very Satisfied	(2)	595	22	33	4	73	161	30	36	200	499	96	564	32
		31%	32%	20%	33%	32%	41% bh	48% bgh	28%	27%	31%	29%	31%	39%
Don't Know (DO NOT READ OUT)		274	15	14	*	33	51	10	9	123	222	52	269	5
		14%	23% g	8%	2%	15%	13%	16%	7%	16%	14%	16%	15%	6%
NET: Satisfied		1093	33	88	9	144	263	38	76	383	894	199	1035	59
		57%	49%	53%	68%	64% h	67% h	60%	58%	51%	56%	61%	56%	72% a
NET: Dissatisfied		30	*	*	*	1	*	*	9	16	29	1	30	*
		2%	*%	*%	3%	*%	*%	*%	7% bdeh	2%	2%	*%	2%	*%
Answered		1640	52	152	13	192	341	53	121	624	1364	276	1563	77
Mean score		1.0	1.0	.8	1.0	1.1 bh	1.2 bgh	1.3 bgh	.9	.9	1.0	1.1	1.0	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2073	2023	50	1289	373	408
Effective base		830	805	25	529	122	179
Weighted Base		1914	1861	52	1228	261	424
Very Dissatisfied	(-2)	9	8	*	5	4	*
		*%	*%	1%	*%	1%	*%
Fairly Dissatisfied	(-1)	21	21	-	10	3	8
		1%	1%	-%	1%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	516	493	23	331	53	132
		27%	26%	44%	27%	20%	31% b
Fairly Satisfied	(1)	498	487	12	309	71	118
		26%	26%	22%	25%	27%	28%
Very Satisfied	(2)	595	585	10	382	104	108
		31%	31%	19%	31%	40% c	26%
Don't Know (DO NOT READ OUT)		274	267	7	191	25	57
		14%	14%	14%	16%	10%	13%
NET: Satisfied		1093	1072	21	690	176	227
		57%	58%	41%	56%	67% ac	53%
NET: Dissatisfied		30	30	*	15	7	8
		2%	2%	1%	1%	3%	2%
Answered		1640	1595	45	1037	235	367
Mean score		1.0	1.0	.7	1.0	1.1 c	.9

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base		830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base		1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
Very Dissatisfied	(-2)	9	7	2	-	-	-	-	-	-	9	-	-	3	4	2
		*%	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	1%	1%
Fairly Dissatisfied	(-1)	21	19	3	*	-	-	-	-	-	21	*	-	8	11	3
		1%	1%	1%	*%	-%	-%	-%	-%	-%	1%	*%	-%	1%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	516	462	44	5	-	5	*	-	-	507	9	5	296	167	54
		27%	28%	22%	15%	-%	60%	48%	-%	-%	27%	17%	21%	30%	25%	21%
Fairly Satisfied	(1)	498	431	47	12	5	2	*	*	*	478	20	8	229	202	67
		26%	26%	23%	40%	41%	29%	45%	10%	16%	26%	37%	34%	23%	30%	26%
Very Satisfied	(2)	595	494	84	6	7	1	*	*	2	578	17	10	286	209	101
		31%	30%	42% ai	21%	59%	10%	7%	90%	84%	31%	31%	45%	29%	31%	39% a
Don't Know (DO NOT READ OUT)		274	244	22	7	-	-	-	-	-	267	7	-	158	86	30
		14%	15%	11%	24%	-%	-%	-%	-%	-%	14%	14%	-%	16%	13%	12%
NET: Satisfied		1093	925	131	19	13	3	*	*	2	1056	37	19	514	411	168
		57%	56%	65%	61%	100%	40%	52%	100%	100%	57%	69%	79%	53%	61% a	66% a
NET: Dissatisfied		30	26	4	*	-	-	-	-	-	30	*	-	11	15	4
		2%	2%	2%	*%	-%	-%	-%	-%	-%	2%	*%	-%	1%	2%	2%
Answered		1640	1413	179	23	13	8	*	*	2	1593	47	24	821	593	226
Mean score		1.0	1.0	1.2	1.1	1.6	.5	.6	1.9	1.8	1.0	1.2	1.2	1.0	1.0	1.2 a

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base		830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base		1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
Very Dissatisfied	(-2)	9	5	4	7	2	*	2	6	*	*	-	-	-	-
		*%	*%	1%	*%	*%	*%	1%	1%	*%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	21	13	14	17	14	3	6	16	*	*	*	*	-	1
		1%	1%	2%	1%	2%	1%	1%	1%	*%	*%	*%	*%	-%	20%
Neither Satisfied Nor Dissatisfied	(0)	516	254	166	312	170	46	85	284	19	3	2	*	1	2
		27%	22%	23%	22%	21%	20%	21%	23%	22%	6%	9%	3%	11%	39%
Fairly Satisfied	(1)	498	334	228	406	248	66	116	344	29	18	8	4	3	1
		26%	29%	31%	29%	31%	29%	28%	28%	32%	38%	35%	56%	22%	10%
Very Satisfied	(2)	595	392	247	484	270	75	160	397	37	25	13	3	8	2
		31%	34%	34%	34%	34%	33%	39%	32%	42%	54% a	52%	40%	67%	31%
Don't Know (DO NOT READ OUT)		274	162	66	188	96	37	39	182	4	1	1	-	-	-
		14%	14% b	9%	13%	12%	16% b	10%	15%	4%	2%	4%	-%	-%	-%
NET: Satisfied		1093	725	475	890	518	141	276	741	66	43	21	7	10	2
		57%	63%	65%	63%	65%	62%	68%	60%	74%	92% a	87%	96%	89%	41%
NET: Dissatisfied		30	18	18	24	16	3	8	22	*	*	*	*	-	1
		2%	2%	2%	2%	2%	1%	2%	2%	*%	1%	*%	*%	-%	20%
Answered		1640	997	658	1226	704	190	369	1048	85	46	23	7	12	6
Mean score		1.0	1.1	1.1	1.1	1.1	1.1	1.2	1.1	1.2	1.5 a	1.4	1.4	1.6	.5

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base		830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base		1914	717	37	21	12	5	3	5	14	633	286	347	129	20
Very Dissatisfied	(-2)	9	2	-	*	-	-	-	-	-	2	4	*	*	-
		*%	*%	-%	*%	-%	-%	-%	-%	-%	*%	1%	*%	*%	-%
Fairly Dissatisfied	(-1)	21	13	-	-	-	-	-	1	1	4	3	4	6	-
		1%	2%	-%	-%	-%	-%	-%	22%	8%	1%	1%	1%	5% a	-%
Neither Satisfied Nor Dissatisfied	(0)	516	162	1	6	*	*	*	*	*	136	52	75	48	1
		27%	23%	3%	29%	1%	1%	5%	*%	2%	21%	18%	22%	37% abc	5%
Fairly Satisfied	(1)	498	212	14	7	7	2	3	2	7	169	98	106	27	6
		26%	30%	39%	36%	61%	27%	93%	41%	47%	27%	34%	30%	21%	32%
Very Satisfied	(2)	595	233	21	7	4	4	*	2	6	206	100	130	35	13
		31%	32%	57%	34%	30%	71%	2%	37%	43%	33%	35%	38%	27%	62% d
Don't Know (DO NOT READ OUT)		274	95	-	*	1	-	-	-	-	115	29	31	13	-
		14%	13%	-%	*%	9%	-%	-%	-%	-%	18% bc	10%	9%	10%	-%
NET: Satisfied		1093	445	35	14	11	5	3	4	12	376	198	236	62	19
		57%	62%	97% a	70%	90%	99%	95%	78%	90% a	59%	69% d	68% d	48%	95% ad
NET: Dissatisfied		30	15	-	*	-	-	-	1	1	6	7	5	6	-
		2%	2%	-%	*%	-%	-%	-%	22%	8%	1%	2%	1%	5%	-%
Answered		1640	622	37	21	11	5	3	5	14	518	257	316	116	20
Mean score		1.0	1.1	1.5 a	1.0	1.3	1.7	1.0	.9	1.2	1.1 d	1.1 d	1.1 d	.8	1.6 d

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base		830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base		1914	344	174	208	59	14	550	52	197	1798	116	1359	56
Very Dissatisfied	(-2)	9	*	2	-	-	-	2	*	-	7	2	7	*
		*%	*%	1%	-%	-%	-%	*%	*%	-%	*%	2%	*%	*%
Fairly Dissatisfied	(-1)	21	6	8	-	*	-	8	*	6	13	8	13	4
		1%	2%	4% c	-%	*%	-%	1%	*%	3%	1%	7% a	1%	8% a
Neither Satisfied Nor Dissatisfied	(0)	516	87	38	25	19	*	115	13	41	496	20	304	8
		27%	25% c	22%	12%	33% c	*%	21%	26%	21%	28%	18%	22%	14%
Fairly Satisfied	(1)	498	95	58	71	14	10	168	17	63	471	27	390	16
		26%	28%	34%	34%	24%	70% ad	31%	32%	32%	26%	23%	29%	29%
Very Satisfied	(2)	595	103	60	82	22	4	191	18	62	548	47	463	21
		31%	30%	34%	39%	37%	29%	35%	34%	31%	31%	40%	34%	37%
Don't Know (DO NOT READ OUT)		274	54	8	30	4	*	67	4	26	263	11	182	6
		14%	16% b	5%	15% b	7%	2%	12%	8%	13%	15%	10%	13%	11%
NET: Satisfied		1093	198	118	153	36	14	358	34	125	1020	74	853	37
		57%	57%	68%	73% a	61%	98% a	65%	66%	63%	57%	64%	63%	67%
NET: Dissatisfied		30	6	10	-	*	-	10	*	6	20	10	19	5
		2%	2%	6% c	-%	*%	-%	2%	*%	3%	1%	9% a	1%	8% a
Answered		1640	291	166	178	55	14	483	48	172	1535	105	1177	50
Mean score		1.0	1.0	1.0	1.3 ab	1.0	1.3	1.1	1.1	1.0	1.0	1.0	1.1	1.1

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base		830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base		1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
Very Dissatisfied	(-2)	9	-	*	*	*	2	*	1	5	-	2	2	-	-
		*%	-%	*%	*%	*%	*%	*%	*%	*%	-%	1%	*%	-%	-%
Fairly Dissatisfied	(-1)	21	5	8	2	7	10	4	9	13	4	10	11	6	-
		1%	2%	7%	1%	13% a	2%	3%	2%	1%	4%	2%	2%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	516	19	21	34	10	149	21	88	231	23	85	144	27	-
		27%	10%	17%	13%	17%	22%	17%	20%	22%	19%	21%	24%	19%	-%
Fairly Satisfied	(1)	498	78	38	103	10	210	38	149	296	40	120	194	45	*
		26%	40%	31%	39%	18%	31%	32%	34%	28%	32%	30%	32%	32%	54%
Very Satisfied	(2)	595	73	37	91	24	230	40	145	353	49	142	205	57	-
		31%	37%	30%	34%	41%	34%	33%	33%	34%	40%	36%	34%	40%	-%
Don't Know (DO NOT READ OUT)		274	21	18	35	6	79	17	52	147	7	39	53	6	*
		14%	11%	14%	13%	11%	12%	14%	12%	14%	5%	10%	9%	4%	46%
NET: Satisfied		1093	151	75	194	34	440	78	294	649	89	262	399	102	*
		57%	77%	62%	73%	60%	65%	65%	66%	62%	72%	66%	66%	72%	54%
NET: Dissatisfied		30	5	8	2	7	12	4	9	17	4	12	12	6	-
		2%	2%	7%	1%	13% a	2%	3%	2%	2%	4%	3%	2%	5%	-%
Answered		1640	175	105	229	51	601	103	392	897	117	360	556	135	*
Mean score		1.0	1.3	1.0	1.2	1.0	1.1	1.1	1.1	1.1	1.2	1.1	1.1	1.1	1.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2073	573	523	163	2	1402	814	700	1223	937	27
Effective base		830	227	216	61	2	515	306	288	456	350	4
Weighted Base		1914	552	527	148	1	1156	704	702	1054	795	8
Very Dissatisfied	(-2)	9	*	2	-	-	5	4	2	7	5	-
		*%	*%	*%	-%	-%	*%	1%	*%	1%	1%	-%
Fairly Dissatisfied	(-1)	21	14	11	6	-	13	14	10	12	6	-
		1%	3%	2%	4%	-%	1%	2%	1%	1%	1%	-%
Neither Satisfied Nor Dissatisfied	(0)	516	126	115	28	1	253	164	153	230	164	-
		27%	23%	22%	19%	68%	22%	23%	22%	22%	21%	-%
Fairly Satisfied	(1)	498	165	159	49	*	333	218	219	301	230	1
		26%	30%	30%	33%	32%	29%	31%	31%	29%	29%	10%
Very Satisfied	(2)	595	189	176	58	-	390	238	235	352	298	7
		31%	34%	33%	39%	-%	34%	34%	33%	33%	38%	90%
Don't Know (DO NOT READ OUT)		274	57	64	6	-	162	66	83	153	91	-
		14%	10%	12%	4%	-%	14%	9%	12%	15%	12%	-%
NET: Satisfied		1093	355	335	107	*	723	456	454	653	528	8
		57%	64%	64%	73%	32%	63%	65%	65%	62%	66%	100%
NET: Dissatisfied		30	14	12	6	-	18	18	12	19	11	-
		2%	3%	2%	4%	-%	2%	3%	2%	2%	1%	-%
Answered		1640	495	463	142	1	994	637	619	901	703	8
Mean score		1.0	1.1	1.1	1.1	.3	1.1	1.1	1.1	1.1	1.2	1.9

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2073	370	338	348	69	44	1050	874	118	58	57	22
Effective base		830	142	146	138	34	21	384	327	43	16	24	6
Weighted Base		1914	347	352	337	91	53	887	741	101	40	47	14
Very Dissatisfied	(-2)	9	2	2	*	-	-	4	2	*	2	*	-
		*%	1%	1%	*%	-%	-%	1%	*%	*%	5%	*%	-%
Fairly Dissatisfied	(-1)	21	3	-	8	2	*	9	5	6	6	3	*
		1%	1%	-%	2%	2%	*%	1%	1%	6%	16%	6%	*%
Neither Satisfied Nor Dissatisfied	(0)	516	76	65	72	10	14	192	166	20	1	13	4
		27%	22%	19%	21%	11%	26%	22%	22%	20%	3%	27% b	30%
Fairly Satisfied	(1)	498	100	120	95	25	15	267	204	25	19	17	3
		26%	29%	34%	28%	28%	28%	30%	28%	25%	48%	37%	24%
Very Satisfied	(2)	595	126	126	124	48	21	297	275	45	8	7	6
		31%	36%	36%	37%	53%	40%	33%	37%	45% c	20%	16%	42%
Don't Know (DO NOT READ OUT)		274	40	39	38	6	3	118	88	4	4	6	*
		14%	12%	11%	11%	6%	6%	13%	12%	4%	9%	14%	3%
NET: Satisfied		1093	226	246	219	73	36	564	479	70	27	25	9
		57%	65%	70%	65%	81%	68%	64%	65%	69%	67%	53%	66%
NET: Dissatisfied		30	5	2	8	2	*	14	8	6	8	3	*
		2%	1%	1%	2%	2%	*%	2%	1%	6%	21%	6%	*%
Answered		1640	306	313	299	85	50	770	652	96	37	40	13
Mean score		1.0	1.1	1.2	1.1	1.4	1.1	1.1	1.1	1.1	.7	.7	1.1

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base		830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base		1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
Very Dissatisfied	(-2)	9	7	3	7	6	3	4	7	2	-	1	6	4	5
		*%	*%	*%	*%	1%	*%	1%	*%	1%	-%	*%	6% a	1%	*%
Fairly Dissatisfied	(-1)	21	17	15	19	16	11	17	19	4	-	5	12	16	5
		1%	1%	2%	1%	1%	1%	2%	1%	2%	-%	*%	12% a	3% b	*%
Neither Satisfied Nor Dissatisfied	(0)	516	450	262	470	273	320	212	470	45	-	369	42	124	392
		27%	27%	27%	27%	25%	30%	26%	27%	23%	-%	23%	43% a	26%	27%
Fairly Satisfied	(1)	498	433	237	450	290	242	195	453	56	1	436	6	158	341
		26%	26%	24%	26%	27%	22%	24%	26%	28%	30%	27% b	6%	32% b	24%
Very Satisfied	(2)	595	513	311	532	353	328	263	529	66	3	562	15	128	467
		31%	31%	32%	31%	32%	30%	32%	31%	34%	64%	35% b	16%	26%	33%
Don't Know (DO NOT READ OUT)		274	231	151	237	155	175	119	234	23	*	220	16	58	216
		14%	14%	15%	14%	14%	16%	15%	14%	12%	5%	14%	17%	12%	15%
NET: Satisfied		1093	946	549	982	643	570	458	982	121	4	997	21	285	808
		57%	57%	56%	57%	59%	53%	57%	57%	62%	95%	63% b	22%	58%	57%
NET: Dissatisfied		30	24	18	26	22	13	21	26	7	-	6	18	20	10
		2%	1%	2%	2%	2%	1%	3%	1%	3%	-%	*%	18% a	4% b	1%
Answered		1640	1420	828	1478	938	903	692	1477	173	4	1372	81	430	1210
Mean score		1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.7	1.1 b	.2	.9	1.0

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base		830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base		1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
Very Dissatisfied	(-2)	9	2	*	*	2	6	3	*	2	*	7	6	3
		*%	1%	1%	*%	1%	3%	*%	*%	1%	*%	*%	1%	*%
							bc							
Fairly Dissatisfied	(-1)	21	12	1	2	11	5	11	5	6	*	15	11	10
		1%	3%	6%	2%	4%	3%	1%	1%	3%	*%	1%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	516	37	5	15	40	39	328	145	42	44	421	186	330
		27%	11%	34%	13%	14%	20%	28%	27%	22%	22%	29%	25%	28%
Fairly Satisfied	(1)	498	108	8	49	88	57	328	111	44	73	369	189	309
		26%	32%	53%	42%	30%	28%	28%	21%	23%	37%	25%	26%	26%
								c			c			
Very Satisfied	(2)	595	146	1	34	116	72	330	186	58	70	455	244	351
		31%	43%	6%	29%	40%	36%	28%	35%	30%	35%	31%	33%	30%
Don't Know (DO NOT READ OUT)		274	37	-	17	34	19	169	81	39	13	181	96	178
		14%	11%	-%	15%	12%	10%	14%	15%	20%	6%	13%	13%	15%
										bc				
NET: Satisfied		1093	255	9	83	204	129	659	296	102	143	825	433	660
		57%	74%	59%	71%	70%	65%	56%	56%	53%	72%	57%	59%	56%
											ac			
NET: Dissatisfied		30	14	1	2	13	11	14	5	8	*	22	17	13
		2%	4%	7%	2%	4%	6%	1%	1%	4%	*%	2%	2%	1%
							bc							
Answered		1640	305	16	100	257	179	1000	447	153	187	1268	636	1003
Mean score		1.0	1.3	.6	1.1	1.2	1.0	1.0	1.1	1.0	1.1	1.0	1.0	1.0

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 137 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2073	449	567	555	502	1016	1057
Effective base		830	169	212	210	256	376	461
Weighted Base		1914	474	478	478	484	952	962
Very Dissatisfied	(-2)	9	*	2	2	4	2	6
		*%	*%	*%	1%	1%	*%	1%
Fairly Dissatisfied	(-1)	21	8	9	*	4	17	5
		1%	2%	2%	*%	1%	2%	*%
Neither Satisfied Nor Dissatisfied	(0)	516	68	108	100	240	176	340
		27%	14%	23%	21%	50%	19%	35%
				a		abc		a
Fairly Satisfied	(1)	498	153	113	154	78	266	232
		26%	32%	24%	32%	16%	28%	24%
			d	d	d			
Very Satisfied	(2)	595	141	184	165	106	325	270
		31%	30%	38%	34%	22%	34%	28%
				d	d			
Don't Know (DO NOT READ OUT)		274	105	61	56	51	166	108
		14%	22%	13%	12%	11%	17%	11%
			bcd				b	
NET: Satisfied		1093	293	297	318	184	591	503
		57%	62%	62%	67%	38%	62%	52%
			d	d	d		b	
NET: Dissatisfied		30	8	11	3	8	19	11
		2%	2%	2%	1%	2%	2%	1%
Answered		1640	369	417	421	432	786	854
Mean score		1.0	1.2	1.1	1.1	.6	1.1	.9
			d	d	d		b	

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2073	1047	1026	1473	338	76	186	600
Effective base		830	411	432	764	207	32	110	264
Weighted Base		1914	813	1100	1830	70	9	5	84
Very Dissatisfied	(-2)	14	4	10	14	*	*	*	*
		1%	1%	1%	1%	*%	1%	2%	1%
Fairly Dissatisfied	(-1)	93	20	73	91	1	*	*	1
		5%	2%	7%	5%	2%	*%	2%	2%
				a	be				
Neither Satisfied Nor Dissatisfied	(0)	472	305	167	456	15	1	1	16
		25%	38%	15%	25%	21%	6%	12%	19%
			b		cd	c			
Fairly Satisfied	(1)	654	181	473	629	21	3	2	25
		34%	22%	43%	34%	29%	31%	35%	30%
				a					
Very Satisfied	(2)	499	180	319	469	24	4	2	29
		26%	22%	29%	26%	34%	43%	40%	35%
				a		a	a	a	a
Don't Know (DO NOT READ OUT)		182	124	58	170	10	2	*	12
		10%	15%	5%	9%	14%	18%	10%	14%
			b						a
NET: Satisfied		1153	361	792	1099	44	7	3	54
		60%	44%	72%	60%	63%	74%	74%	65%
				a				ab	
NET: Dissatisfied		107	24	83	105	1	*	*	2
		6%	3%	8%	6%	2%	2%	3%	2%
				a	be				
Answered		1732	689	1042	1660	61	7	4	72
Mean score		.9	.7	1.0	.9	1.1	1.4	1.2	1.1
				a		a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2073	852	416	205	207	207	186	1473	338	262
Effective base		830	455	215	123	130	108	110	764	207	69
Weighted Base		1914	1191	476	163	44	35	5	1830	70	13
Very Dissatisfied	(-2)	14	9	2	3	*	*	*	14	*	*
		1%	1%	*%	2%	1%	*%	2%	1%	*%	2%
Fairly Dissatisfied	(-1)	93	67	20	4	1	*	*	91	1	*
		5%	6% h	4%	3%	2%	1%	2%	5% h	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	472	312	119	25	12	3	1	456	15	1
		25%	26% cefi	25% cefi	16%	28% cefi	9%	12%	25% cefi	21% ei	8%
Fairly Satisfied	(1)	654	405	167	57	13	10	2	629	21	4
		34%	34%	35%	35%	31%	28%	35%	34%	29%	32%
Very Satisfied	(2)	499	292	124	53	13	14	2	469	24	6
		26%	24%	26%	33%	30%	40% abg	40% abg	26%	34% ag	42% abg
Don't Know (DO NOT READ OUT)		182	107	43	20	4	7	*	170	10	2
		10%	9%	9%	12%	9%	21% abdfg	10%	9%	14%	15%
NET: Satisfied		1153	696	292	110	27	24	3	1099	44	10
		60%	58%	61%	68%	61%	68%	74% abdgh	60%	63%	74% ag
NET: Dissatisfied		107	76	22	7	1	1	*	105	1	*
		6%	6% eh	5%	4%	2%	2%	3%	6% h	2%	2%
Answered		1732	1084	433	143	40	28	4	1660	61	11
Mean score		.9	.8	.9	1.1 ag	1.0	1.3 abcdgh	1.2 abdg	.9	1.1 abg	1.3 abdg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2073	792	237	79	49	200
Effective base		830	436	99	27	8	34
Weighted Base		1914	1153	224	36	19	57
Very Dissatisfied	(-2)	14	10	2	-	-	-
		1%	1%	1%	-%	-%	-%
Fairly Dissatisfied	(-1)	93	70	9	1	1	*
		5%	6%	4%	3%	3%	*%
Neither Satisfied Nor Dissatisfied	(0)	472	301	48	5	5	8
		25%	26%	21%	14%	25%	14%
Fairly Satisfied	(1)	654	405	87	11	2	19
		34%	35%	39%	29%	9%	33%
Very Satisfied	(2)	499	294	57	15	10	20
		26%	25%	25%	42%	49%	35%
Don't Know (DO NOT READ OUT)		182	73	21	4	3	10
		10%	6%	9%	12%	14%	17%
							a
NET: Satisfied		1153	699	144	26	11	39
		60%	61%	64%	71%	58%	69%
NET: Dissatisfied		107	80	12	1	1	*
		6%	7%	5%	3%	3%	*%
Answered		1732	1079	204	32	17	47
Mean score		.9	.8	.9	1.3	1.2	1.3
					a		ab

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base		830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base		1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
Very Dissatisfied	(-2)	14	3	3	2	*	-	5	*	*	-	13	1	*	*
		1%	2%	2%	1%	*%	-%	2%	*%	*%	-%	1%	1%	1%	*%
Fairly Dissatisfied	(-1)	93	11	3	7	3	4	30	5	11	11	86	4	3	*
		5%	7%	2%	2%	3%	3%	11%	2%	8%	8%	5%	3%	4%	1%
			m					bcegjklm		m	m	m			
Neither Satisfied Nor Dissatisfied	(0)	472	45	46	91	15	30	71	42	41	29	410	28	22	12
		25%	28%	30%	29%	17%	20%	25%	17%	29%	20%	24%	25%	28%	32%
														g	g
Fairly Satisfied	(1)	654	56	49	102	30	69	87	106	37	46	582	36	26	11
		34%	35%	32%	33%	34%	45%	31%	42%	26%	32%	35%	31%	34%	28%
							hkm		hm						
Very Satisfied	(2)	499	37	31	78	32	38	72	75	37	40	440	28	18	13
		26%	23%	20%	25%	36%	25%	25%	30%	26%	28%	26%	24%	24%	34%
						b									b
Don't Know (DO NOT READ OUT)		182	7	22	33	8	11	18	22	15	17	154	18	7	2
		10%	5%	15%	11%	9%	8%	6%	9%	11%	12%	9%	16%	10%	6%
				am									afjlm		
NET: Satisfied		1153	93	80	180	62	107	159	181	74	87	1021	64	44	23
		60%	58%	52%	57%	71%	70%	56%	72%	52%	60%	61%	55%	58%	62%
						bhk	bhk		bcfhjkl						
NET: Dissatisfied		107	14	6	9	3	4	35	5	11	11	99	5	3	*
		6%	9%	4%	3%	4%	3%	12%	2%	8%	8%	6%	4%	4%	1%
			m					cegjklm		m	m	m			
Answered		1732	152	132	279	80	141	265	229	126	126	1530	97	69	36
Mean score		.9	.7	.8	.9	1.1	1.0	.7	1.1	.8	.9	.9	.9	.9	1.0
						abfl	f		abfhl						f

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

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Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		2073	73	169	18	233	296	111	139	947	1625	448	1884	189
Effective base		830	28	68	6	87	121	49	58	420	657	184	781	58
Weighted Base		1914	67	166	13	225	392	63	130	747	1586	328	1832	82
Very Dissatisfied	(-2)	14	*	*	-	1	3	-	2	8	11	3	13	1
		1%	*%	*%	-%	*%	1%	-%	1%	1%	1%	1%	1%	2%
Fairly Dissatisfied	(-1)	93	*	3	-	9	19	4	19	34	83	10	93	*
		5%	*%	2%	-%	4%	5%	6%	14% abdeh	5%	5%	3%	5%	*%
Neither Satisfied Nor Dissatisfied	(0)	472	23	60	3	49	53	14	27	215	382	90	452	20
		25%	34% e	36% e	27%	22%	14%	22%	21%	29% e	24%	27%	25%	25%
Fairly Satisfied	(1)	654	23	59	4	66	156	22	43	230	537	118	626	28
		34%	34%	36%	31%	29%	40%	34%	33%	31%	34%	36%	34%	34%
Very Satisfied	(2)	499	11	33	5	77	124	17	33	177	424	75	469	29
		26%	16%	20%	37%	34% h	32%	27%	25%	24%	27%	23%	26%	36%
Don't Know (DO NOT READ OUT)		182	10	10	1	24	37	7	7	83	149	33	179	3
		10%	16%	6%	5%	10%	9%	12%	5%	11%	9%	10%	10%	3%
NET: Satisfied		1153	33	92	9	142	281	38	75	408	961	192	1095	57
		60%	50%	56%	68%	63%	72% abh	61%	58%	55%	61%	59%	60%	70%
NET: Dissatisfied		107	*	3	-	10	22	4	20	42	94	13	105	1
		6%	*%	2%	-%	4%	6%	6%	16% abdeh	6%	6%	4%	6%	2%
Answered		1732	56	155	12	201	355	56	123	664	1437	295	1652	79
Mean score		.9	.8	.8	1.1	1.0 gh	1.1 bgh	.9	.7	.8	.9	.9	.9	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2073	2023	50	1289	373	408
Effective base		830	805	25	529	122	179
Weighted Base		1914	1861	52	1228	261	424
Very Dissatisfied	(-2)	14	14	-	5	6	3
		1%	1%	-%	*%	2%	1%
Fairly Dissatisfied	(-1)	93	91	2	63	16	14
		5%	5%	4%	5%	6%	3%
Neither Satisfied Nor Dissatisfied	(0)	472	452	20	308	41	123
		25%	24%	38%	25%	16%	29%
					b		b
Fairly Satisfied	(1)	654	640	14	415	87	152
		34%	34%	26%	34%	33%	36%
Very Satisfied	(2)	499	492	6	317	86	95
		26%	26%	12%	26%	33%	22%
						c	
Don't Know (DO NOT READ OUT)		182	172	10	120	24	37
		10%	9%	19%	10%	9%	9%
NET: Satisfied		1153	1133	20	732	173	247
		60%	61%	38%	60%	66%	58%
			b				
NET: Dissatisfied		107	105	2	68	22	17
		6%	6%	4%	6%	8%	4%
Answered		1732	1690	42	1108	236	387
Mean score		.9	.9	.6	.9	1.0	.8

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base		830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base		1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
Very Dissatisfied	(-2)	14	12	2	*	-	-	-	-	-	14	*	-	2	10	2
		1%	1%	1%	*%	-%	-%	-%	-%	-%	1%	*%	-%	*%	1%	1%
Fairly Dissatisfied	(-1)	93	83	9	-	-	1	-	-	-	92	1	1	52	32	10
		5%	5%	4%	-%	-%	9%	-%	-%	-%	5%	1%	3%	5%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	472	432	34	6	*	1	-	-	-	466	6	1	273	159	40
		25%	26%	17%	18%	1%	9%	-%	-%	-%	25%	12%	3%	28% c	23%	16%
Fairly Satisfied	(1)	654	553	81	11	2	5	*	*	2	634	21	10	320	233	101
		34%	33%	40%	35%	19%	63%	96%	5%	97%	34%	38%	42%	33%	34%	40%
Very Satisfied	(2)	499	420	58	8	10	2	*	*	*	479	20	12	238	183	78
		26%	25%	29%	26%	80%	19%	4%	36%	3%	26%	37%	50%	24%	27%	31%
Don't Know (DO NOT READ OUT)		182	157	19	6	-	-	-	*	-	175	7	*	94	62	25
		10%	9%	9%	21%	-%	-%	-%	59%	-%	9%	12%	1%	10%	9%	10%
NET: Satisfied		1153	973	139	19	12	7	*	*	2	1112	41	22	558	415	179
		60%	59%	69%	61%	99%	82%	100%	41%	100%	60%	75%	93% a	57%	61%	70% a
NET: Dissatisfied		107	95	11	*	-	1	-	-	-	106	1	1	54	41	12
		6%	6%	5%	*%	-%	9%	-%	-%	-%	6%	1%	3%	6%	6%	4%
Answered		1732	1501	183	24	13	8	*	*	2	1684	48	23	885	616	231
Mean score		.9	.9	1.0	1.1	1.8	.9	1.0	1.9	1.0	.9	1.3	1.4	.8	.9	1.1 a

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base		830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base		1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
Very Dissatisfied	(-2)	14	9	11	12	6	1	10	11	1	*	*	-	-	-
		1%	1%	2%	1%	1%	*%	2%	1%	1%	*%	*%	-%	-%	-%
Fairly Dissatisfied	(-1)	93	68	50	81	37	10	23	79	1	*	*	-	-	-
		5%	6%	7%	6%	5%	4%	6%	6%	1%	*%	1%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	472	215	130	261	155	36	89	243	12	4	1	*	*	*
		25%	19%	18%	18%	19%	16%	22%	20%	14%	8%	5%	5%	2%	3%
Fairly Satisfied	(1)	654	419	291	522	310	90	138	444	32	26	10	1	5	2
		34%	36%	40%	37%	39%	39%	34%	36%	36%	55%	43%	14%	46%	44%
Very Satisfied	(2)	499	337	202	412	232	60	132	333	40	17	12	6	1	3
		26%	29%	28%	29%	29%	26%	32%	27%	45% a	36%	51%	81%	11%	52%
Don't Know (DO NOT READ OUT)		182	111	39	127	61	31	16	120	2	1	-	-	5	-
		10%	10% bf	5%	9% f	8%	14% bf	4%	10%	2%	1%	-%	-%	40%	-%
NET: Satisfied		1153	756	493	934	542	150	270	777	72	42	23	7	7	5
		60%	65%	68%	66%	68%	66%	66%	63%	81% a	90% a	94%	95%	57%	97%
NET: Dissatisfied		107	77	62	93	42	11	33	90	2	*	*	-	-	-
		6%	7%	8%	7%	5%	5%	8%	7%	2%	1%	1%	-%	-%	-%
Answered		1732	1048	685	1288	739	197	392	1110	87	46	24	7	7	6
Mean score		.9	1.0	.9	1.0	1.0	1.0	.9	.9	1.3 a	1.3	1.4	1.8	1.1	1.5

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base		830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base		1914	717	37	21	12	5	3	5	14	633	286	347	129	20
Very Dissatisfied	(-2)	14	6	-	-	-	-	-	-	-	3	3	4	2	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	*%	1%	1%	2%	-%
Fairly Dissatisfied	(-1)	93	32	-	4	*	-	-	-	-	41	15	8	13	3
		5%	5%	-%	20%	2%	-%	-%	-%	-%	7%	5%	2%	10% c	16% c
Neither Satisfied Nor Dissatisfied	(0)	472	143	9	2	*	1	*	-	1	111	49	62	38	1
		25%	20%	24%	8%	*%	18%	9%	-%	9%	17%	17%	18%	29% a	6%
Fairly Satisfied	(1)	654	286	9	6	6	1	1	1	4	230	108	143	37	5
		34%	40%	24%	27%	46%	27%	31%	28%	28%	36%	38%	41%	28%	22%
Very Satisfied	(2)	499	193	19	4	6	3	2	4	9	181	93	101	31	6
		26%	27%	52% a	22%	52%	55%	60%	72%	63% a	29%	32%	29%	24%	32%
Don't Know (DO NOT READ OUT)		182	56	*	5	-	-	-	-	-	67	18	28	8	5
		10%	8%	*%	23%	-%	-%	-%	-%	-%	11%	6%	8%	6%	24%
NET: Satisfied		1153	480	28	10	12	4	3	5	13	411	200	244	68	11
		60%	67%	76%	49%	97% c	82%	91%	100%	91% c	65%	70% d	70% d	53%	54%
NET: Dissatisfied		107	38	-	4	*	-	-	-	-	44	18	12	15	3
		6%	5%	-%	20%	2%	-%	-%	-%	-%	7%	6%	4%	12% c	16%
Answered		1732	661	37	16	12	5	3	5	14	565	267	319	121	15
Mean score		.9	1.0	1.3	.7	1.5	1.4	1.5	1.7	1.5 ac	1.0 d	1.0 d	1.0 d	.7	.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base		830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base		1914	344	174	208	59	14	550	52	197	1798	116	1359	56
Very Dissatisfied	(-2)	14	4	2	-	*	-	5	-	1	12	2	12	*
		1%	1%	1%	-%	*%	-%	1%	-%	*%	1%	2%	1%	*%
Fairly Dissatisfied	(-1)	93	18	12	6	*	-	14	7	16	87	6	76	5
		5%	5%	7%	3%	*%	-%	3%	14% a	8% a	5%	5%	6%	9%
Neither Satisfied Nor Dissatisfied	(0)	472	76	29	25	19	5	110	4	39	443	30	250	10
		25%	22%	17%	12%	32% c	33%	20%	7%	20%	25%	26%	18%	19%
Fairly Satisfied	(1)	654	123	71	97	16	3	217	22	72	605	49	496	25
		34%	36%	41%	47%	28%	22%	39%	42%	36%	34%	42%	37%	46%
Very Satisfied	(2)	499	93	51	58	23	6	166	17	49	472	27	399	14
		26%	27%	29%	28%	39%	44%	30%	33%	25%	26%	23%	29%	24%
Don't Know (DO NOT READ OUT)		182	31	9	21	*	*	38	2	21	179	3	125	1
		10%	9%	5%	10%	*%	2%	7%	5%	11%	10%	2%	9%	3%
NET: Satisfied		1153	215	122	156	40	9	383	39	121	1077	76	895	39
		60%	63%	70%	75%	67%	66%	70%	74%	61%	60%	66%	66%	70%
NET: Dissatisfied		107	22	14	6	*	-	19	7	16	99	8	88	5
		6%	6%	8%	3%	1%	-%	3%	14% a	8%	6%	7%	6%	9%
Answered		1732	314	165	187	59	14	512	50	177	1619	113	1233	54
Mean score		.9	.9	1.0	1.1	1.1	1.1	1.0	1.0	.9	.9	.8	1.0	.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base		830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base		1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
Very Dissatisfied	(-2)	14	-	*	*	*	6	*	4	8	-	4	10	-	-
		1%	-%	*%	*%	*%	1%	*%	1%	1%	-%	1%	2%	-%	-%
Fairly Dissatisfied	(-1)	93	7	14	15	5	27	9	27	65	12	34	43	12	-
		5%	3%	11%	6%	8%	4%	8%	6%	6%	9%	9%	7%	9%	-%
Neither Satisfied Nor Dissatisfied	(0)	472	35	26	51	9	131	24	82	195	25	71	113	25	*
		25%	18%	21%	19%	16%	19%	20%	18%	19%	20%	18%	18%	18%	46%
Fairly Satisfied	(1)	654	78	47	101	28	260	51	180	373	52	154	251	59	*
		34%	40%	39%	38%	49%	38%	42%	41%	36%	42%	39%	41%	42%	54%
Very Satisfied	(2)	499	61	32	80	13	199	33	131	300	35	123	156	40	-
		26%	31%	26%	30%	23%	29%	28%	29%	29%	28%	31%	26%	29%	-%
Don't Know (DO NOT READ OUT)		182	16	3	18	1	59	3	20	103	1	14	35	3	-
		10%	8%	3%	7%	3%	9%	2%	5%	10% ac	1%	3%	6%	2%	-%
NET: Satisfied		1153	139	80	181	41	458	84	311	673	86	276	407	100	*
		60%	71%	65%	68%	73%	67%	70%	70%	64%	70%	69%	67%	71%	54%
NET: Dissatisfied		107	7	14	15	5	33	10	31	73	12	38	54	12	-
		6%	3%	11%	6%	9%	5%	8%	7%	7%	9%	9%	9%	9%	-%
Answered		1732	180	119	247	55	622	117	424	940	123	385	573	138	1
Mean score		.9	1.1	.8	1.0	.9	1.0	.9	1.0	.9	.9	.9	.9	.9	.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2073	573	523	163	2	1402	814	700	1223	937	27
Effective base		830	227	216	61	2	515	306	288	456	350	4
Weighted Base		1914	552	527	148	1	1156	704	702	1054	795	8
Very Dissatisfied	(-2)	14	*	6	-	-	9	11	6	7	12	-
		1%	*%	1%	-%	-%	1%	2%	1%	1%	1%	-%
Fairly Dissatisfied	(-1)	93	26	31	11	-	68	49	31	58	53	*
		5%	5%	6%	7%	-%	6%	7%	4%	5%	7%	3%
Neither Satisfied Nor Dissatisfied	(0)	472	118	108	18	1	215	128	130	189	156	*
		25%	21%	21%	12%	68%	19%	18%	19%	18%	20%	*%
Fairly Satisfied	(1)	654	218	200	70	*	418	279	276	401	265	2
		34%	39%	38%	47%	32%	36%	40%	39%	38%	33%	19%
Very Satisfied	(2)	499	157	138	42	-	336	197	199	298	239	6
		26%	29%	26%	28%	-%	29%	28%	28%	28%	30%	77%
Don't Know (DO NOT READ OUT)		182	33	44	8	-	111	39	59	102	70	-
		10%	6%	8%	5%	-%	10%	6%	8%	10%	9%	-%
							b					
NET: Satisfied		1153	375	338	112	*	753	476	475	699	504	8
		60%	68%	64%	76%	32%	65%	68%	68%	66%	63%	96%
NET: Dissatisfied		107	26	37	11	-	77	60	37	64	65	*
		6%	5%	7%	7%	-%	7%	9%	5%	6%	8%	3%
Answered		1732	519	483	140	1	1045	664	643	952	725	8
Mean score		.9	1.0	.9	1.0	.3	1.0	.9	1.0	1.0	.9	1.7

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2073	370	338	348	69	44	1050	874	118	58	57	22
Effective base		830	142	146	138	34	21	384	327	43	16	24	6
Weighted Base		1914	347	352	337	91	53	887	741	101	40	47	14
Very Dissatisfied	(-2)	14	3	6	*	-	-	4	11	2	-	-	-
		1%	1%	2%	*%	-%	-%	*%	1%	2%	-%	-%	-%
Fairly Dissatisfied	(-1)	93	18	20	17	1	1	45	52	5	7	2	-
		5%	5%	6%	5%	1%	1%	5%	7%	5%	17%	4%	-%
Neither Satisfied Nor Dissatisfied	(0)	472	63	59	62	8	9	163	151	20	8	9	6
		25%	18%	17%	18%	9%	17%	18%	20%	20%	21%	19%	43%
Fairly Satisfied	(1)	654	144	139	120	39	31	353	233	38	12	25	4
		34%	42%	40%	36%	43%	58%	40% b	31%	38%	29%	54%	27%
Very Satisfied	(2)	499	89	97	115	36	9	243	228	33	13	5	4
		26%	26%	28%	34%	39%	18%	27%	31%	32% c	33%	10%	27%
Don't Know (DO NOT READ OUT)		182	30	31	23	7	3	79	67	3	-	6	*
		10%	9%	9%	7%	8%	6%	9%	9%	3%	-%	13%	3%
NET: Satisfied		1153	233	237	235	74	40	596	461	71	25	30	7
		60%	67%	67%	70%	82%	76%	67%	62%	70%	62%	64%	54%
NET: Dissatisfied		107	21	25	17	1	1	49	63	7	7	2	-
		6%	6%	7%	5%	1%	1%	5%	8%	7%	17%	4%	-%
Answered		1732	316	321	314	83	50	808	674	98	40	41	13
Mean score		.9	.9	.9	1.1	1.3 ab	1.0	1.0	.9	1.0	.8	.8	.8

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base		830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base		1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
Very Dissatisfied	(-2)	14	12	6	12	10	6	5	11	2	-	7	5	5	9
		1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	*%	5% a	1%	1%
Fairly Dissatisfied	(-1)	93	87	54	90	57	32	52	90	27	-	59	22	41	51
		5%	5%	6% e	5% e	5%	3%	6%	5%	14% ab	-%	4%	23% a	8% b	4%
Neither Satisfied Nor Dissatisfied	(0)	472	414	234	423	256	318	197	431	45	*	329	36	127	346
		25%	25%	24%	25%	23%	30% d	24%	25%	23%	1%	21%	37% a	26%	24%
Fairly Satisfied	(1)	654	533	325	573	371	339	273	576	58	1	579	11	193	461
		34%	32%	33%	33%	34%	31%	34%	34%	30%	15%	36% b	12%	40%	32%
Very Satisfied	(2)	499	443	254	450	293	265	214	438	50	-	471	12	99	400
		26%	27%	26%	26%	27%	25%	26%	26%	26%	-%	30% b	13%	20%	28% a
Don't Know (DO NOT READ OUT)		182	163	106	167	105	118	70	166	14	4	147	11	23	159
		10%	10%	11%	10%	10%	11%	9%	10%	7%	84%	9%	11%	5%	11% a
NET: Satisfied		1153	976	580	1024	664	604	486	1013	108	1	1050	24	292	861
		60%	59%	59%	60%	61%	56%	60%	59%	55%	15%	66% b	24%	60%	60%
NET: Dissatisfied		107	99	60	102	67	38	57	101	29	-	66	27	46	61
		6%	6%	6%	6%	6%	4%	7%	6%	15% ab	-%	4%	28% a	9% b	4%
Answered		1732	1489	874	1549	987	960	740	1546	182	1	1444	86	465	1267
Mean score		.9	.9	.9	.9	.9	.9	.9	.9	.7	.9	1.0 b	*	.7	.9 a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base		830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base		1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
Very Dissatisfied	(-2)	14	2	*	*	2	4	5	6	*	3	11	8	6
		1%	1%	1%	*%	1%	2%	*%	1%	*%	2%	1%	1%	*%
Fairly Dissatisfied	(-1)	93	24	-	6	18	9	59	24	13	10	69	47	46
		5%	7%	-%	5%	6%	4%	5%	5%	7%	5%	5%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	472	63	1	27	53	35	310	121	53	37	373	146	326
		25%	18%	8%	23%	18%	18%	26%	23%	28%	19%	26%	20%	28% a
Fairly Satisfied	(1)	654	122	14	53	105	68	404	180	78	77	484	249	406
		34%	36%	91%	45%	36%	34%	35%	34%	41%	39%	33%	34%	34%
Very Satisfied	(2)	499	114	*	24	95	69	281	141	40	62	389	223	276
		26%	33%	*%	21%	33%	35% b	24%	27%	21%	31%	27%	30% b	23%
Don't Know (DO NOT READ OUT)		182	17	-	6	18	14	111	56	7	9	123	60	122
		10%	5%	-%	5%	6%	7%	9%	11%	4%	5%	9%	8%	10%
NET: Satisfied		1153	236	14	77	200	137	685	321	118	139	873	471	681
		60%	69%	91%	66%	69%	69%	59%	61%	62%	70%	60%	64%	58%
NET: Dissatisfied		107	26	*	6	20	13	64	30	13	14	80	55	51
		6%	8%	1%	5%	7%	6%	5%	6%	7%	7%	6%	8%	4%
Answered		1732	326	16	111	273	185	1059	472	185	190	1326	673	1059
Mean score		.9	1.0	.9	.9	1.0	1.0	.8	.9	.8	1.0	.9	.9	.9

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 139 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2073	449	567	555	502	1016	1057
Effective base		830	169	212	210	256	376	461
Weighted Base		1914	474	478	478	484	952	962
Very Dissatisfied	(-2)	14	4	5	1	4	9	5
		1%	1%	1%	*%	1%	1%	1%
Fairly Dissatisfied	(-1)	93	23	32	33	4	56	37
		5%	5%	7%	7%	1%	6%	4%
			d	d	d			
Neither Satisfied Nor Dissatisfied	(0)	472	79	67	91	236	145	327
		25%	17%	14%	19%	49%	15%	34%
						abc		a
Fairly Satisfied	(1)	654	150	190	207	107	340	314
		34%	32%	40%	43%	22%	36%	33%
			d	d	ad			
Very Satisfied	(2)	499	156	155	101	87	311	187
		26%	33%	32%	21%	18%	33%	19%
			cd	cd			b	
Don't Know (DO NOT READ OUT)		182	62	29	46	46	90	92
		10%	13%	6%	10%	10%	9%	10%
			b					
NET: Satisfied		1153	307	345	307	194	652	501
		60%	65%	72%	64%	40%	68%	52%
			d	d	d		b	
NET: Dissatisfied		107	27	38	34	8	65	42
		6%	6%	8%	7%	2%	7%	4%
			d	d	d			
Answered		1732	412	449	432	438	862	870
Mean score		.9	1.0	1.0	.9	.6	1.0	.7
			cd	d	d		b	

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2073	1047	1026	1473	338	76	186	600
Effective base		830	411	432	764	207	32	110	264
Weighted Base		1914	813	1100	1830	70	9	5	84
Very Dissatisfied	(-2)	31	9	21	30	*	*	*	1
		2%	1%	2%	2%	1%	1%	2%	1%
Fairly Dissatisfied	(-1)	59	27	31	58	*	*	*	1
		3%	3%	3%	3%	1%	*%	2%	1%
					be				
Neither Satisfied Nor Dissatisfied	(0)	288	76	212	281	6	1	*	7
		15%	9%	19%	15%	8%	7%	10%	8%
				a	be				
Fairly Satisfied	(1)	585	221	364	556	23	3	2	29
		31%	27%	33%	30%	33%	34%	47%	34%
								abe	
Very Satisfied	(2)	789	384	405	747	37	4	2	42
		41%	47%	37%	41%	52%	42%	35%	50%
			b			ad			ad
Don't Know (DO NOT READ OUT)		162	95	67	157	3	1	*	5
		8%	12%	6%	9%	5%	16%	4%	6%
			b				bde		
NET: Satisfied		1374	605	769	1303	60	7	4	71
		72%	74%	70%	71%	85%	76%	82%	84%
						a		a	a
NET: Dissatisfied		90	37	53	88	1	*	*	1
		5%	5%	5%	5%	1%	2%	4%	1%
					be				
Answered		1752	718	1033	1673	67	7	4	79
Mean score		1.2	1.3	1.1	1.2	1.4	1.4	1.2	1.4
			b			ad			ad

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2073	852	416	205	207	207	186	1473	338	262
Effective base		830	455	215	123	130	108	110	764	207	69
Weighted Base		1914	1191	476	163	44	35	5	1830	70	13
Very Dissatisfied	(-2)	31	16	11	3	*	*	*	30	*	*
		2%	1%	2%	2%	1%	*%	2%	2%	1%	2%
Fairly Dissatisfied	(-1)	59	41	14	3	*	*	*	58	*	*
		3%	3%	3%	2%	1%	*%	2%	3%	1%	1%
			h						h		
Neither Satisfied Nor Dissatisfied	(0)	288	201	75	6	4	3	*	281	6	1
		15%	17%	16%	3%	9%	8%	10%	15%	8%	8%
			cdehi	ceh					cdeh		
Fairly Satisfied	(1)	585	318	167	70	14	12	2	556	23	5
		31%	27%	35%	43%	32%	35%	47%	30%	33%	38%
				a	ag			abdgh			a
Very Satisfied	(2)	789	502	179	66	24	16	2	747	37	5
		41%	42%	38%	40%	54%	47%	35%	41%	52%	39%
						abcfgi				abcfg	
Don't Know (DO NOT READ OUT)		162	112	31	15	1	3	*	157	3	2
		8%	9%	6%	9%	3%	10%	4%	9%	5%	12%
			d				d		d		d
NET: Satisfied		1374	820	347	136	38	29	4	1303	60	10
		72%	69%	73%	84%	86%	82%	82%	71%	85%	78%
					abg	abg	ag	ag		abg	
NET: Dissatisfied		90	58	24	7	1	*	*	88	1	*
		5%	5%	5%	4%	2%	*%	4%	5%	1%	3%
			eh	eh					eh		
Answered		1752	1079	446	149	43	32	4	1673	67	12
Mean score		1.2	1.2	1.1	1.3	1.4	1.4	1.2	1.2	1.4	1.3
						abfg	abfg			abfg	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2073	792	237	79	49	200
Effective base		830	436	99	27	8	34
Weighted Base		1914	1153	224	36	19	57
Very Dissatisfied	(-2)	31	21	4	-	-	*
		2%	2%	2%	-%	-%	1%
Fairly Dissatisfied	(-1)	59	38	8	*	1	2
		3%	3%	3%	1%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	288	217	33	2	1	2
		15%	19%	15%	7%	7%	4%
			e				
Fairly Satisfied	(1)	585	330	84	12	5	15
		31%	29%	38%	32%	25%	26%
Very Satisfied	(2)	789	463	80	22	11	30
		41%	40%	36%	60%	58%	53%
					ab		
Don't Know (DO NOT READ OUT)		162	84	15	*	1	7
		8%	7%	7%	*%	5%	13%
NET: Satisfied		1374	793	164	33	16	45
		72%	69%	73%	92%	83%	79%
					ab		
NET: Dissatisfied		90	60	12	*	1	2
		5%	5%	5%	1%	5%	4%
Answered		1752	1069	209	36	19	49
Mean score		1.2	1.1	1.1	1.5	1.4	1.5
					ab		ab

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base		830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base		1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
Very Dissatisfied	(-2)	31	2	-	9	-	2	9	*	5	1	29	2	*	*
		2%	1%	-%	3%	-%	1%	3%	*%	4%	1%	2%	1%	*%	*%
								l		l					
Fairly Dissatisfied	(-1)	59	5	5	9	2	*	16	7	6	3	53	3	3	*
		3%	3%	3%	3%	2%	*%	6%	3%	4%	2%	3%	3%	4%	1%
								em							
Neither Satisfied Nor Dissatisfied	(0)	288	16	38	36	8	26	71	14	32	17	257	16	11	5
		15%	10%	24%	11%	9%	17%	25%	6%	23%	12%	15%	14%	14%	12%
				acdgjklm			g	acdgijklm		adg		g		g	
Fairly Satisfied	(1)	585	46	38	101	30	48	80	88	35	39	507	40	28	10
		31%	29%	25%	32%	35%	32%	28%	35%	25%	27%	30%	34%	36%	28%
Very Satisfied	(2)	789	78	69	126	33	60	90	108	54	73	692	48	29	20
		41%	49%	45%	40%	38%	40%	32%	43%	39%	51%	41%	42%	38%	53%
			f								f				fjl
Don't Know (DO NOT READ OUT)		162	12	5	31	15	16	17	33	8	9	147	7	6	2
		8%	8%	3%	10%	17%	11%	6%	13%	6%	6%	9%	6%	8%	5%
						bfjklm			bkm						
NET: Satisfied		1374	124	107	227	63	108	170	196	89	113	1199	87	57	31
		72%	78%	69%	73%	72%	71%	60%	78%	63%	79%	71%	76%	74%	81%
			f						f		f	f	f	f	fhj
NET: Dissatisfied		90	7	5	18	2	2	25	7	11	5	81	5	3	*
		5%	5%	3%	6%	2%	1%	9%	3%	8%	3%	5%	4%	4%	1%
					m			em		m					
Answered		1752	147	150	282	73	136	266	217	133	134	1537	108	71	36
Mean score		1.2	1.3	1.1	1.2	1.3	1.2	.9	1.4	1.0	1.3	1.2	1.2	1.2	1.4
			fh		f	f	f		fh		fh	f	f	f	bcfhjkl

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		2073	73	169	18	233	296	111	139	947	1625	448	1884	189
Effective base		830	28	68	6	87	121	49	58	420	657	184	781	58
Weighted Base		1914	67	166	13	225	392	63	130	747	1586	328	1832	82
Very Dissatisfied	(-2)	31	-	4	-	1	6	*	4	11	31	*	29	2
		2%	-%	3%	-%	1%	1%	1%	3%	1%	2%	*%	2%	2%
Fairly Dissatisfied	(-1)	59	4	6	-	3	14	3	6	14	45	14	58	1
		3%	6%	4%	-%	1%	3%	5%	5%	2%	3%	4%	3%	1%
Neither Satisfied Nor Dissatisfied	(0)	288	8	19	-	32	51	6	29	121	250	38	277	12
		15%	13%	11%	-%	14%	13%	9%	23%	16%	16%	12%	15%	14%
Fairly Satisfied	(1)	585	11	60	5	67	128	16	45	228	490	95	559	26
		31%	16%	36%	35%	30%	33%	26%	35%	30%	31%	29%	31%	31%
Very Satisfied	(2)	789	20	69	8	95	175	33	39	314	643	146	752	37
		41%	30%	42%	60%	42%	45%	52%	30%	42%	41%	45%	41%	45%
								g						
Don't Know (DO NOT READ OUT)		162	24	7	1	25	18	5	6	60	127	35	157	5
		8%	35%	4%	4%	11%	5%	8%	5%	8%	8%	11%	9%	6%
			bdefgh											
NET: Satisfied		1374	31	129	12	163	303	49	84	542	1133	241	1311	62
		72%	46%	78%	96%	72%	77%	78%	65%	72%	71%	73%	72%	76%
				a		a	a	a		a				
NET: Dissatisfied		90	4	11	-	5	19	3	10	25	76	14	87	3
		5%	6%	6%	-%	2%	5%	5%	8%	3%	5%	4%	5%	4%
Answered		1752	43	159	12	200	374	58	124	687	1459	293	1674	77
Mean score		1.2	1.1	1.2	1.6	1.3	1.2	1.3	.9	1.2	1.1	1.3	1.2	1.2
						g	g	g		g				

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2073	2023	50	1289	373	408
Effective base		830	805	25	529	122	179
Weighted Base		1914	1861	52	1228	261	424
Very Dissatisfied	(-2)	31	29	2	8	8	15
		2%	2%	4%	1%	3%	4%
						a	a
Fairly Dissatisfied	(-1)	59	59	-	21	15	23
		3%	3%	-%	2%	6%	5%
						a	a
Neither Satisfied Nor Dissatisfied	(0)	288	283	5	180	43	65
		15%	15%	10%	15%	16%	15%
Fairly Satisfied	(1)	585	574	10	362	98	123
		31%	31%	20%	29%	38%	29%
Very Satisfied	(2)	789	765	24	532	83	174
		41%	41%	45%	43%	32%	41%
					b		
Don't Know (DO NOT READ OUT)		162	151	11	125	13	23
		8%	8%	21%	10%	5%	5%
				a			
NET: Satisfied		1374	1340	34	894	181	298
		72%	72%	65%	73%	69%	70%
NET: Dissatisfied		90	88	2	29	23	38
		5%	5%	4%	2%	9%	9%
						a	a
Answered		1752	1710	41	1103	247	401
Mean score		1.2	1.2	1.3	1.3	.9	1.0
					bc		

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base		830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base		1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
Very Dissatisfied	(-2)	31	23	8	*	-	-	-	-	*	31	*	*	4	19	8
		2%	1%	4%	*%	-%	-%	-%	-%	*%	2%	*%	*%	*%	3% a	3% a
Fairly Dissatisfied	(-1)	59	51	7	1	*	*	-	-	-	57	1	1	26	25	8
		3%	3%	3%	2%	3%	6%	-%	-%	-%	3%	3%	4%	3%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	288	245	36	4	*	3	*	-	-	281	7	3	156	89	43
		15%	15%	18%	14%	1%	32%	1%	-%	-%	15%	13%	11%	16%	13%	17%
Fairly Satisfied	(1)	585	504	63	12	3	2	*	*	*	567	18	6	250	254	80
		31%	30%	31%	39%	25%	23%	92%	11%	16%	30%	33%	24%	26%	37% a	31%
Very Satisfied	(2)	789	685	82	7	9	3	*	*	2	768	21	14	443	243	104
		41%	41%	41%	23%	71%	40%	7%	30%	84%	41%	40%	61%	45% b	36%	40%
Don't Know (DO NOT READ OUT)		162	149	6	6	-	-	-	*	-	155	7	*	100	49	13
		8%	9%	3%	21% b	-%	-%	-%	59%	-%	8%	12%	1%	10%	7%	5%
NET: Satisfied		1374	1190	145	19	12	5	*	*	2	1335	39	20	693	497	184
		72%	72%	72%	63%	96%	62%	99%	41%	100%	72%	72%	84%	71%	73%	72%
NET: Dissatisfied		90	74	15	1	*	*	-	-	*	88	1	1	30	44	16
		5%	4%	7%	2%	3%	6%	-%	-%	*%	5%	3%	4%	3%	6% a	6%
Answered		1752	1508	196	24	13	8	*	*	2	1704	48	23	879	630	243
Mean score		1.2	1.2	1.0	1.1	1.6	1.0	1.1	1.7	1.8	1.2	1.2	1.4	1.3 b	1.1	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base		830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base		1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
Very Dissatisfied	(-2)	31	14	22	28	20	3	11	25	1	2	*	-	-	-
		2%	1%	3%	2%	3%	1%	3%	2%	1%	4%	*%	-%	-%	-%
Fairly Dissatisfied	(-1)	59	31	29	43	26	9	5	38	5	*	*	-	-	-
		3%	3%	4%	3%	3%	4%	1%	3%	5%	1%	*%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	288	170	127	224	97	34	64	206	6	4	2	*	3	3
		15%	15%	18%	16%	12%	15%	16%	17%	6%	9%	9%	1%	24%	56%
Fairly Satisfied	(1)	585	371	250	457	296	79	113	389	36	16	5	3	8	1
		31%	32%	34%	32%	37% f	35%	28%	32%	40%	34%	21%	39%	68%	14%
Very Satisfied	(2)	789	455	256	536	308	88	182	455	37	22	15	4	1	2
		41%	39%	35%	38%	39%	38%	45% b	37%	42%	47%	63%	60%	8%	29%
Don't Know (DO NOT READ OUT)		162	118	41	125	53	15	34	116	5	2	2	-	-	-
		8%	10% b	6%	9%	7%	7%	8%	9%	6%	5%	6%	-%	-%	-%
NET: Satisfied		1374	826	506	994	604	167	295	844	73	38	21	7	9	2
		72%	71%	70%	70%	75%	73%	72%	69%	82%	81%	85%	99%	76%	44%
NET: Dissatisfied		90	45	51	71	46	12	16	63	5	3	*	-	-	-
		5%	4%	7% a	5%	6%	5%	4%	5%	6%	5%	*%	-%	-%	-%
Answered		1752	1041	684	1289	747	212	374	1114	84	45	23	7	12	6
Mean score		1.2	1.2 b	1.0	1.1	1.1	1.1	1.2 b	1.1	1.2	1.2	1.6	1.6	.8	.7

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base		830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base		1914	717	37	21	12	5	3	5	14	633	286	347	129	20
Very Dissatisfied	(-2)	31	20	-	-	*	-	*	-	*	7	5	2	13	-
		2%	3%	-%	-%	*%	-%	*%	-%	*%	1%	2%	1%	10% abc	-%
Fairly Dissatisfied	(-1)	59	23	2	*	*	-	-	-	-	10	15	12	6	-
		3%	3%	5%	*%	3%	-%	-%	-%	-%	2%	5% a	4%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	288	91	1	1	1	1	*	2	3	113	36	56	16	4
		15%	13%	3%	6%	5%	15%	9%	36%	22%	18%	12%	16%	12%	20%
Fairly Satisfied	(1)	585	263	12	10	4	2	2	2	6	197	97	104	51	10
		31%	37%	34%	49%	30%	39%	80%	33%	46%	31%	34%	30%	39%	48%
Very Satisfied	(2)	789	266	21	9	8	3	*	2	4	222	116	153	39	7
		41%	37%	58%	45%	62%	46%	11%	31%	33%	35%	41%	44%	30%	33%
Don't Know (DO NOT READ OUT)		162	53	-	-	-	-	-	-	-	83	17	20	5	*
		8%	7%	-%	-%	-%	-%	-%	-%	-%	13% bcd	6%	6%	3%	*%
NET: Satisfied		1374	529	34	19	11	5	3	3	11	419	213	257	89	16
		72%	74%	92%	94%	92%	85%	91%	64%	78%	66%	74%	74%	69%	80%
NET: Dissatisfied		90	43	2	*	*	-	*	-	*	17	20	15	19	-
		5%	6%	5%	*%	4%	-%	*%	-%	*%	3%	7% a	4%	15% ac	-%
Answered		1752	664	37	21	12	5	3	5	14	549	269	327	124	20
Mean score		1.2	1.1	1.4	1.4	1.5	1.3	1.0	1.0	1.1	1.1 d	1.1 d	1.2 d	.8	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base		830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base		1914	344	174	208	59	14	550	52	197	1798	116	1359	56
Very Dissatisfied	(-2)	31	5	6	*	9	-	15	-	5	19	12	24	5
		2%	1%	4%	*%	15% ac	-%	3%	-%	3%	1%	10% a	2%	8%
Fairly Dissatisfied	(-1)	59	12	5	7	2	-	21	*	4	56	3	37	6
		3%	4%	3%	3%	3%	-%	4%	1%	2%	3%	3%	3%	12% a
Neither Satisfied Nor Dissatisfied	(0)	288	37	22	27	10	-	76	6	14	268	20	219	6
		15%	11%	13%	13%	17%	-%	14%	12%	7%	15%	17%	16%	10%
Fairly Satisfied	(1)	585	119	75	69	24	9	192	14	88	552	33	444	13
		31%	35%	43%	33%	40%	63%	35%	27%	45%	31%	28%	33%	24%
Very Satisfied	(2)	789	141	53	95	14	5	207	30	71	754	35	520	17
		41%	41%	30%	46% d	23%	36%	38%	58% ac	36%	42%	30%	38%	30%
Don't Know (DO NOT READ OUT)		162	30	13	10	*	*	38	1	14	149	13	116	9
		8%	9%	8%	5%	1%	2%	7%	2%	7%	8%	11%	9%	16%
NET: Satisfied		1374	261	128	164	38	14	400	45	159	1306	68	964	30
		72%	76%	73%	79%	64%	98%	73%	86%	80%	73% b	58%	71%	54%
NET: Dissatisfied		90	17	11	7	11	-	36	*	10	75	15	60	11
		5%	5%	6%	3%	19% ac	-%	7%	1%	5%	4%	13% a	4%	20% a
Answered		1752	315	161	199	59	14	512	51	183	1649	103	1243	46
Mean score		1.2	1.2 d	1.0	1.3 d	.5	1.4	1.1	1.5	1.2	1.2 b	.7	1.1 b	.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base		830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base		1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
Very Dissatisfied	(-2)	31	2	9	6	6	16	4	6	12	4	15	17	17	-
		2%	1%	7%	2%	11%	2%	3%	1%	1%	4%	4%	3%	12% ab	-%
Fairly Dissatisfied	(-1)	59	8	4	15	2	22	3	19	30	4	22	20	7	-
		3%	4%	3%	5%	4%	3%	3%	4%	3%	3%	6%	3%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	288	18	20	28	9	76	21	70	159	27	77	109	31	*
		15%	9%	17%	10%	16%	11%	17%	16%	15%	22%	19%	18%	22%	54%
Fairly Satisfied	(1)	585	79	45	90	14	254	42	145	338	35	118	223	34	-
		31%	40%	37%	34%	24%	37%	35%	33%	32%	28%	30%	37%	24%	-%
Very Satisfied	(2)	789	74	39	106	16	267	41	157	402	47	145	210	51	-
		41%	38%	32%	40%	29%	39%	34%	35%	39%	38%	36%	35%	36%	-%
Don't Know (DO NOT READ OUT)		162	15	6	21	9	45	8	47	101	6	21	29	2	*
		8%	8%	5%	8%	16%	7%	7%	11%	10%	5%	5%	5%	1%	46%
NET: Satisfied		1374	153	84	196	30	521	83	302	741	82	263	434	85	-
		72%	78%	69%	74%	53%	77%	69%	68%	71%	67%	66%	71%	61%	-%
NET: Dissatisfied		90	10	12	21	8	38	8	25	43	9	38	37	23	-
		5%	5%	10%	8%	15%	6%	6%	6%	4%	7%	10%	6%	17% b	-%
Answered		1752	182	117	244	48	636	111	397	943	118	378	579	139	*
Mean score		1.2	1.2	.9	1.1	.7	1.2	1.0	1.1	1.2	1.0	.9	1.0 c	.7	-

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2073	573	523	163	2	1402	814	700	1223	937	27
Effective base		830	227	216	61	2	515	306	288	456	350	4
Weighted Base		1914	552	527	148	1	1156	704	702	1054	795	8
Very Dissatisfied	(-2)	31	16	14	11	-	14	22	16	17	15	-
		2%	3%	3%	8%	-%	1%	3% a	2%	2%	2%	-%
Fairly Dissatisfied	(-1)	59	22	22	1	-	31	28	24	33	21	*
		3%	4%	4%	*%	-%	3%	4%	3%	3%	3%	*%
Neither Satisfied Nor Dissatisfied	(0)	288	70	68	18	1	169	121	82	155	133	*
		15%	13%	13%	12%	100%	15%	17%	12%	15%	17%	3%
Fairly Satisfied	(1)	585	206	193	49	-	370	241	264	333	277	2
		31%	37%	37%	33%	-%	32%	34%	38%	32%	35%	23%
Very Satisfied	(2)	789	208	200	61	-	454	251	275	418	290	6
		41%	38%	38%	42%	-%	39%	36%	39%	40%	36%	75%
Don't Know (DO NOT READ OUT)		162	30	30	8	-	118	41	41	98	59	-
		8%	5%	6%	5%	-%	10% bc	6%	6%	9%	7%	-%
NET: Satisfied		1374	414	393	110	-	824	492	539	751	567	8
		72%	75%	75%	75%	-%	71%	70%	77%	71%	71%	97%
NET: Dissatisfied		90	38	36	12	-	45	50	40	50	36	*
		5%	7%	7%	8%	-%	4%	7% a	6%	5%	5%	*%
Answered		1752	522	497	140	1	1038	663	661	956	736	8
Mean score		1.2	1.1	1.1	1.1	-	1.2 b	1.0	1.1	1.2	1.1	1.7

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2073	370	338	348	69	44	1050	874	118	58	57	22
Effective base		830	142	146	138	34	21	384	327	43	16	24	6
Weighted Base		1914	347	352	337	91	53	887	741	101	40	47	14
Very Dissatisfied	(-2)	31	7	4	9	7	5	12	12	5	8	6	-
		2%	2%	1%	3%	7%	9%	1%	2%	5%	21%	12%	-%
						b	b						
Fairly Dissatisfied	(-1)	59	21	8	12	1	1	26	19	12	8	1	-
		3%	6%	2%	4%	1%	1%	3%	3%	12%	21%	1%	-%
Neither Satisfied Nor Dissatisfied	(0)	288	33	44	40	13	8	137	129	21	7	12	3
		15%	10%	13%	12%	15%	16%	15%	17%	21%	17%	25%	21%
Fairly Satisfied	(1)	585	111	145	108	22	17	290	264	27	6	9	5
		31%	32%	41%	32%	25%	33%	33%	36%	26%	16%	20%	35%
Very Satisfied	(2)	789	152	132	144	41	19	350	266	34	10	14	4
		41%	44%	37%	43%	45%	36%	39%	36%	34%	26%	30%	33%
Don't Know (DO NOT READ OUT)		162	22	18	24	7	3	72	51	2	*	5	2
		8%	6%	5%	7%	8%	5%	8%	7%	2%	*%	12%	12%
NET: Satisfied		1374	263	277	252	63	36	641	529	61	17	23	9
		72%	76%	79%	75%	70%	69%	72%	71%	60%	41%	50%	68%
NET: Dissatisfied		90	29	12	21	7	5	38	31	17	17	6	-
		5%	8%	3%	6%	8%	10%	4%	4%	17%	42%	13%	-%
											ac		
Answered		1752	325	334	313	84	50	816	690	99	40	41	12
Mean score		1.2	1.2	1.2	1.2	1.1	.9	1.2	1.1	.7	*	.6	1.1

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base		830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base		1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
Very Dissatisfied	(-2)	31	24	20	29	25	16	14	28	13	-	3	17	27	3
		2%	1%	2%	2%	2%	2%	2%	2%	6%	-%	*%	18%	6%	*%
										ab			a	b	
Fairly Dissatisfied	(-1)	59	53	25	54	34	30	26	55	5	-	23	8	32	27
		3%	3%	3%	3%	3%	3%	3%	3%	3%	-%	1%	9%	6%	2%
													a	b	
Neither Satisfied Nor Dissatisfied	(0)	288	239	157	261	153	127	121	256	52	*	196	21	101	188
		15%	14%	16%	15%	14%	12%	15%	15%	27%	1%	12%	22%	21%	13%
										ab				b	
Fairly Satisfied	(1)	585	515	293	531	352	313	250	540	49	*	512	20	160	424
		31%	31%	30%	31%	32%	29%	31%	32%	25%	5%	32%	21%	33%	30%
Very Satisfied	(2)	789	680	407	700	446	482	345	703	66	1	719	26	132	657
		41%	41%	42%	41%	41%	45%	43%	41%	34%	29%	45%	27%	27%	46%
												b			a
Don't Know (DO NOT READ OUT)		162	140	78	140	82	110	54	130	11	3	137	4	35	126
		8%	8%	8%	8%	8%	10%	7%	8%	5%	64%	9%	4%	7%	9%
NET: Satisfied		1374	1195	700	1231	798	794	595	1243	115	2	1231	47	293	1081
		72%	72%	71%	72%	73%	74%	73%	73%	59%	35%	77%	48%	60%	76%
								c	c			b			a
NET: Dissatisfied		90	78	45	83	59	47	41	83	18	-	27	26	59	30
		5%	5%	5%	5%	5%	4%	5%	5%	9%	-%	2%	26%	12%	2%
													a	b	
Answered		1752	1512	902	1575	1011	968	757	1582	185	2	1454	93	452	1299
Mean score		1.2	1.2	1.2	1.2	1.1	1.3	1.2	1.2	.8	1.8	1.3	.3	.7	1.3
								c	c			b			a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base		830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base		1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
Very Dissatisfied	(-2)	31	14	*	2	12	6	15	10	6	9	15	13	18
		2%	4%	1%	2%	4%	3%	1%	2%	3%	4% c	1%	2%	2%
Fairly Dissatisfied	(-1)	59	12	*	5	17	10	25	24	7	19	25	28	31
		3%	3%	*%	4%	6%	5%	2%	5%	4%	10% c	2%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	288	40	2	17	36	35	166	87	35	39	202	130	159
		15%	12%	15%	14%	12%	18%	14%	16%	19%	19%	14%	18%	13%
Fairly Satisfied	(1)	585	113	4	49	88	64	360	154	57	69	436	218	366
		31%	33%	27%	42%	30%	32%	31%	29%	30%	35%	30%	30%	31%
Very Satisfied	(2)	789	135	9	38	111	67	504	209	70	57	636	272	517
		41%	40%	57%	32%	38%	34%	43%	40%	37%	29%	44% b	37%	44%
Don't Know (DO NOT READ OUT)		162	28	-	7	27	17	100	44	17	6	135	72	90
		8%	8%	-%	6%	9%	8%	9%	8%	9%	3%	9%	10%	8%
NET: Satisfied		1374	249	13	87	199	132	865	363	127	126	1072	490	884
		72%	73%	84%	74%	68%	66%	74%	69%	66%	63%	74%	67%	75% a
NET: Dissatisfied		90	25	*	7	29	16	39	34	13	28	39	41	49
		5%	7%	1%	6%	10%	8% b	3%	7%	7%	14% c	3%	6%	4%
Answered		1752	314	16	111	264	182	1070	484	175	193	1314	661	1091
Mean score		1.2	1.1	1.4	1.0	1.0	1.0	1.2 a	1.1	1.0	.8	1.3 ab	1.1	1.2 a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 145 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2073	449	567	555	502	1016	1057
Effective base		830	169	212	210	256	376	461
Weighted Base		1914	474	478	478	484	952	962
Very Dissatisfied	(-2)	31	7	7	10	7	14	17
		2%	1%	1%	2%	1%	1%	2%
Fairly Dissatisfied	(-1)	59	21	10	7	20	31	28
		3%	4%	2%	2%	4%	3%	3%
Neither Satisfied Nor Dissatisfied	(0)	288	66	89	83	51	154	134
		15%	14%	19%	17%	11%	16%	14%
				d	d			
Fairly Satisfied	(1)	585	146	178	158	102	324	261
		31%	31%	37%	33%	21%	34%	27%
			d	d	d		b	
Very Satisfied	(2)	789	148	163	181	298	311	478
		41%	31%	34%	38%	62%	33%	50%
						abc		a
Don't Know (DO NOT READ OUT)		162	87	31	38	6	118	44
		8%	18%	7%	8%	1%	12%	5%
			bcd	d	d		b	
NET: Satisfied		1374	294	341	339	400	635	739
		72%	62%	71%	71%	83%	67%	77%
						abc		a
NET: Dissatisfied		90	28	17	18	27	45	45
		5%	6%	3%	4%	6%	5%	5%
Answered		1752	387	447	440	478	834	918
Mean score		1.2	1.0	1.1	1.1	1.4	1.1	1.3
						abc		a

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2073	1047	1026	1473	338	76	186	600
Effective base		830	411	432	764	207	32	110	264
Weighted Base		1914	813	1100	1830	70	9	5	84
Very Dissatisfied	(-2)	97	36	61	96	1	*	*	1
		5%	4%	6%	5%	1%	4%	3%	2%
					be				
Fairly Dissatisfied	(-1)	277	102	175	270	6	*	*	7
		14%	13%	16%	15%	9%	4%	5%	8%
					bde				
Neither Satisfied Nor Dissatisfied	(0)	500	238	262	479	17	2	1	20
		26%	29%	24%	26%	24%	28%	24%	24%
Fairly Satisfied	(1)	749	346	403	711	32	3	2	38
		39%	43%	37%	39%	46%	39%	50%	45%
								a	
Very Satisfied	(2)	275	83	192	259	14	2	1	17
		14%	10%	17%	14%	20%	25%	17%	20%
				a					a
Don't Know (DO NOT READ OUT)		16	9	7	15	*	-	*	*
		1%	1%	1%	1%	*%	-%	1%	*%
NET: Satisfied		1025	429	595	970	46	6	3	55
		54%	53%	54%	53%	65%	64%	67%	65%
						a		a	a
NET: Dissatisfied		374	137	236	365	7	1	*	8
		20%	17%	21%	20%	10%	8%	8%	10%
					bde				
Answered		1898	805	1093	1815	70	9	5	83
Mean score		.4	.4	.4	.4	.7	.8	.8	.7
						a		a	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2073	852	416	205	207	207	186	1473	338	262
Effective base		830	455	215	123	130	108	110	764	207	69
Weighted Base		1914	1191	476	163	44	35	5	1830	70	13
Very Dissatisfied	(-2)	97	51	37	8	1	*	*	96	1	*
		5%	4%	8%	5%	2%	1%	3%	5%	1%	4%
				deh					h		
Fairly Dissatisfied	(-1)	277	188	67	15	5	2	*	270	6	1
		14%	16%	14%	9%	11%	6%	5%	15%	9%	4%
			efhi	efi					efhi		
Neither Satisfied Nor Dissatisfied	(0)	500	311	140	29	12	7	1	479	17	4
		26%	26%	29%	18%	27%	21%	24%	26%	24%	27%
				c					c		
Fairly Satisfied	(1)	749	471	167	73	20	16	2	711	32	6
		39%	40%	35%	45%	46%	44%	50%	39%	46%	43%
						b		abg		b	
Very Satisfied	(2)	275	161	61	37	6	10	1	259	14	3
		14%	14%	13%	23%	14%	28%	17%	14%	20%	22%
					abg		abdg			a	
Don't Know (DO NOT READ OUT)		16	10	4	1	*	*	*	15	*	*
		1%	1%	1%	1%	*%	1%	1%	1%	*%	*%
NET: Satisfied		1025	632	228	110	26	25	3	970	46	9
		54%	53%	48%	67%	60%	72%	67%	53%	65%	65%
					abg	b	abg	abg		abg	b
NET: Dissatisfied		374	239	104	23	6	2	*	365	7	1
		20%	20%	22%	14%	13%	7%	8%	20%	10%	8%
			efhi	defhi					efhi		
Answered		1898	1181	472	162	44	35	5	1815	70	13
Mean score		.4	.4	.3	.7	.6	.9	.8	.4	.7	.8
					abg	b	abdg	abg		abg	abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2073	792	237	79	49	200
Effective base		830	436	99	27	8	34
Weighted Base		1914	1153	224	36	19	57
Very Dissatisfied	(-2)	97	57	10	1	1	*
		5%	5%	4%	2%	3%	1%
Fairly Dissatisfied	(-1)	277	188	21	4	9	8
		14%	16%	9%	10%	48%	15%
						abce	
Neither Satisfied Nor Dissatisfied	(0)	500	321	52	5	6	15
		26%	28%	23%	15%	30%	27%
Fairly Satisfied	(1)	749	427	99	15	3	21
		39%	37%	44%	41%	17%	36%
Very Satisfied	(2)	275	153	42	12	1	12
		14%	13%	19%	32%	3%	21%
					a		
Don't Know (DO NOT READ OUT)		16	7	-	-	*	-
		1%	1%	-%	-%	*%	-%
NET: Satisfied		1025	580	141	27	4	33
		54%	50%	63%	73%	19%	58%
				ad	ad		
NET: Dissatisfied		374	245	31	4	10	9
		20%	21%	14%	12%	50%	15%
						bce	
Answered		1898	1145	224	36	19	57
Mean score		.4	.4	.6	.9	-.3	.6
				ad	ad		d

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base		830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base		1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
Very Dissatisfied	(-2)	97	6	4	17	2	3	30	7	7	7	81	6	7	3
		5%	4%	2%	5%	2%	2%	11%	3%	5%	5%	5%	5%	9%	7%
								begj						bej	
Fairly Dissatisfied	(-1)	277	28	17	36	12	24	40	50	25	17	249	17	7	4
		14%	18%	11%	11%	14%	16%	14%	20%	18%	12%	15%	14%	9%	10%
			l						l			l			
Neither Satisfied Nor Dissatisfied	(0)	500	45	61	65	17	33	78	45	52	38	434	31	25	10
		26%	28%	40%	21%	19%	21%	28%	18%	37%	27%	26%	27%	33%	27%
				cdegjk						cdeg				cgj	
Fairly Satisfied	(1)	749	61	43	139	41	64	98	109	46	63	665	44	26	13
		39%	38%	28%	45%	47%	42%	35%	44%	33%	44%	39%	38%	34%	36%
					b	b			b			b			
Very Satisfied	(2)	275	20	30	47	16	26	36	39	11	18	242	16	11	8
		14%	12%	19%	15%	18%	17%	13%	16%	8%	12%	14%	14%	14%	20%
															h
Don't Know (DO NOT READ OUT)		16	-	-	9	*	2	1	-	*	1	14	1	*	*
		1%	-%	-%	3%	*%	1%	*%	-%	*%	1%	1%	1%	1%	*%
NET: Satisfied		1025	81	73	187	57	90	133	148	57	80	907	60	37	21
		54%	51%	47%	60%	65%	59%	47%	59%	41%	56%	54%	52%	48%	56%
					h	fhl	h		h			h			
NET: Dissatisfied		374	34	20	53	14	27	70	57	31	23	330	23	14	7
		20%	21%	13%	17%	16%	18%	25%	23%	22%	16%	20%	20%	19%	17%
Answered		1898	160	154	304	88	150	282	251	141	142	1671	114	76	38
Mean score		.4	.4	.5	.5	.7	.6	.2	.5	.2	.5	.4	.4	.3	.5
						fh	h								

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Industry									Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial		Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h		a	b	a	b
Unweighted Base		2073	73	169	18	233	296	111	139	947		1625	448	1884	189
Effective base		830	28	68	6	87	121	49	58	420		657	184	781	58
Weighted Base		1914	67	166	13	225	392	63	130	747		1586	328	1832	82
Very Dissatisfied	(-2)	97	7	15	-	6	17	6	9	33		67	30	95	3
		5%	10%	9%	-%	3%	4%	10%	7%	4%		4%	9% a	5%	3%
Fairly Dissatisfied	(-1)	277	9	29	*	10	62	6	17	114		228	48	271	5
		14%	13%	18% d	1%	5%	16% d	9%	13%	15% d		14%	15%	15%	6%
Neither Satisfied Nor Dissatisfied	(0)	500	16	38	1	58	93	10	46	216		421	79	487	13
		26%	24%	23%	4%	26%	24%	16%	35% f	29% f		27%	24%	27%	16%
Fairly Satisfied	(1)	749	14	66	11	114	153	19	47	283		620	129	717	32
		39%	21%	40%	88%	51% afh	39%	30%	36%	38%		39%	40%	39%	39%
Very Satisfied	(2)	275	15	15	*	36	64	22	11	99		235	41	251	25
		14%	23%	9%	2%	16%	16%	35% bdegh	9%	13%		15%	12%	14%	30% a
Don't Know (DO NOT READ OUT)		16	6	2	1	-	4	-	*	3		15	1	12	4
		1%	10% defgh	1%	4%	-%	1%	-%	*%	*%		1%	*%	1%	5% a
NET: Satisfied		1025	29	81	12	151	217	41	58	382		855	170	968	57
		54%	44%	49%	91%	67% abgh	55%	65% g	45%	51%		54%	52%	53%	70% a
NET: Dissatisfied		374	15	44	*	16	78	12	26	146		295	79	366	8
		20%	23% d	27% d	1%	7%	20% d	19% d	20% d	20% d		19%	24%	20%	9%
Answered		1898	60	164	12	225	388	63	130	744		1571	327	1820	78
Mean score		.4	.4	.2	1.0	.7 bgh	.5	.7 bg	.3	.4		.5	.3	.4	.9 a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2073	2023	50	1289	373	408
Effective base		830	805	25	529	122	179
Weighted Base		1914	1861	52	1228	261	424
Very Dissatisfied	(-2)	97	93	4	53	15	29
		5%	5%	7%	4%	6%	7%
Fairly Dissatisfied	(-1)	277	272	5	188	31	58
		14%	15%	9%	15%	12%	14%
Neither Satisfied Nor Dissatisfied	(0)	500	479	21	319	58	123
		26%	26%	39%	26%	22%	29%
Fairly Satisfied	(1)	749	731	18	486	101	161
		39%	39%	35%	40%	39%	38%
Very Satisfied	(2)	275	271	4	174	52	50
		14%	15%	8%	14%	20%	12%
Don't Know (DO NOT READ OUT)		16	15	1	9	4	3
		1%	1%	2%	1%	2%	1%
NET: Satisfied		1025	1002	22	660	153	211
		54%	54%	43%	54%	59%	50%
NET: Dissatisfied		374	365	8	240	46	87
		20%	20%	16%	20%	18%	21%
Answered		1898	1847	51	1219	257	421
Mean score		.4	.4	.3	.4	.6	.3

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base		830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base		1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
Very Dissatisfied	(-2)	97	77	19	1	-	-	-	-	*	96	1	*	42	35	20
		5%	5%	9%	4%	-%	-%	-%	-%	*%	5%	3%	*%	4%	5%	8%
Fairly Dissatisfied	(-1)	277	240	23	6	7	1	-	-	-	264	13	7	149	91	36
		14%	14%	12%	18%	53%	10%	-%	-%	-%	14%	24%	31%	15%	13%	14%
Neither Satisfied Nor Dissatisfied	(0)	500	438	57	4	*	*	-	*	*	495	5	1	235	203	62
		26%	26%	28%	14%	1%	6%	-%	11%	1%	27%	9%	3%	24%	30%	24%
Fairly Satisfied	(1)	749	667	67	7	1	4	*	*	2	734	15	8	409	258	82
		39%	40%	33%	24%	6%	56%	93%	31%	93%	39%	28%	33%	42%	38%	32%
Very Satisfied	(2)	275	227	35	6	5	2	*	*	*	262	14	8	140	87	49
		14%	14%	17%	19%	40%	28%	7%	59%	5%	14%	25%	33%	14%	13%	19%
Don't Know (DO NOT READ OUT)		16	9	*	6	-	-	*	-	-	9	6	*	4	5	6
		1%	1%	*%	21%	-%	-%	1%	-%	-%	*%	12%	*%	*%	1%	3%
					abi							abi				
NET: Satisfied		1025	894	102	13	6	7	*	*	2	996	29	16	549	345	131
		54%	54%	51%	43%	47%	84%	99%	89%	98%	54%	53%	66%	56%	51%	51%
NET: Dissatisfied		374	317	42	7	7	1	-	-	*	359	14	7	191	126	57
		20%	19%	21%	23%	53%	10%	-%	-%	*%	19%	27%	31%	20%	19%	22%
Answered		1898	1648	202	24	13	8	*	*	2	1850	48	24	975	674	250
Mean score		.4	.4	.4	.4	.3	1.0	1.1	1.5	1.0	.4	.6	.7	.5	.4	.4

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base		830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base		1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
Very Dissatisfied	(-2)	97	56	43	76	50	6	26	68	5	2	-	*	*	-
		5%	5%	6%	5%	6%	3%	6%	6%	6%	4%	-%	*%	2%	-%
Fairly Dissatisfied	(-1)	277	157	112	192	118	29	66	174	4	1	11	*	*	*
		14%	14%	15%	14%	15%	13%	16%	14%	5%	3%	47% abc	2%	*%	4%
Neither Satisfied Nor Dissatisfied	(0)	500	279	184	350	199	59	110	319	14	11	2	1	3	1
		26%	24%	25%	25%	25%	26%	27%	26%	16%	23%	8%	11%	22%	21%
Fairly Satisfied	(1)	749	458	279	561	303	94	168	475	49	19	4	3	8	2
		39%	40%	38%	40%	38%	41%	41%	39%	55% ad	41%	18%	45%	71%	44%
Very Satisfied	(2)	275	199	106	225	126	37	39	184	16	14	7	3	1	2
		14%	17% f	15%	16% f	16% f	16%	9%	15%	17%	29%	27%	42%	5%	30%
Don't Know (DO NOT READ OUT)		16	10	*	10	5	2	*	10	*	-	-	-	-	*
		1%	1%	*%	1%	1%	1%	*%	1%	*%	-%	-%	-%	-%	*%
NET: Satisfied		1025	658	385	786	430	131	206	659	65	33	11	6	9	4
		54%	57%	53%	56%	54%	58%	51%	54%	73% a	69%	45%	87%	76%	74%
NET: Dissatisfied		374	213	155	268	167	35	91	242	10	3	11	*	*	*
		20%	18%	21%	19%	21%	15%	22%	20%	11%	7%	47% abc	2%	3%	4%
Answered		1898	1149	725	1404	796	226	408	1220	89	47	24	7	12	6
Mean score		.4	.5 f	.4	.5	.4	.6 f	.3	.4	.7	.9	.2	1.3	.8	1.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base		830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base		1914	717	37	21	12	5	3	5	14	633	286	347	129	20
Very Dissatisfied	(-2)	97	50	*	-	-	-	*	-	*	28	6	27	15	-
		5%	7%	*%	-%	-%	-%	*%	-%	*%	4%	2%	8%	11%	-%
													b	b	
Fairly Dissatisfied	(-1)	277	115	1	*	-	*	*	1	1	86	42	40	23	*
		14%	16%	4%	*%	-%	3%	5%	13%	8%	14%	15%	11%	18%	2%
Neither Satisfied Nor Dissatisfied	(0)	500	182	8	6	1	1	*	1	2	154	70	90	32	5
		26%	25%	22%	28%	6%	18%	4%	22%	16%	24%	24%	26%	25%	25%
Fairly Satisfied	(1)	749	265	12	14	5	3	3	1	7	249	118	145	41	9
		39%	37%	33%	68%	41%	58%	88%	27%	53%	39%	41%	42%	32%	42%
Very Satisfied	(2)	275	101	15	1	7	1	*	2	3	108	48	45	18	6
		14%	14%	41%	4%	53%	22%	2%	38%	23%	17%	17%	13%	14%	31%
				a		ac									
Don't Know (DO NOT READ OUT)		16	5	*	-	*	-	-	-	-	8	2	*	-	*
		1%	1%	*%	-%	*%	-%	-%	-%	-%	1%	1%	*%	-%	*%
NET: Satisfied		1025	366	27	15	12	4	3	3	11	357	166	190	59	15
		54%	51%	74%	71%	94%	79%	90%	65%	76%	56%	58%	55%	46%	73%
						a									
NET: Dissatisfied		374	165	1	*	-	*	*	1	1	114	48	67	38	*
		20%	23%	4%	*%	-%	3%	6%	13%	8%	18%	17%	19%	29%	2%
Answered		1898	712	37	21	12	5	3	5	14	625	283	347	129	20
Mean score		.4	.4	1.1	.8	1.5	1.0	.9	.9	.9	.5	.6	.4	.2	1.0
				a		ac					d	d			d

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base		830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base		1914	344	174	208	59	14	550	52	197	1798	116	1359	56
Very Dissatisfied	(-2)	97	16	14	15	4	1	35	*	15	80	17	69	7
		5%	5%	8%	7%	7%	7%	6%	*%	7%	4%	15% a	5%	13%
Fairly Dissatisfied	(-1)	277	58	21	26	13	-	85	6	26	258	18	189	2
		14%	17%	12%	13%	22%	-%	16%	12%	13%	14%	16%	14%	4%
Neither Satisfied Nor Dissatisfied	(0)	500	86	41	59	12	1	138	12	48	481	18	339	11
		26%	25%	23%	28%	19%	9%	25%	24%	24%	27%	16%	25%	20%
Fairly Satisfied	(1)	749	126	70	75	23	9	208	18	77	700	49	537	24
		39%	37%	40%	36%	40%	62%	38%	34%	39%	39%	43%	40%	43%
Very Satisfied	(2)	275	58	27	33	5	3	82	15	29	263	13	214	11
		14%	17%	16%	16%	9%	22%	15%	29%	15%	15%	11%	16%	20%
Don't Know (DO NOT READ OUT)		16	*	2	*	2	-	2	-	2	16	-	10	-
		1%	*%	1%	*%	4%	-%	*%	-%	1%	1%	-%	1%	-%
NET: Satisfied		1025	184	97	108	29	12	289	33	106	963	62	751	35
		54%	53%	55%	52%	48%	84%	53%	64%	54%	54%	54%	55%	63%
NET: Dissatisfied		374	74	34	41	17	1	120	6	41	338	35	258	10
		20%	21%	20%	20%	29%	7%	22%	12%	21%	19%	30%	19%	17%
Answered		1898	344	172	208	57	14	547	52	195	1782	116	1349	56
Mean score		.4	.4	.4	.4	.2	.9	.4	.8	.4	.5	.2	.5	.5

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base		830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base		1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
Very Dissatisfied	(-2)	97	13	15	16	10	39	11	28	47	11	13	41	13	1
		5%	6%	12%	6%	18%	6%	9%	6%	4%	9%	3%	7%	9%	100%
Fairly Dissatisfied	(-1)	277	26	19	35	9	99	19	67	142	20	76	87	23	-
		14%	13%	16%	13%	17%	15%	16%	15%	14%	16%	19%	14%	16%	-%
Neither Satisfied Nor Dissatisfied	(0)	500	48	27	63	8	173	26	93	256	27	103	158	44	-
		26%	24%	22%	24%	14%	25%	22%	21%	25%	22%	26%	26%	31%	-%
Fairly Satisfied	(1)	749	76	47	109	22	249	54	169	418	47	142	236	44	-
		39%	39%	38%	41%	38%	37%	45%	38%	40%	38%	36%	39%	31%	-%
Very Satisfied	(2)	275	31	15	39	7	116	10	87	170	19	65	87	17	-
		14%	16%	12%	15%	13%	17%	8%	20%	16%	15%	16%	14%	12%	-%
Don't Know (DO NOT READ OUT)		16	2	-	2	-	5	-	*	10	-	*	*	-	-
		1%	1%	-%	1%	-%	1%	-%	*%	1%	-%	*%	*%	-%	-%
NET: Satisfied		1025	107	61	148	29	365	64	256	588	66	207	323	61	-
		54%	55%	50%	56%	51%	54%	54%	58%	56%	53%	52%	53%	43%	-%
NET: Dissatisfied		374	39	34	52	20	138	30	95	189	31	89	127	36	1
		20%	20%	28%	20%	34%	20%	25%	21%	18%	25%	22%	21%	25%	100%
Answered		1898	194	122	263	57	676	120	444	1033	123	399	609	141	1
Mean score		.4	.4	.2	.5	.1	.5	.3	.5	.5	.4	.4	.4	.2	-2.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2073	573	523	163	2	1402	814	700	1223	937	27
Effective base		830	227	216	61	2	515	306	288	456	350	4
Weighted Base		1914	552	527	148	1	1156	704	702	1054	795	8
Very Dissatisfied	(-2)	97	33	32	7	*	56	43	36	55	56	-
		5%	6%	6%	5%	32%	5%	6%	5%	5%	7%	-%
Fairly Dissatisfied	(-1)	277	90	86	24	-	157	110	100	153	103	*
		14%	16%	16%	16%	-%	14%	16%	14%	14%	13%	*%
Neither Satisfied Nor Dissatisfied	(0)	500	150	117	46	1	278	182	177	247	225	*
		26%	27%	22%	31%	68%	24%	26%	25%	23%	28%	*%
Fairly Satisfied	(1)	749	205	200	57	-	456	271	268	409	298	2
		39%	37%	38%	39%	-%	39%	38%	38%	39%	37%	28%
Very Satisfied	(2)	275	73	89	14	-	198	97	116	181	113	6
		14%	13%	17%	10%	-%	17%	14%	17%	17%	14%	72%
Don't Know (DO NOT READ OUT)		16	*	2	-	-	10	*	5	10	*	-
		1%	*%	*%	-%	-%	1%	*%	1%	1%	*%	-%
NET: Satisfied		1025	278	289	71	-	655	368	384	590	411	8
		54%	50%	55%	48%	-%	57%	52%	55%	56%	52%	99%
NET: Dissatisfied		374	123	118	31	*	213	154	136	208	159	*
		20%	22%	22%	21%	32%	18%	22%	19%	20%	20%	*%
Answered		1898	552	525	148	1	1146	704	697	1044	795	8
Mean score		.4	.4	.4	.3	-.6	.5	.4	.5	.5	.4	1.7

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2073	370	338	348	69	44	1050	874	118	58	57	22
Effective base		830	142	146	138	34	21	384	327	43	16	24	6
Weighted Base		1914	347	352	337	91	53	887	741	101	40	47	14
Very Dissatisfied	(-2)	97	15	18	13	2	2	40	49	11	5	10	-
		5%	4%	5%	4%	2%	4%	4%	7%	11%	12%	20%	-%
Fairly Dissatisfied	(-1)	277	51	52	57	17	10	124	99	22	7	6	1
		14%	15%	15%	17%	19%	18%	14%	13%	22%	16%	13%	9%
Neither Satisfied Nor Dissatisfied	(0)	500	70	95	88	27	13	210	206	18	10	9	3
		26%	20%	27%	26%	30%	25%	24%	28%	18%	26%	19%	21%
Fairly Satisfied	(1)	749	147	120	123	39	24	366	281	32	9	18	6
		39%	42%	34%	36%	44%	45%	41%	38%	32%	23%	38%	44%
Very Satisfied	(2)	275	61	68	57	4	4	144	105	17	9	5	3
		14%	18%	19% d	17%	5%	8%	16%	14%	17%	22%	10%	26%
Don't Know (DO NOT READ OUT)		16	2	*	*	-	-	4	*	-	-	*	-
		1%	1%	*%	*%	-%	-%	*%	*%	-%	-%	*%	-%
NET: Satisfied		1025	208	188	180	44	28	510	386	50	18	23	9
		54%	60%	53%	53%	48%	53%	58%	52%	49%	45%	48%	69%
NET: Dissatisfied		374	66	70	70	19	12	164	149	33	12	15	1
		20%	19%	20%	21%	21%	22%	18%	20%	33%	29%	33%	9%
Answered		1898	345	352	337	91	53	884	741	101	40	47	14
Mean score		.4	.5	.5	.5	.3	.4	.5	.4	.2	.3	.1	.9

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base		830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base		1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
Very Dissatisfied	(-2)	97	82	46	84	59	46	39	85	8	1	39	36	59	38
		5%	5%	5%	5%	5%	4%	5%	5%	4%	15%	2%	37% a	12% b	3%
Fairly Dissatisfied	(-1)	277	232	122	238	150	165	111	238	31	-	184	20	122	155
		14%	14%	12%	14%	14%	15%	14%	14%	16%	-%	12%	21%	25% b	11%
Neither Satisfied Nor Dissatisfied	(0)	500	419	274	448	302	289	210	442	65	*	399	25	113	387
		26%	25%	28%	26%	28%	27%	26%	26%	33%	1%	25%	25%	23%	27%
Fairly Satisfied	(1)	749	676	376	690	410	427	320	698	70	4	694	11	143	606
		39%	41%	38%	40%	37%	40%	40%	41%	36%	84%	44% b	12%	29%	43% a
Very Satisfied	(2)	275	235	155	248	163	147	122	242	23	-	260	5	45	231
		14%	14%	16%	14%	15%	14%	15%	14%	12%	-%	16% b	5%	9%	16% a
Don't Know (DO NOT READ OUT)		16	9	6	9	8	3	7	7	-	-	14	-	6	9
		1%	1%	1%	1%	1%	*%	1%	*%	-%	-%	1%	-%	1%	1%
NET: Satisfied		1025	911	531	938	573	574	443	940	92	4	955	16	188	837
		54%	55%	54%	55%	52%	53%	55%	55%	47%	84%	60% b	16%	39%	59% a
NET: Dissatisfied		374	313	169	321	210	212	150	323	38	1	223	56	180	193
		20%	19%	17%	19%	19%	20%	19%	19%	20%	15%	14%	58% a	37% b	14%
Answered		1898	1643	974	1707	1084	1075	804	1704	195	4	1577	97	481	1417
Mean score		.4	.5	.5	.5	.4	.4	.5	.5	.4	.5	.6 b	-.7	*	.6 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base		830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base		1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
Very Dissatisfied	(-2)	97	23	*	3	28	12	53	33	17	10	68	37	60
		5%	7%	1%	3%	9%	6%	4%	6%	9%	5%	5%	5%	5%
Fairly Dissatisfied	(-1)	277	50	2	25	40	36	166	74	39	45	181	98	178
		14%	15%	11%	21%	14%	18%	14%	14%	20% c	23% c	12%	13%	15%
Neither Satisfied Nor Dissatisfied	(0)	500	68	2	33	62	46	316	136	43	49	401	199	301
		26%	20%	14%	28%	21%	23%	27%	26%	22%	25%	28%	27%	25%
Fairly Satisfied	(1)	749	147	6	40	119	55	446	237	66	63	594	293	456
		39%	43%	39%	34%	41%	27%	38%	45% a	35%	31%	41%	40%	39%
Very Satisfied	(2)	275	51	6	17	41	44	188	44	27	32	191	104	171
		14%	15%	35%	14%	14%	22% c	16% c	8%	14%	16%	13%	14%	14%
Don't Know (DO NOT READ OUT)		16	2	-	-	2	6	1	4	-	*	15	*	15
		1%	1%	-%	-%	1%	3% b	*%	1%	-%	*%	1%	*%	1% a
NET: Satisfied		1025	198	12	57	159	98	633	281	93	94	784	398	627
		54%	58%	75%	48%	55%	49%	54%	53%	49%	47%	54%	54%	53%
NET: Dissatisfied		374	74	2	28	67	48	218	107	56	55	249	136	238
		20%	22%	12%	24%	23%	24%	19%	20%	29% c	28% c	17%	19%	20%
Answered		1898	340	16	117	289	192	1168	524	192	199	1434	732	1166
Mean score		.4	.4	1.0	.4	.4	.4	.5	.4	.2	.3	.5	.4	.4

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 146 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2073	449	567	555	502	1016	1057
Effective base		830	169	212	210	256	376	461
Weighted Base		1914	474	478	478	484	952	962
Very Dissatisfied	(-2)	97	31	23	12	31	54	43
		5%	6%	5%	3%	6%	6%	4%
						c		
Fairly Dissatisfied	(-1)	277	68	67	73	69	135	141
		14%	14%	14%	15%	14%	14%	15%
Neither Satisfied Nor Dissatisfied	(0)	500	125	114	120	140	239	261
		26%	26%	24%	25%	29%	25%	27%
Fairly Satisfied	(1)	749	177	209	195	168	387	362
		39%	37%	44%	41%	35%	41%	38%
				d				
Very Satisfied	(2)	275	66	63	73	73	129	146
		14%	14%	13%	15%	15%	14%	15%
Don't Know (DO NOT READ OUT)		16	6	1	5	2	8	8
		1%	1%	*%	1%	1%	1%	1%
NET: Satisfied		1025	244	272	268	241	516	509
		54%	51%	57%	56%	50%	54%	53%
NET: Dissatisfied		374	99	90	85	100	189	185
		20%	21%	19%	18%	21%	20%	19%
Answered		1898	468	477	473	481	944	954
Mean score		.4	.4	.5	.5	.4	.4	.4

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2073	1047	1026	1473	338	76	186	600
Effective base		830	411	432	764	207	32	110	264
Weighted Base		1914	813	1100	1830	70	9	5	84
Very Dissatisfied	(-2)	10	2	8	10	-	*	*	*
		1%	*%	1%	1%	-%	2%	1%	*%
Fairly Dissatisfied	(-1)	49	23	26	47	2	-	*	2
		3%	3%	2%	3%	3%	-%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	193	54	139	189	4	1	*	5
		10%	7%	13%	10%	5%	9%	6%	5%
				a	be				
Fairly Satisfied	(1)	680	247	433	653	23	2	2	27
		36%	30%	39%	36%	33%	22%	47%	33%
				a				abce	
Very Satisfied	(2)	958	480	478	910	40	6	2	48
		50%	59%	43%	50%	57%	66%	41%	57%
			b			ad	d		ad
Don't Know (DO NOT READ OUT)		23	7	16	22	1	*	*	2
		1%	1%	1%	1%	2%	2%	3%	2%
NET: Satisfied		1639	728	911	1563	64	8	4	76
		86%	89%	83%	85%	91%	88%	88%	90%
			b						
NET: Dissatisfied		59	25	34	56	2	*	*	2
		3%	3%	3%	3%	3%	2%	3%	3%
Answered		1890	806	1084	1808	69	9	5	82
Mean score		1.3	1.5	1.2	1.3	1.5	1.5	1.3	1.5
			b			ad			ad

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2073	852	416	205	207	207	186	1473	338	262
Effective base		830	455	215	123	130	108	110	764	207	69
Weighted Base		1914	1191	476	163	44	35	5	1830	70	13
Very Dissatisfied	(-2)	10	4	4	1	-	*	*	10	-	*
		1%	*%	1%	1%	-%	*%	1%	1%	-%	1%
Fairly Dissatisfied	(-1)	49	23	19	5	2	*	*	47	2	*
		3%	2%	4%	3%	4%	*%	2%	3%	3%	1%
Neither Satisfied Nor Dissatisfied	(0)	193	126	55	7	2	2	*	189	4	1
		10%	11% cdh	12% cdh	5%	4%	7%	6%	10% cdh	5%	8%
Fairly Satisfied	(1)	680	423	167	63	13	12	2	653	23	4
		36%	36%	35%	38%	29%	35%	47% abdghi	36%	33%	31%
Very Satisfied	(2)	958	594	230	87	27	19	2	910	40	8
		50%	50%	48%	53%	61% abfg	55% f	41%	50%	57% fg	57% f
Don't Know (DO NOT READ OUT)		23	20	1	1	1	1	*	22	1	*
		1%	2%	*%	1%	1%	2% b	3% b	1%	2%	2%
NET: Satisfied		1639	1017	396	149	40	32	4	1563	64	12
		86%	85%	83%	91% b	91%	90%	88%	85%	91% b	88%
NET: Dissatisfied		59	27	24	5	2	*	*	56	2	*
		3%	2%	5%	3%	4%	1%	3%	3%	3%	2%
Answered		1890	1171	475	162	43	34	5	1808	69	13
Mean score		1.3	1.3	1.3	1.4	1.5 abfg	1.5 b	1.3	1.3	1.5 abfg	1.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2073	792	237	79	49	200
Effective base		830	436	99	27	8	34
Weighted Base		1914	1153	224	36	19	57
Very Dissatisfied	(-2)	10	9	-	-	-	-
		1%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	49	22	13	1	1	*
		3%	2%	6%	3%	4%	*%
				a			
Neither Satisfied Nor Dissatisfied	(0)	193	132	20	4	1	6
		10%	11%	9%	10%	3%	11%
Fairly Satisfied	(1)	680	424	96	12	4	13
		36%	37%	43%	32%	21%	22%
				e			
Very Satisfied	(2)	958	550	91	20	14	37
		50%	48%	40%	54%	71%	65%
							b
Don't Know (DO NOT READ OUT)		23	15	4	-	*	1
		1%	1%	2%	-%	1%	2%
NET: Satisfied		1639	974	187	31	18	49
		86%	84%	83%	86%	92%	87%
NET: Dissatisfied		59	31	13	1	1	*
		3%	3%	6%	3%	4%	*%
Answered		1890	1137	220	36	19	56
Mean score		1.3	1.3	1.2	1.4	1.6	1.5
							b

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base		830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base		1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
Very Dissatisfied	(-2)	10	2	1	4	-	-	2	*	-	-	9	1	-	*
		1%	1%	1%	1%	-%	-%	1%	*%	-%	-%	1%	1%	-%	1%
Fairly Dissatisfied	(-1)	49	5	3	8	1	3	16	-	6	2	46	1	2	*
		3%	3%	2%	3%	1%	2%	6%	-%	4%	2%	3%	1%	2%	1%
								gkm							
Neither Satisfied Nor Dissatisfied	(0)	193	13	15	36	*	21	43	14	13	16	170	11	10	3
		10%	8%	9%	11%	*%	14%	15%	6%	9%	11%	10%	9%	13%	7%
				d	d		d	dg		d	d	d	d	d	
Fairly Satisfied	(1)	680	65	42	107	44	52	83	113	52	42	600	40	30	10
		36%	41%	27%	34%	51%	34%	29%	45%	37%	29%	36%	35%	39%	27%
			m			bfijkm			bfm					m	
Very Satisfied	(2)	958	74	93	151	41	73	136	117	70	83	837	62	35	24
		50%	46%	60%	48%	47%	48%	48%	47%	50%	58%	50%	54%	46%	63%
				l											acefgjl
Don't Know (DO NOT READ OUT)		23	*	1	6	1	3	3	7	-	*	22	*	*	*
		1%	*%	1%	2%	1%	2%	1%	3%	-%	*%	1%	*%	*%	1%
NET: Satisfied		1639	140	135	258	85	125	219	229	122	125	1438	102	65	34
		86%	87%	87%	83%	97%	82%	77%	92%	86%	87%	85%	89%	84%	90%
						cefhjl			f			f	f		f
NET: Dissatisfied		59	7	4	12	1	3	18	*	6	2	55	2	2	1
		3%	5%	2%	4%	1%	2%	6%	*%	4%	2%	3%	1%	2%	2%
								gk							
Answered		1890	159	153	306	87	150	280	243	141	143	1662	114	77	37
Mean score		1.3	1.3	1.5	1.3	1.4	1.3	1.2	1.4	1.3	1.4	1.3	1.4	1.3	1.5
				f									f		cfjl

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		2073	73	169	18	233	296	111	139	947	1625	448	1884	189
Effective base		830	28	68	6	87	121	49	58	420	657	184	781	58
Weighted Base		1914	67	166	13	225	392	63	130	747	1586	328	1832	82
Very Dissatisfied	(-2)	10	-	4	-	-	-	*	-	5	10	*	9	1
		1%	-%	3%	-%	-%	-%	1%	-%	1%	1%	*%	*%	1%
Fairly Dissatisfied	(-1)	49	-	5	-	5	3	5	5	23	41	8	47	2
		3%	-%	3%	-%	2%	1%	7% e	4%	3%	3%	2%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	193	10	18	-	25	17	4	18	81	152	42	186	7
		10%	15% e	11%	-%	11%	4%	6%	14% e	11% e	10%	13%	10%	9%
Fairly Satisfied	(1)	680	29	42	4	86	165	20	57	236	574	106	648	32
		36%	44%	26%	31%	38%	42% bh	32%	44% b	32%	36%	33%	35%	40%
Very Satisfied	(2)	958	21	97	9	108	207	34	49	389	795	164	920	39
		50%	31%	58% ag	67%	48%	53% a	53%	38%	52% ag	50%	50%	50%	47%
Don't Know (DO NOT READ OUT)		23	7	*	*	1	-	-	*	12	15	9	23	1
		1%	11% bdefgh	*%	1%	*%	-%	-%	*%	2%	1%	3%	1%	1%
NET: Satisfied		1639	50	139	13	195	371	54	107	625	1369	270	1567	71
		86%	75%	84%	99%	86%	95% abdfgh	86%	82%	84%	86%	82%	86%	87%
NET: Dissatisfied		59	-	9	-	5	3	5	5	29	51	8	56	3
		3%	-%	5% e	-%	2%	1%	8% e	4%	4%	3%	2%	3%	3%
Answered		1890	60	166	13	224	392	63	129	735	1571	319	1809	81
Mean score		1.3	1.2	1.3	1.7	1.3	1.5 ag	1.3	1.2	1.3	1.3	1.3	1.3	1.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2073	2023	50	1289	373	408
Effective base		830	805	25	529	122	179
Weighted Base		1914	1861	52	1228	261	424
Very Dissatisfied	(-2)	10	10	-	3	2	5
		1%	1%	-%	*%	1%	1%
Fairly Dissatisfied	(-1)	49	48	*	28	10	11
		3%	3%	*%	2%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	193	183	10	121	38	34
		10%	10%	19%	10%	15%	8%
Fairly Satisfied	(1)	680	664	17	438	79	163
		36%	36%	32%	36%	30%	38%
Very Satisfied	(2)	958	933	25	616	131	210
		50%	50%	49%	50%	50%	50%
Don't Know (DO NOT READ OUT)		23	23	*	21	1	1
		1%	1%	*%	2%	*%	*%
NET: Satisfied		1639	1597	42	1055	210	372
		86%	86%	80%	86%	81%	88%
NET: Dissatisfied		59	58	*	31	11	16
		3%	3%	*%	3%	4%	4%
Answered		1890	1838	52	1207	260	423
Mean score		1.3	1.3	1.3	1.4	1.3	1.3

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base		830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base		1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
Very Dissatisfied	(-2)	10	4	6	-	-	-	-	-	-	10	-	-	*	4	6
		1%	*%	3% ai	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%	1%	2% a
Fairly Dissatisfied	(-1)	49	42	4	1	-	1	-	-	-	46	3	1	13	29	7
		3%	3%	2%	5%	-%	14%	-%	-%	-%	2%	5%	5%	1%	4% a	3%
Neither Satisfied Nor Dissatisfied	(0)	193	176	11	6	-	*	*	-	*	187	6	*	110	65	18
		10%	11%	6%	20%	-%	1%	1%	-%	*%	10%	12%	*%	11%	10%	7%
Fairly Satisfied	(1)	680	572	91	6	5	5	*	*	*	663	17	11	324	248	108
		36%	35%	45%	19%	43%	68%	33%	41%	12%	36%	32%	48%	33%	37%	42%
Very Satisfied	(2)	958	848	88	11	7	1	*	*	2	937	22	11	520	328	110
		50%	51%	44%	35%	57%	17%	67%	59%	88%	50%	40%	47%	53%	48%	43%
Don't Know (DO NOT READ OUT)		23	16	1	6	-	-	-	-	-	17	6	-	12	4	8
		1%	1%	1%	21% abi	-%	-%	-%	-%	-%	1%	12% abi	-%	1%	1%	3%
NET: Satisfied		1639	1420	179	17	13	7	*	*	2	1600	39	22	844	576	218
		86%	86% c	89% c	54%	100%	85%	99%	100%	100%	86% c	72%	95% c	86%	85%	85%
NET: Dissatisfied		59	46	10	1	-	1	-	-	-	56	3	1	13	33	13
		3%	3%	5%	5%	-%	14%	-%	-%	-%	3%	5%	5%	1%	5% a	5% a
Answered		1890	1642	201	24	13	8	*	*	2	1843	48	24	967	674	249
Mean score		1.3	1.4	1.3	1.1	1.6	.9	1.7	1.6	1.9	1.3	1.2	1.4	1.4	1.3	1.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base		830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base		1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
Very Dissatisfied	(-2)	10	4	10	10	6	1	1	10	*	*	-	-	-	-
		1%	*%	1%	1%	1%	*%	*%	1%	*%	*%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	49	39	20	41	32	9	21	33	4	2	*	*	-	1
		3%	3%	3%	3%	4%	4%	5%	3%	5%	4%	*%	*%	-%	23%
Neither Satisfied Nor Dissatisfied	(0)	193	118	78	147	84	19	30	141	1	3	-	2	*	*
		10%	10%	11%	10%	10%	8%	7%	11% b	1%	6%	-%	30%	1%	*%
Fairly Satisfied	(1)	680	423	296	531	302	73	154	457	34	23	6	2	7	2
		36%	36%	41%	38%	38%	32%	38%	37%	38%	50%	25%	29%	57%	43%
Very Satisfied	(2)	958	553	314	663	372	124	198	568	49	17	18	3	5	2
		50%	48%	43%	47%	46%	54% b	48%	46%	56%	37%	75%	40%	43%	33%
Don't Know (DO NOT READ OUT)		23	23	7	23	4	1	4	21	1	1	-	-	-	-
		1%	2%	1%	2%	1%	1%	1%	2%	1%	2%	-%	-%	-%	-%
NET: Satisfied		1639	976	610	1194	674	197	352	1025	83	41	24	5	12	4
		86%	84%	84%	84%	84%	87%	86%	83%	93%	87%	100%	70%	99%	76%
NET: Dissatisfied		59	42	29	51	38	10	22	42	5	2	*	*	-	1
		3%	4%	4%	4%	5%	4%	5%	3%	5%	4%	*%	*%	-%	23%
Answered		1890	1137	717	1391	796	226	404	1209	88	46	24	7	12	6
Mean score		1.3	1.3	1.2	1.3	1.3	1.4	1.3	1.3	1.4	1.2	1.8 c	1.1	1.4	.9

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base		830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base		1914	717	37	21	12	5	3	5	14	633	286	347	129	20
Very Dissatisfied	(-2)	10	6	-	-	-	-	-	-	-	*	4	1	4	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	*%	1%	*%	3% a	-%
Fairly Dissatisfied	(-1)	49	24	-	4	-	1	*	2	3	12	8	9	12	-
		3%	3%	-%	21% a	-%	15%	5%	35%	20% a	2%	3%	3%	9% ac	-%
Neither Satisfied Nor Dissatisfied	(0)	193	81	1	*	*	-	2	*	2	69	34	32	9	2
		10%	11%	3%	*%	*%	-%	58%	*%	13%	11%	12%	9%	7%	11%
Fairly Satisfied	(1)	680	267	17	6	7	3	*	2	5	237	110	131	41	12
		36%	37%	47%	28%	58%	59%	14%	29%	37%	37%	39%	38%	32%	60%
Very Satisfied	(2)	958	334	18	10	5	1	1	2	4	293	129	174	61	6
		50%	47%	50%	50%	42%	26%	22%	36%	29%	46%	45%	50%	47%	29%
Don't Know (DO NOT READ OUT)		23	4	-	*	-	-	-	-	-	21	*	*	2	-
		1%	1%	-%	1%	-%	-%	-%	-%	-%	3% bc	*%	*%	1%	-%
NET: Satisfied		1639	601	36	16	12	5	1	3	9	530	239	305	102	18
		86%	84%	97% h	78%	100%	85%	36%	65%	66%	84%	84%	88%	79%	89%
NET: Dissatisfied		59	31	-	4	-	1	*	2	3	12	12	10	16	-
		3%	4%	-%	21% a	-%	15%	5%	35%	20% a	2%	4%	3%	13% abc	-%
Answered		1890	713	37	20	12	5	3	5	14	612	286	347	127	20
Mean score		1.3	1.3 h	1.5 h	1.1	1.4	1.0	.5	.7	.8	1.3	1.2	1.3	1.1	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base		830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base		1914	344	174	208	59	14	550	52	197	1798	116	1359	56
Very Dissatisfied	(-2)	10	*	2	-	4	-	6	-	1	6	4	10	-
		1%	*%	1%	-%	7% ac	-%	1%	-%	*%	*%	4% a	1%	-%
Fairly Dissatisfied	(-1)	49	16	13	1	1	-	13	6	12	36	13	34	6
		3%	5%	7% c	1%	2%	-%	2%	12% a	6%	2%	11% a	3%	11% a
Neither Satisfied Nor Dissatisfied	(0)	193	48	7	24	3	2	63	6	15	185	8	144	3
		10%	14% b	4%	12%	5%	13%	11%	12%	8%	10%	7%	11%	6%
Fairly Satisfied	(1)	680	118	75	79	25	7	205	15	82	644	36	515	16
		36%	34%	43%	38%	42%	46%	37%	29%	42%	36%	31%	38%	29%
Very Satisfied	(2)	958	159	77	104	27	6	259	25	87	903	55	633	30
		50%	46%	44%	50%	45%	41%	47%	48%	44%	50%	48%	47%	54%
Don't Know (DO NOT READ OUT)		23	4	*	*	-	-	4	-	*	23	*	23	*
		1%	1%	*%	*%	-%	-%	1%	-%	*%	1%	*%	2%	*%
NET: Satisfied		1639	276	152	182	51	12	464	40	169	1548	91	1148	46
		86%	80%	87%	88%	86%	87%	84%	77%	86%	86%	79%	84%	83%
NET: Dissatisfied		59	16	15	1	5	-	19	6	13	42	17	44	6
		3%	5%	9% c	1%	9% c	-%	3%	12%	7%	2%	15% a	3%	11%
Answered		1890	341	174	208	59	14	546	52	197	1775	116	1336	56
Mean score		1.3	1.2	1.2	1.4	1.1	1.3	1.3	1.1	1.2	1.4 b	1.1	1.3	1.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base		830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base		1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
Very Dissatisfied	(-2)	10	-	4	4	-	2	4	1	4	-	3	8	4	-
		1%	-%	4%	2%	-%	*%	4% a	*%	*%	-%	1%	1%	3%	-%
Fairly Dissatisfied	(-1)	49	5	9	5	10	26	6	24	35	9	14	17	7	-
		3%	3%	8%	2%	17% a	4%	5%	6%	3%	7%	4%	3%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	193	17	11	29	3	76	8	52	102	10	47	64	6	*
		10%	9%	9%	11%	5%	11%	7%	12%	10%	8%	12%	11%	4%	46%
Fairly Satisfied	(1)	680	92	40	113	17	258	45	182	380	45	155	246	72	*
		36%	47%	32%	43%	30%	38%	37%	41%	36%	37%	39%	40%	51%	54%
Very Satisfied	(2)	958	82	59	113	27	315	57	184	500	59	179	266	51	-
		50%	42%	48%	43%	48%	46%	47%	41%	48%	48%	45%	44%	36%	-%
Don't Know (DO NOT READ OUT)		23	-	-	-	*	4	-	*	23	-	*	7	-	-
		1%	-%	-%	-%	*%	1%	-%	*%	2%	-%	*%	1%	-%	-%
NET: Satisfied		1639	174	98	226	44	573	101	366	880	104	334	512	123	*
		86%	88%	80%	85%	78%	84%	85%	83%	84%	84%	84%	84%	88%	54%
NET: Dissatisfied		59	5	14	9	10	28	10	26	38	9	17	25	12	-
		3%	3%	11%	3%	17% a	4%	9%	6%	4%	7%	4%	4%	8%	-%
Answered		1890	196	122	265	57	676	120	444	1020	123	398	601	141	1
Mean score		1.3	1.3	1.1	1.2	1.1	1.3	1.2	1.2	1.3	1.2	1.2	1.2	1.1	.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2073	573	523	163	2	1402	814	700	1223	937	27
Effective base		830	227	216	61	2	515	306	288	456	350	4
Weighted Base		1914	552	527	148	1	1156	704	702	1054	795	8
Very Dissatisfied	(-2)	10	5	2	-	-	4	10	2	5	9	-
		1%	1%	*%	-%	-%	*%	1%	*%	1%	1%	-%
Fairly Dissatisfied	(-1)	49	21	23	10	-	39	20	21	19	24	*
		3%	4%	4%	7%	-%	3%	3%	3%	2%	3%	*%
Neither Satisfied Nor Dissatisfied	(0)	193	55	61	10	-	118	74	70	113	84	*
		10%	10%	12%	7%	-%	10%	11%	10%	11%	11%	*%
Fairly Satisfied	(1)	680	208	195	64	*	422	289	275	401	288	1
		36%	38%	37%	43%	32%	36%	41%	39%	38%	36%	15%
Very Satisfied	(2)	958	261	243	64	1	551	304	329	499	375	7
		50%	47%	46%	43%	68%	48%	43%	47%	47%	47%	84%
Don't Know (DO NOT READ OUT)		23	3	1	-	-	23	7	4	16	14	-
		1%	*%	*%	-%	-%	2%	1%	1%	2%	2%	-%
NET: Satisfied		1639	469	439	128	1	973	593	604	900	663	8
		86%	85%	83%	87%	100%	84%	84%	86%	85%	83%	99%
NET: Dissatisfied		59	25	26	10	-	42	29	24	25	33	*
		3%	5%	5%	7%	-%	4%	4%	3%	2%	4%	*%
Answered		1890	549	526	148	1	1133	696	698	1038	780	8
Mean score		1.3	1.3	1.2	1.2	1.7	1.3	1.2	1.3	1.3	1.3	1.8

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2073	370	338	348	69	44	1050	874	118	58	57	22
Effective base		830	142	146	138	34	21	384	327	43	16	24	6
Weighted Base		1914	347	352	337	91	53	887	741	101	40	47	14
Very Dissatisfied	(-2)	10	2	2	*	-	-	3	7	*	2	4	-
		1%	1%	1%	*%	-%	-%	*%	1%	*%	5%	9% a	-%
Fairly Dissatisfied	(-1)	49	8	7	12	1	1	12	23	8	7	2	-
		3%	2%	2%	3%	1%	2%	1%	3%	8%	17%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	193	37	30	38	8	4	90	75	8	4	1	3
		10%	11%	9%	11%	8%	7%	10%	10%	8%	9%	1%	21%
Fairly Satisfied	(1)	680	114	155	120	42	31	349	263	42	14	22	1
		36%	33%	44%	36%	46%	59% ac	39%	35%	42%	35%	47%	8%
Very Satisfied	(2)	958	183	154	164	40	17	425	359	43	14	18	10
		50%	53%	44%	49%	44%	31%	48%	48%	42%	34%	38%	71%
Don't Know (DO NOT READ OUT)		23	3	4	3	-	-	7	14	*	-	-	-
		1%	1%	1%	1%	-%	-%	1%	2%	*%	-%	-%	-%
NET: Satisfied		1639	297	309	284	82	48	775	621	85	28	40	11
		86%	86%	88%	84%	90%	91%	87%	84%	84%	69%	85%	79%
NET: Dissatisfied		59	10	9	12	1	1	16	30	8	9	7	-
		3%	3%	2%	4%	1%	2%	2%	4%	8%	22%	14%	-%
Answered		1890	344	348	334	91	53	881	727	101	40	47	14
Mean score		1.3	1.4	1.3	1.3	1.3	1.2	1.3	1.3	1.2	.8	1.0	1.5

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base		830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base		1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
Very Dissatisfied	(-2)	10	10	8	10	10	2	4	10	*	-	1	9	9	1
		1%	1%	1%	1%	1%	*%	*%	1%	*%	-%	*%	9% a	2% b	*%
Fairly Dissatisfied	(-1)	49	48	25	49	39	22	31	45	8	-	16	24	34	14
		3%	3%	3%	3%	4%	2%	4%	3%	4%	-%	1%	25% a	7% b	1%
Neither Satisfied Nor Dissatisfied	(0)	193	174	93	180	101	82	83	176	26	*	94	19	84	109
		10%	11%	10%	10%	9%	8%	10%	10%	13%	1%	6%	20% a	17% b	8%
Fairly Satisfied	(1)	680	589	371	622	395	387	277	612	79	2	590	17	197	483
		36%	36%	38%	36%	36%	36%	34%	36%	41%	35%	37% b	18%	40%	34%
Very Satisfied	(2)	958	817	477	841	543	577	415	857	82	2	875	25	154	804
		50%	49%	49%	49%	50%	54%	51%	50%	42%	49%	55% b	26%	32%	56% a
Don't Know (DO NOT READ OUT)		23	14	5	14	5	8	1	11	-	1	16	2	9	14
		1%	1%	1%	1%	*%	1%	*%	1%	-%	15%	1%	2%	2%	1%
NET: Satisfied		1639	1406	849	1463	938	964	692	1469	161	4	1465	43	351	1287
		86%	85%	87%	85%	86%	89% ac	85%	86%	83%	84%	92% b	44%	72%	90% a
NET: Dissatisfied		59	58	33	59	49	24	34	55	8	-	16	33	43	15
		3%	3%	3%	3%	4%	2%	4%	3%	4%	-%	1%	34% a	9% b	1%
Answered		1890	1638	975	1702	1088	1070	809	1701	195	4	1576	95	478	1412
Mean score		1.3	1.3	1.3	1.3	1.3	1.4 acd	1.3	1.3	1.2	1.6	1.5 b	.3	.9	1.5 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base		830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base		1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
Very Dissatisfied	(-2)	10	4	*	-	4	4	4	2	2	4	4	6	4
		1%	1%	*%	-%	1%	2%	*%	*%	1%	2% c	*%	1%	*%
Fairly Dissatisfied	(-1)	49	15	-	3	16	5	26	18	11	14	23	32	17
		3%	4%	-%	2%	5%	2%	2%	3%	6% c	7% c	2%	4% b	1%
Neither Satisfied Nor Dissatisfied	(0)	193	26	*	13	26	16	134	42	22	11	149	56	137
		10%	8%	*%	11%	9%	8%	11%	8%	12%	5%	10%	8%	12%
Fairly Satisfied	(1)	680	134	8	67	95	64	429	179	75	90	489	262	418
		36%	39%	54%	57% b	33%	32%	37%	34%	39%	45%	34%	36%	35%
Very Satisfied	(2)	958	163	7	35	150	104	568	280	81	81	762	367	592
		50%	48%	45%	30%	52% a	52%	49%	53%	42%	40%	53%	50%	50%
Don't Know (DO NOT READ OUT)		23	-	*	*	-	7	8	9	*	-	23	10	13
		1%	-%	1%	*%	-%	3% b	1%	2%	*%	-%	2%	1%	1%
NET: Satisfied		1639	297	16	102	245	168	997	458	156	170	1251	629	1009
		86%	87%	98%	87%	84%	85%	85%	87%	81%	85%	86%	86%	85%
NET: Dissatisfied		59	19	*	3	20	8	31	19	13	18	26	37	21
		3%	6%	*%	2%	7%	4%	3%	4%	7% c	9% c	2%	5% b	2%
Answered		1890	342	16	117	291	192	1162	519	191	199	1427	722	1168
Mean score		1.3	1.3	1.4	1.1	1.3	1.4	1.3	1.4	1.2	1.1	1.4 ab	1.3	1.3

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 147 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2073	449	567	555	502	1016	1057
Effective base		830	169	212	210	256	376	461
Weighted Base		1914	474	478	478	484	952	962
Very Dissatisfied	(-2)	10	-	4	3	3	4	6
		1%	-%	1%	1%	1%	*%	1%
Fairly Dissatisfied	(-1)	49	17	10	10	12	27	21
		3%	4%	2%	2%	2%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	193	44	73	43	33	117	76
		10%	9%	15%	9%	7%	12%	8%
				cd			b	
Fairly Satisfied	(1)	680	219	164	175	122	383	297
		36%	46%	34%	37%	25%	40%	31%
			bd	d	d		b	
Very Satisfied	(2)	958	181	223	242	312	404	554
		50%	38%	47%	51%	65%	42%	58%
					a	abc		a
Don't Know (DO NOT READ OUT)		23	14	3	5	1	17	6
		1%	3%	1%	1%	*%	2%	1%
			d					
NET: Satisfied		1639	399	387	417	434	787	852
		86%	84%	81%	87%	90%	83%	89%
						b		a
NET: Dissatisfied		59	17	15	13	15	31	27
		3%	4%	3%	3%	3%	3%	3%
Answered		1890	460	475	473	482	935	955
Mean score		1.3	1.2	1.2	1.4	1.5	1.2	1.4
						abc		a

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 148

QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: SUMMARY TABLE

Base: All using RM (QV4=1)

		Areas							
		Delivery time (when you receive your mail delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Collection time of items you are sending	Collection reliability	Latest collection time	Amount / level of lost post sent	Price of postage	Items being delivered intact/ undamaged
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base		2073	2073	2073	2073	2073	2073	2073	2073
Effective base		830	830	830	830	830	830	830	830
Weighted Base		1914	1914	1914	1914	1914	1914	1914	1914
Very Dissatisfied	(-2)	42	37	13	9	14	31	97	10
		2%	2%	1%	*%	1%	2%	5%	1%
		cdeh	cdeh				dh	abcdefh	
Fairly Dissatisfied	(-1)	90	91	43	21	93	59	277	49
		5%	5%	2%	1%	5%	3%	14%	3%
		cdh	cdh			cdh	d	abcdefh	d
Neither Satisfied Nor Dissatisfied	(0)	312	240	551	516	472	288	500	193
		16%	13%	29%	27%	25%	15%	26%	10%
		bh		abfh	abfh	abfh	h	abfh	
Fairly Satisfied	(1)	765	783	536	498	654	585	749	680
		40%	41%	28%	26%	34%	31%	39%	36%
		cdef	cdefh			cd	d	cdef	cdf
Very Satisfied	(2)	694	749	526	595	499	789	275	958
		36%	39%	27%	31%	26%	41%	14%	50%
		cdeg	cdeg	g	eg	g	acdeg		abcdefg
Don't Know (DO NOT READ OUT)		11	13	244	274	182	162	16	23
		1%	1%	13%	14%	10%	8%	1%	1%
				abefgh	abefgh	abgh	abgh		
NET: Satisfied		1459	1532	1063	1093	1153	1374	1025	1639
		76%	80%	56%	57%	60%	72%	54%	86%
		cdefg	cdefg			g	cdeg		abcdefg
NET: Dissatisfied		132	128	56	30	107	90	374	59
		7%	7%	3%	2%	6%	5%	20%	3%
		cdh	cdh			cdh	d	abcdefh	d
Answered		1903	1901	1670	1640	1732	1752	1898	1890
Mean score		1.0	1.1	.9	1.0	.9	1.2	.4	1.3
		ceg	cdeg	g	ceg	g	acdeg		abcdefg

Columns Tested:: a,b,c,d,e,f,g,h
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2057	1038	1019	1463	336	76	182	594
Effective base		824	408	429	758	206	32	108	263
Weighted Base		1903	809	1094	1819	70	9	5	83
Very Dissatisfied	(-2)	42	15	28	41	1	*	*	2
		2%	2%	3%	2%	2%	2%	2%	2%
Fairly Dissatisfied	(-1)	90	36	54	87	3	*	*	3
		5%	4%	5%	5%	4%	3%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	312	125	187	302	9	1	1	10
		16%	15%	17%	17%	12%	10%	13%	12%
Fairly Satisfied	(1)	765	342	423	730	30	4	2	35
		40%	42%	39%	40%	43%	40%	36%	42%
Very Satisfied	(2)	694	291	402	661	26	4	2	33
		36%	36%	37%	36%	38%	46%	47%	39%
								a	
NET: Satisfied		1459	633	825	1391	57	8	4	68
		77%	78%	75%	76%	81%	86%	84%	82%
NET: Dissatisfied		132	51	82	127	5	*	*	5
		7%	6%	7%	7%	7%	5%	3%	6%
Answered		1903	809	1094	1819	70	9	5	83
Mean score		1.0	1.1	1.0	1.0	1.1	1.2	1.3	1.1
								a	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2057	848	412	203	206	206	182	1463	336	258
Effective base		824	452	213	122	130	107	108	758	206	69
Weighted Base		1903	1185	472	162	44	35	5	1819	70	13
Very Dissatisfied	(-2)	42	25	14	2	1	1	*	41	1	*
		2%	2%	3%	1%	2%	2%	2%	2%	2%	2%
Fairly Dissatisfied	(-1)	90	49	24	14	3	1	*	87	3	*
		5%	4%	5%	8%	6%	2%	2%	5%	4%	2%
					ef						
Neither Satisfied Nor Dissatisfied	(0)	312	195	88	19	6	3	1	302	9	1
		16%	16%	19%	12%	14%	10%	13%	17%	12%	11%
				e							
Fairly Satisfied	(1)	765	474	184	71	19	15	2	730	30	5
		40%	40%	39%	44%	43%	42%	36%	40%	43%	39%
Very Satisfied	(2)	694	442	163	56	15	16	2	661	26	6
		36%	37%	34%	35%	34%	45%	47%	36%	38%	46%
								bdg			
NET: Satisfied		1459	916	347	127	34	30	4	1391	57	11
		77%	77%	73%	79%	77%	87%	84%	76%	81%	85%
							abdg	b			b
NET: Dissatisfied		132	74	38	15	4	1	*	127	5	1
		7%	6%	8%	9%	9%	3%	3%	7%	7%	4%
Answered		1903	1185	472	162	44	35	5	1819	70	13
Mean score		1.0	1.1	1.0	1.0	1.0	1.3	1.3	1.0	1.1	1.2
							abcdg	bdg			b

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2057	789	237	78	49	196
Effective base		824	433	99	26	8	33
Weighted Base		1903	1146	224	35	19	56
Very Dissatisfied	(-2)	42	18	15	*	1	*
		2%	2%	7%	1%	5%	1%
				a			
Fairly Dissatisfied	(-1)	90	57	15	1	*	1
		5%	5%	7%	4%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	312	203	41	1	5	10
		16%	18%	18%	2%	23%	18%
			c	c			
Fairly Satisfied	(1)	765	451	92	21	4	20
		40%	39%	41%	59%	19%	36%
					a		
Very Satisfied	(2)	694	417	61	12	10	24
		36%	36%	27%	35%	51%	44%
NET: Satisfied		1459	868	153	33	14	45
		77%	76%	68%	93%	70%	80%
					ab		
NET: Dissatisfied		132	75	30	1	1	2
		7%	7%	13%	4%	6%	3%
				a			
Answered		1903	1146	224	35	19	56
Mean score		1.0	1.0	.8	1.2	1.1	1.2
			b		b		b

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2057	124	120	175	80	120	164	119	110	108	1120	327	330	280
Effective base		824	80	79	95	50	78	99	79	62	64	654	201	225	101
Weighted Base		1903	156	154	309	88	151	281	251	141	143	1674	115	77	37
Very Dissatisfied	(-2)	42	2	3	16	5	2	5	4	1	2	40	1	1	*
		2%	2%	2%	5%	5%	1%	2%	2%	1%	2%	2%	1%	2%	*%
					km	m									
Fairly Dissatisfied	(-1)	90	8	4	12	3	7	18	11	13	6	81	4	3	1
		5%	5%	2%	4%	3%	4%	6%	4%	9%	4%	5%	4%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	312	12	25	63	6	35	60	16	31	33	281	13	15	3
		16%	8%	16%	20%	6%	23%	21%	6%	22%	23%	17%	11%	19%	8%
					adgkm		adgkm	adgkm		adgkm	adgkm	agm		adgkm	
Fairly Satisfied	(1)	765	77	56	112	35	52	116	130	51	46	675	44	31	14
		40%	49%	36%	36%	39%	35%	41%	52%	37%	32%	40%	38%	41%	38%
			i						ceijk						
Very Satisfied	(2)	694	56	66	106	40	55	83	90	45	57	597	52	26	19
		36%	36%	43%	34%	46%	36%	29%	36%	32%	39%	36%	45%	34%	51%
													fjl		acefghjl
NET: Satisfied		1459	133	123	218	75	107	199	220	96	102	1272	96	57	33
		77%	85%	79%	71%	85%	71%	71%	88%	68%	71%	76%	84%	75%	89%
			cefhi			h			cefhijl				cefhijl		cefhijl
NET: Dissatisfied		132	10	6	28	7	9	23	15	14	8	121	6	5	1
		7%	7%	4%	9%	9%	6%	8%	6%	10%	6%	7%	5%	6%	3%
Answered		1903	156	154	309	88	151	281	251	141	143	1674	115	77	37
Mean score		1.0	1.1	1.2	.9	1.2	1.0	.9	1.2	.9	1.0	1.0	1.2	1.0	1.4
													cfhjl		acefhijl

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		2057	73	167	18	230	295	109	138	940	1612	445	1869	188
Effective base		824	28	68	6	85	121	47	58	418	653	182	776	57
Weighted Base		1903	67	166	13	222	392	61	129	742	1578	325	1822	80
Very Dissatisfied	(-2)	42	6	3	*	11	*	3	4	15	38	5	41	1
		2%	10%	2%	*%	5%	*%	5%	3%	2%	2%	1%	2%	1%
			eh			e		e	e					
Fairly Dissatisfied	(-1)	90	7	4	-	17	12	1	7	40	71	19	86	4
		5%	11%	2%	-%	8%	3%	2%	5%	5%	5%	6%	5%	5%
Neither Satisfied Nor Dissatisfied	(0)	312	3	35	2	29	72	4	28	113	268	44	299	13
		16%	4%	21%	12%	13%	18%	6%	22%	15%	17%	13%	16%	16%
				af			f		af					
Fairly Satisfied	(1)	765	22	82	5	94	125	26	53	304	627	138	737	28
		40%	33%	50%	40%	42%	32%	43%	41%	41%	40%	42%	40%	34%
				e										
Very Satisfied	(2)	694	28	43	6	71	183	27	37	270	574	119	658	35
		36%	43%	26%	48%	32%	47%	45%	29%	36%	36%	37%	36%	44%
							bdgh	b						
NET: Satisfied		1459	50	125	11	165	308	54	90	574	1201	257	1396	63
		77%	75%	75%	87%	75%	79%	88%	70%	77%	76%	79%	77%	78%
								g						
NET: Dissatisfied		132	14	6	*	27	12	4	11	55	109	24	128	5
		7%	21%	4%	*%	12%	3%	6%	9%	7%	7%	7%	7%	6%
			beh			e								
Answered		1903	67	166	13	222	392	61	129	742	1578	325	1822	80
Mean score		1.0	.9	1.0	1.3	.9	1.2	1.2	.9	1.0	1.0	1.1	1.0	1.1
							bdg							

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2057	2008	49	1276	372	406
Effective base		824	799	25	523	122	179
Weighted Base		1903	1851	52	1218	260	424
Very Dissatisfied	(-2)	42	42	*	27	13	2
		2%	2%	*%	2%	5% c	1%
Fairly Dissatisfied	(-1)	90	84	6	46	11	33
		5%	5%	11%	4%	4%	8% a
Neither Satisfied Nor Dissatisfied	(0)	312	304	8	196	42	74
		16%	16%	15%	16%	16%	17%
Fairly Satisfied	(1)	765	746	19	492	100	173
		40%	40%	36%	40%	38%	41%
Very Satisfied	(2)	694	674	20	457	94	142
		36%	36%	38%	38%	36%	33%
NET: Satisfied		1459	1420	38	949	194	315
		77%	77%	74%	78%	75%	74%
NET: Dissatisfied		132	126	6	73	24	35
		7%	7%	12%	6%	9%	8%
Answered		1903	1851	52	1218	260	424
Mean score		1.0	1.0	1.0	1.1	1.0	1.0

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2057	1614	309	70	16	25	10	6	7	1923	134	64	872	742	443
Effective base		824	720	86	11	3	7	3	2	1	806	19	8	408	313	105
Weighted Base		1903	1648	200	31	13	8	*	*	2	1848	54	23	971	677	255
Very Dissatisfied	(-2)	42	28	7	6	-	1	-	-	*	35	8	1	6	22	14
		2%	2%	3%	21% abi	-%	15%	-%	-%	1%	2%	14% ai	5%	1%	3% a	6% a
Fairly Dissatisfied	(-1)	90	78	11	1	-	-	*	-	-	89	1	*	47	31	12
		5%	5%	5%	4%	-%	-%	47%	-%	-%	5%	3%	1%	5%	5%	5%
Neither Satisfied Nor Dissatisfied	(0)	312	266	35	7	*	4	-	-	-	301	11	4	175	92	45
		16%	16%	17%	22%	1%	49%	-%	-%	-%	16%	20%	17%	18%	14%	18%
Fairly Satisfied	(1)	765	684	67	8	2	2	*	*	*	752	13	5	364	320	81
		40%	42%	34%	26%	20%	29%	44%	10%	12%	41%	25%	22%	38%	47% ac	32%
Very Satisfied	(2)	694	591	81	8	10	1	*	*	2	673	21	13	379	213	102
		36%	36%	40%	27%	79%	7%	8%	90%	88%	36%	39%	55%	39% b	31%	40%
NET: Satisfied		1459	1276	148	16	12	3	*	*	2	1424	34	18	743	533	183
		77%	77%	74%	53%	99%	36%	53%	100%	99%	77%	64%	77%	77%	79%	72%
NET: Dissatisfied		132	106	17	8	-	1	*	-	*	123	9	1	53	53	27
		7%	6%	9%	25% ai	-%	15%	47%	-%	1%	7%	17%	6%	5%	8%	10%
Answered		1903	1648	200	31	13	8	*	*	2	1848	54	23	971	677	255
Mean score		1.0	1.1 c	1.0	.3	1.8	.1	.1	1.9	1.9	1.0 c	.7	1.2	1.1	1.0	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2057	1407	833	1592	812	364	478	1253	124	82	57	25	29	22
Effective base		824	513	315	601	331	118	175	524	36	19	9	6	4	5
Weighted Base		1903	1151	724	1406	798	227	408	1222	89	47	24	7	12	6
Very Dissatisfied	(-2)	42	27	10	28	19	2	7	22	4	*	-	1	*	*
		2%	2%	1%	2%	2%	1%	2%	2%	4%	1%	-%	13%	2%	*%
Fairly Dissatisfied	(-1)	90	55	48	76	39	9	25	69	6	1	*	*	-	*
		5%	5%	7%	5%	5%	4%	6%	6%	6%	2%	*%	3%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	312	191	131	237	106	24	59	219	7	4	4	*	*	2
		16%	17%	18%	17%	13%	10%	14%	18%	8%	10%	18%	2%	*%	35%
Fairly Satisfied	(1)	765	446	315	561	359	97	168	494	35	14	10	*	6	2
		40%	39%	43%	40%	45%	43%	41%	40%	40%	30%	40%	6%	47%	30%
Very Satisfied	(2)	694	432	220	505	276	95	149	417	37	27	10	6	6	2
		36%	38%	30%	36%	35%	42%	36%	34%	42%	58%	42%	77%	51%	33%
			b				b				a				
NET: Satisfied		1459	878	535	1065	635	192	317	911	72	41	20	6	11	3
		77%	76%	74%	76%	80%	84%	78%	75%	81%	88%	82%	82%	98%	63%
							bc								
NET: Dissatisfied		132	83	58	104	57	12	32	92	9	1	*	1	*	*
		7%	7%	8%	7%	7%	5%	8%	8%	10%	3%	*%	16%	2%	3%
Answered		1903	1151	724	1406	798	227	408	1222	89	47	24	7	12	6
Mean score		1.0	1.0	.9	1.0	1.0	1.2	1.0	1.0	1.1	1.4	1.2	1.3	1.4	.9
							b				a				

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2057	648	44	37	31	15	18	19	52	567	323	410	250	42
Effective base		824	293	14	7	9	6	3	5	14	256	124	153	61	9
Weighted Base		1903	715	37	21	12	5	3	5	14	626	284	347	129	20
Very Dissatisfied	(-2)	42	16	-	*	*	1	*	1	2	12	3	11	2	-
		2%	2%	-%	2%	*%	18%	*%	14%	12% a	2%	1%	3%	1%	-%
Fairly Dissatisfied	(-1)	90	35	3	1	*	*	-	-	*	26	17	10	22	1
		5%	5%	8%	3%	*%	3%	-%	-%	1%	4%	6%	3%	17% abc	5%
Neither Satisfied Nor Dissatisfied	(0)	312	98	4	2	*	1	*	1	2	120	31	55	30	1
		16%	14%	10%	8%	3%	17%	6%	22%	16%	19% b	11%	16%	23% b	6%
Fairly Satisfied	(1)	765	328	12	12	5	1	*	2	3	243	115	150	46	7
		40%	46% h	32%	58%	41%	9%	13%	32%	19%	39%	41%	43%	35%	34%
Very Satisfied	(2)	694	237	19	6	7	3	2	2	7	225	118	121	30	11
		36%	33%	51%	30%	56%	53%	80%	32%	51%	36%	42% d	35%	23%	54%
NET: Satisfied		1459	565	30	18	12	3	3	3	10	468	234	271	75	18
		77%	79%	82%	87%	97%	62%	93%	64%	70%	75% d	82% d	78% d	59%	88%
NET: Dissatisfied		132	52	3	1	*	1	*	1	2	38	20	21	24	1
		7%	7%	8%	4%	*%	21%	*%	14%	14%	6%	7%	6%	18% abc	5%
Answered		1903	715	37	21	12	5	3	5	14	626	284	347	129	20
Mean score		1.0	1.0	1.3	1.1	1.5	.8	1.7	.7	.9	1.0 d	1.2 d	1.0 d	.6	1.4 d

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2057	279	169	224	109	31	486	64	256	1940	117	1543	49
Effective base		824	144	77	77	28	7	214	23	96	784	41	586	17
Weighted Base		1903	343	174	208	59	14	550	50	197	1788	114	1352	54
Very Dissatisfied	(-2)	42	11	6	1	1	-	10	*	8	37	5	28	*
		2%	3%	3%	*%	2%	-%	2%	*%	4%	2%	4%	2%	*%
Fairly Dissatisfied	(-1)	90	14	7	7	10	*	27	1	10	81	9	67	9
		5%	4%	4%	3%	18% abc	1%	5%	2%	5%	5%	8%	5%	17% a
Neither Satisfied Nor Dissatisfied	(0)	312	54	12	28	12	-	81	4	22	293	19	230	7
		16%	16% b	7%	14%	20%	-%	15%	8%	11%	16%	17%	17%	13%
Fairly Satisfied	(1)	765	158	91	80	21	9	230	30	98	729	36	547	13
		40%	46%	52%	38%	35%	63%	42%	60%	50%	41%	32%	40%	24%
Very Satisfied	(2)	694	105	59	91	15	5	201	15	59	649	45	480	25
		36%	31%	34%	44%	25%	36%	37%	30%	30%	36%	39%	36%	45%
NET: Satisfied		1459	263	151	171	36	14	431	45	157	1377	81	1028	38
		77%	77%	86% d	82% d	61%	99%	78%	89%	80%	77%	71%	76%	70%
NET: Dissatisfied		132	25	12	8	11	*	38	1	18	119	14	94	9
		7%	7%	7%	4%	19% c	1%	7%	3%	9%	7%	12%	7%	17%
Answered		1903	343	174	208	59	14	550	50	197	1788	114	1352	54
Mean score		1.0	1.0	1.1 d	1.2 d	.6	1.3	1.1	1.2	1.0	1.0	.9	1.0	1.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2057	181	167	286	69	648	164	534	1261	173	440	698	140	2
Effective base		824	77	55	114	16	277	55	180	463	45	167	265	49	2
Weighted Base		1903	196	121	265	55	680	118	443	1035	123	398	609	141	1
Very Dissatisfied	(-2)	42	4	3	4	*	15	3	4	26	1	3	10	1	-
		2%	2%	3%	1%	*%	2%	3%	1%	2%	1%	1%	2%	1%	-%
Fairly Dissatisfied	(-1)	90	8	12	10	7	34	4	28	50	11	33	39	21	-
		5%	4%	10%	4%	12%	5%	4%	6%	5%	9%	8%	6%	15% b	-%
Neither Satisfied Nor Dissatisfied	(0)	312	25	14	43	9	91	15	77	168	23	72	114	26	*
		16%	13%	12%	16%	16%	13%	12%	17%	16%	19%	18%	19%	18%	46%
Fairly Satisfied	(1)	765	94	55	117	14	301	58	188	408	47	164	265	50	*
		40%	48%	46%	44%	25%	44%	49%	42%	39%	38%	41%	44%	36%	54%
Very Satisfied	(2)	694	65	37	91	26	238	38	147	384	41	125	180	42	-
		36%	33%	30%	34%	47%	35%	32%	33%	37%	34%	31%	30%	30%	-%
NET: Satisfied		1459	159	92	208	40	539	96	334	792	88	290	445	93	*
		77%	81%	76%	78%	72%	79%	81%	75%	76%	71%	73%	73%	66%	54%
NET: Dissatisfied		132	12	15	14	7	50	8	32	76	12	37	50	23	-
		7%	6%	12%	5%	12%	7%	6%	7%	7%	10%	9%	8%	16%	-%
Answered		1903	196	121	265	55	680	118	443	1035	123	398	609	141	1
Mean score		1.0	1.1	.9	1.1	1.1	1.0	1.0	1.0	1.0	.9	.9	.9	.8	.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2057	570	520	163	2	1390	809	697	1213	932	27
Effective base		824	226	216	61	2	510	305	288	452	348	4
Weighted Base		1903	550	527	148	1	1148	703	702	1048	793	8
Very Dissatisfied	(-2)	42	10	12	2	-	27	10	15	22	9	-
		2%	2%	2%	1%	-%	2%	1%	2%	2%	1%	-%
Fairly Dissatisfied	(-1)	90	29	31	18	-	55	44	33	57	32	-
		5%	5%	6%	12%	-%	5%	6%	5%	5%	4%	-%
Neither Satisfied Nor Dissatisfied	(0)	312	74	79	7	1	190	126	91	166	148	*
		16%	13%	15%	5%	68%	17%	18%	13%	16%	19%	3%
				c								
Fairly Satisfied	(1)	765	262	231	78	*	445	307	318	428	316	1
		40%	48%	44%	52%	32%	39%	44%	45%	41%	40%	13%
Very Satisfied	(2)	694	174	174	43	-	430	215	244	374	287	7
		36%	32%	33%	29%	-%	37%	31%	35%	36%	36%	83%
							b					
NET: Satisfied		1459	436	405	120	*	875	523	562	802	603	8
		77%	79%	77%	82%	32%	76%	74%	80%	77%	76%	97%
NET: Dissatisfied		132	39	43	20	-	83	54	48	79	42	-
		7%	7%	8%	14%	-%	7%	8%	7%	8%	5%	-%
Answered		1903	550	527	148	1	1148	703	702	1048	793	8
Mean score		1.0	1.0	1.0	1.0	.3	1.0	1.0	1.1	1.0	1.1	1.8

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2057	368	336	347	69	44	1041	868	117	58	56	22
Effective base		824	142	146	138	34	21	381	325	43	16	24	6
Weighted Base		1903	347	352	337	91	53	881	739	101	40	46	14
Very Dissatisfied	(-2)	42	6	7	5	1	*	12	12	6	*	*	-
		2%	2%	2%	1%	1%	*%	1%	2%	6%	*%	*%	-%
Fairly Dissatisfied	(-1)	90	25	6	21	10	12	48	27	8	9	2	3
		5%	7% b	2%	6%	11% b	23% abc	5%	4%	8%	23%	4%	22%
Neither Satisfied Nor Dissatisfied	(0)	312	50	51	37	5	1	131	138	13	7	10	6
		16%	14%	15%	11%	5%	1%	15%	19%	13%	18%	22%	44%
Fairly Satisfied	(1)	765	156	159	158	39	32	380	292	37	13	25	2
		40%	45%	45%	47%	43%	60%	43%	40%	37%	33%	53%	18%
Very Satisfied	(2)	694	109	128	116	36	8	309	269	36	11	10	2
		36%	32%	37%	34%	40%	15%	35%	36%	36%	26%	20%	15%
NET: Satisfied		1459	266	288	274	75	40	689	561	74	24	34	5
		77%	77%	82%	81%	83%	75%	78%	76%	73%	59%	73%	34%
NET: Dissatisfied		132	31	13	26	11	12	61	39	14	9	2	3
		7%	9%	4%	8%	12%	24% abc	7%	5%	14%	23%	4%	22%
Answered		1903	347	352	337	91	53	881	739	101	40	46	14
Mean score		1.0	1.0	1.1 e	1.1	1.1	.7	1.0	1.1	.9	.6	.9	.3

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2057	1825	1178	1889	1250	1270	1012	1824	206	5	1755	94	491	1566
Effective base		824	728	449	755	484	495	380	743	74	3	686	43	206	618
Weighted Base		1903	1644	979	1708	1093	1077	809	1704	195	4	1582	97	487	1415
Very Dissatisfied	(-2)	42	30	18	31	31	21	21	31	5	-	12	26	33	9
		2%	2%	2%	2%	3%	2%	3%	2%	3%	-%	1%	26% a	7% b	1%
Fairly Dissatisfied	(-1)	90	79	57	86	55	51	49	80	16	-	32	27	45	45
		5%	5%	6%	5%	5%	5%	6%	5%	8%	-%	2%	28% a	9% b	3%
Neither Satisfied Nor Dissatisfied	(0)	312	276	153	284	146	153	118	290	37	-	160	22	110	202
		16%	17%	16%	17%	13%	14%	15%	17%	19%	-%	10%	23% a	23% b	14%
Fairly Satisfied	(1)	765	659	382	692	464	446	320	684	78	2	705	16	199	566
		40%	40%	39%	41%	42%	41%	40%	40%	40%	51%	45% b	17%	41%	40%
Very Satisfied	(2)	694	600	370	614	397	406	302	618	58	2	674	6	101	593
		36%	37%	38%	36%	36%	38%	37%	36%	30%	49%	43% b	6%	21%	42% a
NET: Satisfied		1459	1259	752	1307	861	852	622	1302	137	4	1379	22	300	1159
		77%	77%	77%	77%	79%	79%	77%	76%	70%	100%	87% b	23%	61%	82% a
NET: Dissatisfied		132	109	74	117	86	72	70	111	21	-	43	53	78	54
		7%	7%	8%	7%	8%	7%	9%	7%	11%	-%	3%	55% a	16% b	4%
Answered		1903	1644	979	1708	1093	1077	809	1704	195	4	1582	97	487	1415
Mean score		1.0	1.0	1.1	1.0	1.0	1.1	1.0	1.0	.9	1.5	1.3 b	-.5	.6	1.2 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2057	364	18	143	293	230	1196	614	199	201	1544	938	1119
Effective base		824	135	8	47	116	85	505	226	86	71	631	326	499
Weighted Base		1903	341	16	117	289	199	1159	527	191	199	1439	728	1175
Very Dissatisfied	(-2)	42	11	*	5	7	15	17	11	6	7	26	28	14
		2%	3%	1%	4%	2%	7%	1%	2%	3%	4%	2%	4%	1%
							bc						b	
Fairly Dissatisfied	(-1)	90	13	3	6	16	7	51	32	15	10	64	29	61
		5%	4%	18%	5%	6%	3%	4%	6%	8%	5%	4%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	312	44	3	18	43	21	200	91	30	43	221	114	198
		16%	13%	20%	15%	15%	11%	17%	17%	16%	22%	15%	16%	17%
Fairly Satisfied	(1)	765	138	5	53	113	91	462	202	86	81	578	289	476
		40%	40%	29%	45%	39%	46%	40%	38%	45%	41%	40%	40%	41%
Very Satisfied	(2)	694	135	5	36	110	65	430	191	55	58	550	268	426
		36%	40%	31%	30%	38%	33%	37%	36%	29%	29%	38%	37%	36%
NET: Satisfied		1459	273	9	89	223	156	892	393	141	139	1128	557	901
		77%	80%	60%	76%	77%	79%	77%	75%	74%	70%	78%	77%	77%
NET: Dissatisfied		132	24	3	11	23	22	68	43	20	17	90	57	75
		7%	7%	20%	9%	8%	11%	6%	8%	11%	9%	6%	8%	6%
Answered		1903	341	16	117	289	199	1159	527	191	199	1439	728	1175
Mean score		1.0	1.1	.7	.9	1.1	.9	1.1	1.0	.9	.9	1.1	1.0	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 149 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery time

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2057	445	562	550	500	1007	1050
Effective base		824	169	209	209	254	373	459
Weighted Base		1903	473	472	478	480	945	958
Very Dissatisfied	(-2)	42	12	9	9	12	21	21
		2%	3%	2%	2%	3%	2%	2%
Fairly Dissatisfied	(-1)	90	34	20	18	18	54	36
		5%	7%	4%	4%	4%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	312	72	86	58	96	158	154
		16%	15%	18%	12%	20%	17%	16%
						c		
Fairly Satisfied	(1)	765	198	190	197	179	388	376
		40%	42%	40%	41%	37%	41%	39%
Very Satisfied	(2)	694	156	167	195	175	323	370
		36%	33%	35%	41%	36%	34%	39%
NET: Satisfied		1459	354	357	392	354	712	747
		77%	75%	76%	82%	74%	75%	78%
					d			
NET: Dissatisfied		132	47	28	27	30	75	57
		7%	10%	6%	6%	6%	8%	6%
Answered		1903	473	472	478	480	945	958
Mean score		1.0	1.0	1.0	1.2	1.0	1.0	1.1
					a			

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2056	1037	1019	1463	334	75	184	593
Effective base		823	406	430	758	204	31	110	261
Weighted Base		1901	805	1096	1818	69	9	5	82
Very Dissatisfied	(-2)	37	15	22	36	1	*	*	1
		2%	2%	2%	2%	1%	2%	1%	1%
Fairly Dissatisfied	(-1)	91	32	59	89	1	*	*	2
		5%	4%	5%	5%	2%	3%	1%	2%
					e				
Neither Satisfied Nor Dissatisfied	(0)	240	112	128	230	10	1	*	11
		13%	14%	12%	13%	14%	9%	9%	13%
Fairly Satisfied	(1)	783	335	448	749	29	3	2	34
		41%	42%	41%	41%	43%	32%	37%	41%
Very Satisfied	(2)	749	309	440	714	28	5	2	35
		39%	38%	40%	39%	40%	53%	52%	42%
								ab	
NET: Satisfied		1532	645	888	1464	57	7	4	69
		81%	80%	81%	80%	83%	85%	89%	83%
								a	
NET: Dissatisfied		128	47	81	125	2	*	*	3
		7%	6%	7%	7%	3%	5%	2%	3%
					de				
Answered		1901	805	1096	1818	69	9	5	82
Mean score		1.1	1.1	1.1	1.1	1.2	1.3	1.4	1.2
								ab	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2056	845	414	204	204	205	184	1463	334	259
Effective base		823	450	215	122	128	106	110	758	204	68
Weighted Base		1901	1181	476	162	43	34	5	1818	69	13
Very Dissatisfied	(-2)	37	20	14	2	*	1	*	36	1	*
		2%	2%	3%	1%	1%	2%	1%	2%	1%	2%
Fairly Dissatisfied	(-1)	91	50	32	7	1	*	*	89	1	*
		5%	4%	7%	4%	3%	1%	1%	5%	2%	2%
				efh							
Neither Satisfied Nor Dissatisfied	(0)	240	155	64	11	6	4	*	230	10	1
		13%	13%	13%	7%	15%	12%	9%	13%	14%	9%
						c				c	
Fairly Satisfied	(1)	783	478	201	70	19	13	2	749	29	4
		41%	40%	42%	43%	43%	39%	37%	41%	43%	34%
Very Satisfied	(2)	749	477	166	71	16	16	2	714	28	7
		39%	40%	35%	44%	38%	47%	52%	39%	40%	53%
							b	abdgh			bdg
NET: Satisfied		1532	955	367	142	35	30	4	1464	57	11
		81%	81%	77%	88%	81%	86%	89%	80%	83%	87%
					b			abg			
NET: Dissatisfied		128	71	45	9	2	1	*	125	2	1
		7%	6%	10%	6%	4%	3%	2%	7%	3%	4%
				efh					f		
Answered		1901	1181	476	162	43	34	5	1818	69	13
Mean score		1.1	1.1	1.0	1.2	1.1	1.3	1.4	1.1	1.2	1.3
					b		b	abdgh		b	b

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2056	787	237	79	48	199
Effective base		823	434	99	27	7	33
Weighted Base		1901	1147	224	36	19	56
Very Dissatisfied	(-2)	37	21	9	*	-	1
		2%	2%	4%	1%	-%	1%
Fairly Dissatisfied	(-1)	91	55	19	*	3	*
		5%	5%	9%	*%	16%	1%
						e	
Neither Satisfied Nor Dissatisfied	(0)	240	154	28	1	2	3
		13%	13%	13%	4%	9%	6%
Fairly Satisfied	(1)	783	465	99	17	4	24
		41%	41%	44%	46%	23%	42%
Very Satisfied	(2)	749	452	68	18	10	28
		39%	39%	30%	50%	53%	50%
							b
NET: Satisfied		1532	918	167	35	14	52
		81%	80%	75%	96%	75%	92%
					ab		b
NET: Dissatisfied		128	76	29	*	3	1
		7%	7%	13%	1%	16%	2%
				ae			
Answered		1901	1147	224	36	19	56
Mean score		1.1	1.1	.9	1.4	1.1	1.4
			b		b		b

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2056	125	118	175	80	121	164	118	109	109	1119	326	330	281
Effective base		823	81	79	95	50	78	99	78	61	65	653	201	224	101
Weighted Base		1901	158	154	309	88	151	282	248	140	143	1673	115	76	37
Very Dissatisfied	(-2)	37	*	1	12	-	1	9	3	5	1	34	2	1	*
		2%	*%	1%	4%	-%	1%	3%	1%	4%	1%	2%	2%	2%	*%
					m			m		m					
Fairly Dissatisfied	(-1)	91	14	11	13	*	6	16	4	8	8	80	5	4	2
		5%	9%	7%	4%	*%	4%	6%	2%	6%	5%	5%	4%	5%	4%
			dg												
Neither Satisfied Nor Dissatisfied	(0)	240	9	20	50	4	20	44	21	19	30	217	9	11	3
		13%	6%	13%	16%	5%	13%	15%	8%	14%	21%	13%	8%	14%	9%
					ak			a			adgkm				
Fairly Satisfied	(1)	783	61	45	122	38	76	110	123	55	60	690	47	32	14
		41%	38%	29%	39%	43%	50%	39%	50%	39%	42%	41%	41%	42%	38%
							b		b			b		b	
Very Satisfied	(2)	749	73	77	113	45	48	103	96	52	44	652	51	29	18
		39%	46%	50%	37%	52%	32%	36%	39%	37%	31%	39%	45%	37%	48%
				ei		ei									ei
NET: Satisfied		1532	134	122	235	83	124	213	219	107	104	1341	98	61	32
		81%	85%	79%	76%	95%	82%	75%	89%	76%	73%	80%	86%	80%	87%
						bcefhijl			cfi				cfi		cfi
NET: Dissatisfied		128	14	12	25	*	7	26	7	14	9	114	7	5	2
		7%	9%	8%	8%	*%	5%	9%	3%	10%	6%	7%	6%	7%	4%
			d					d		d					
Answered		1901	158	154	309	88	151	282	248	140	143	1673	115	76	37
Mean score		1.1	1.2	1.2	1.0	1.5	1.1	1.0	1.2	1.0	1.0	1.1	1.2	1.1	1.3
						cefhijl									cfhijl

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		2056	73	168	17	230	294	110	137	941	1610	446	1870	186
Effective base		823	28	68	5	86	121	48	57	417	652	182	775	57
Weighted Base		1901	67	166	13	224	392	63	128	739	1576	325	1819	81
Very Dissatisfied	(-2)	37	4	5	-	3	5	3	2	15	26	11	37	*
		2%	6%	3%	-%	1%	1%	4%	2%	2%	2%	3%	2%	*%
Fairly Dissatisfied	(-1)	91	2	8	-	7	8	1	10	42	80	11	88	3
		5%	3%	5%	-%	3%	2%	1%	8%	6%	5%	3%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	240	6	23	-	31	40	4	18	100	210	31	229	11
		13%	10%	14%	-%	14%	10%	7%	14%	14%	13%	9%	13%	14%
Fairly Satisfied	(1)	783	28	70	7	96	146	29	63	291	643	141	753	30
		41%	43%	42%	59%	43%	37%	47%	49%	39%	41%	43%	41%	37%
Very Satisfied	(2)	749	26	59	5	87	193	26	35	291	617	132	712	37
		39%	38%	36%	41%	39%	49%	41%	28%	39%	39%	41%	39%	45%
							g							
NET: Satisfied		1532	54	129	13	183	339	55	98	582	1260	272	1465	67
		81%	81%	78%	100%	82%	87%	88%	77%	79%	80%	84%	81%	83%
NET: Dissatisfied		128	6	14	-	9	12	3	12	57	106	22	125	3
		7%	9%	8%	-%	4%	3%	6%	9%	8%	7%	7%	7%	3%
Answered		1901	67	166	13	224	392	63	128	739	1576	325	1819	81
Mean score		1.1	1.0	1.0	1.4	1.2	1.3	1.2	.9	1.1	1.1	1.1	1.1	1.2
							bgh							

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2056	2008	48	1274	371	408
Effective base		823	799	25	522	122	179
Weighted Base		1901	1849	52	1216	260	424
Very Dissatisfied	(-2)	37	37	-	13	13	12
		2%	2%	-%	1%	5% a	3%
Fairly Dissatisfied	(-1)	91	89	2	49	16	26
		5%	5%	4%	4%	6%	6%
Neither Satisfied Nor Dissatisfied	(0)	240	233	7	149	31	61
		13%	13%	14%	12%	12%	14%
Fairly Satisfied	(1)	783	757	26	520	97	166
		41%	41%	51%	43%	37%	39%
Very Satisfied	(2)	749	733	17	485	103	160
		39%	40%	32%	40%	39%	38%
NET: Satisfied		1532	1490	43	1005	200	326
		81%	81%	83%	83%	77%	77%
NET: Dissatisfied		128	126	2	62	29	37
		7%	7%	4%	5%	11% a	9%
Answered		1901	1849	52	1216	260	424
Mean score		1.1	1.1	1.1	1.2	1.0	1.0

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2056	1611	311	70	16	24	10	6	8	1922	134	64	868	743	445
Effective base		823	718	87	11	3	7	3	2	2	805	19	8	407	313	105
Weighted Base		1901	1645	202	31	13	8	*	*	2	1847	54	23	968	677	256
Very Dissatisfied	(-2)	37	27	10	-	-	-	-	-	-	37	-	-	9	18	10
		2%	2%	5%	-%	-%	-%	-%	-%	-%	2%	-%	-%	1%	3%	4%
				a												a
Fairly Dissatisfied	(-1)	91	76	11	1	-	2	-	-	*	87	4	2	32	44	15
		5%	5%	6%	4%	-%	32%	-%	-%	*%	5%	7%	11%	3%	6%	6%
															a	
Neither Satisfied Nor Dissatisfied	(0)	240	216	18	5	-	1	*	*	-	234	6	1	139	77	24
		13%	13%	9%	16%	-%	15%	48%	5%	-%	13%	12%	6%	14%	11%	9%
Fairly Satisfied	(1)	783	694	71	13	1	4	*	*	*	765	18	5	394	300	89
		41%	42%	35%	44%	7%	47%	44%	5%	13%	41%	34%	21%	41%	44%	35%
Very Satisfied	(2)	749	632	92	11	12	*	*	*	2	724	26	15	393	238	118
		39%	38%	46%	36%	93%	6%	8%	90%	87%	39%	47%	62%	41%	35%	46%
NET: Satisfied		1532	1326	163	24	13	4	*	*	2	1488	44	19	788	538	206
		81%	81%	80%	80%	100%	53%	52%	95%	100%	81%	81%	84%	81%	79%	81%
NET: Dissatisfied		128	103	21	1	-	2	-	-	*	124	4	2	41	62	25
		7%	6%	11%	4%	-%	32%	-%	-%	*%	7%	7%	11%	4%	9%	10%
															a	a
Answered		1901	1645	202	31	13	8	*	*	2	1847	54	23	968	677	256
Mean score		1.1	1.1	1.1	1.1	1.9	.3	.6	1.8	1.9	1.1	1.2	1.4	1.2	1.0	1.1
														b		

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2056	1407	834	1592	813	365	478	1254	124	81	57	25	29	22
Effective base		823	513	315	601	331	118	174	525	36	19	9	6	4	5
Weighted Base		1901	1151	724	1406	798	227	408	1223	88	47	24	7	12	6
Very Dissatisfied	(-2)	37	18	19	27	27	2	11	23	3	1	-	-	-	-
		2%	2%	3%	2%	3%	1%	3%	2%	3%	2%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	91	58	48	70	44	19	41	64	2	2	-	-	*	1
		5%	5%	7%	5%	5%	9%	10%	5%	2%	4%	-%	-%	2%	21%
								ac							
Neither Satisfied Nor Dissatisfied	(0)	240	133	94	167	83	19	33	156	6	1	2	*	1	*
		13%	12%	13%	12%	10%	8%	8%	13%	7%	1%	7%	*%	12%	5%
Fairly Satisfied	(1)	783	469	305	580	340	101	148	516	32	17	7	*	4	2
		41%	41%	42%	41%	43%	44%	36%	42%	36%	36%	30%	6%	36%	42%
Very Satisfied	(2)	749	474	258	563	304	86	175	462	45	26	15	7	6	2
		39%	41%	36%	40%	38%	38%	43%	38%	51%	57%	64%	94%	50%	32%
NET: Satisfied		1532	943	563	1143	644	187	322	978	77	43	23	7	10	4
		81%	82%	78%	81%	81%	82%	79%	80%	87%	93%	93%	100%	86%	74%
NET: Dissatisfied		128	76	67	97	71	21	52	88	5	3	-	-	*	1
		7%	7%	9%	7%	9%	9%	13%	7%	5%	6%	-%	-%	2%	21%
								ac							
Answered		1901	1151	724	1406	798	227	408	1223	88	47	24	7	12	6
Mean score		1.1	1.1	1.0	1.1	1.1	1.1	1.1	1.1	1.3	1.4	1.6	1.9	1.3	.9
			b												

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2056	649	44	37	31	15	18	19	52	567	323	410	251	41
Effective base		823	293	14	7	9	6	3	5	14	256	123	153	61	9
Weighted Base		1901	715	37	21	12	5	3	5	14	626	284	347	128	20
Very Dissatisfied	(-2)	37	27	-	-	-	-	-	-	-	7	3	3	14	-
		2%	4%	-%	-%	-%	-%	-%	-%	-%	1%	1%	1%	11% abc	-%
Fairly Dissatisfied	(-1)	91	37	-	4	*	1	*	2	3	15	27	11	16	*
		5%	5%	-%	20%	*%	15%	*%	35%	19% a	2%	10% ac	3%	12% ac	2%
Neither Satisfied Nor Dissatisfied	(0)	240	75	5	2	1	-	*	-	*	83	26	43	14	1
		13%	11%	15%	10%	4%	-%	5%	-%	1%	13%	9%	12%	11%	5%
Fairly Satisfied	(1)	783	324	8	2	4	1	*	2	3	265	90	171	48	5
		41%	45% c	21%	9%	29%	13%	15%	32%	21%	42% b	32%	49% b	38%	26%
Very Satisfied	(2)	749	252	23	13	8	4	2	2	8	256	139	119	36	14
		39%	35%	64% a	62%	66%	72%	80%	33%	59%	41%	49% cd	34%	28%	67% cd
NET: Satisfied		1532	576	31	15	12	5	3	3	11	521	229	290	85	19
		81%	81%	85%	70%	95%	85%	94%	65%	80%	83% d	81% d	84% d	66%	93%
NET: Dissatisfied		128	64	-	4	*	1	*	2	3	23	30	14	30	*
		7%	9%	-%	20%	*%	15%	*%	35%	19%	4%	10% ac	4%	23% abc	2%
Answered		1901	715	37	21	12	5	3	5	14	626	284	347	128	20
Mean score		1.1	1.0	1.5	1.1	1.6	1.4	1.7	.6	1.2	1.2 d	1.2 d	1.1 d	.6	1.6 d

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2056	279	169	224	110	31	487	65	255	1937	119	1543	49
Effective base		823	144	77	77	28	7	214	24	95	783	42	586	18
Weighted Base		1901	343	174	208	59	14	550	52	196	1785	116	1351	55
Very Dissatisfied	(-2)	37	14	2	-	10	1	19	-	8	27	10	27	*
		2%	4%	1%	-%	17% abc	7%	3%	-%	4%	2%	9% a	2%	*%
Fairly Dissatisfied	(-1)	91	16	21	5	2	-	30	4	10	77	14	56	13
		5%	5%	12% ac	2%	3%	-%	5%	8%	5%	4%	12% a	4%	24% a
Neither Satisfied Nor Dissatisfied	(0)	240	43	10	22	9	*	63	4	16	230	11	164	3
		13%	12%	6%	10%	15%	2%	12%	8%	8%	13%	9%	12%	6%
Fairly Satisfied	(1)	783	168	63	83	20	6	219	21	99	752	31	570	10
		41%	49%	36%	40%	34%	42%	40%	41%	51%	42%	27%	42% b	18%
Very Satisfied	(2)	749	102	79	99	19	7	219	22	63	699	50	534	29
		39%	30%	45% a	47% a	31%	49%	40%	43%	32%	39%	43%	40%	53%
NET: Satisfied		1532	270	141	182	39	13	438	43	162	1451	81	1104	39
		81%	79%	81%	87% d	65%	91%	80%	84%	83%	81%	70%	82%	70%
NET: Dissatisfied		128	30	23	5	12	1	49	4	18	104	24	83	13
		7%	9% c	13% c	2%	20% c	7%	9%	8%	9%	6%	21% a	6%	24% a
Answered		1901	343	174	208	59	14	550	52	196	1785	116	1351	55
Mean score		1.1	1.0	1.1 d	1.3 ad	.6	1.3	1.1	1.2	1.0	1.1 b	.8	1.1	1.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2056	181	168	285	69	648	165	534	1262	173	440	701	140	2
Effective base		823	77	56	114	17	276	56	180	464	45	167	265	49	2
Weighted Base		1901	196	122	265	57	679	120	443	1036	123	398	609	141	1
Very Dissatisfied	(-2)	37	5	8	11	*	19	8	4	18	*	8	19	9	-
		2%	3%	6%	4%	*%	3%	7%	1%	2%	*%	2%	3%	6%	-%
Fairly Dissatisfied	(-1)	91	9	14	12	12	33	11	46	46	14	38	33	20	*
		5%	5%	11%	5%	22% a	5%	9%	10% b	4%	11%	10%	5%	14% b	46%
Neither Satisfied Nor Dissatisfied	(0)	240	16	13	27	7	71	12	48	117	16	50	77	13	-
		13%	8%	11%	10%	12%	10%	10%	11%	11%	13%	13%	13%	9%	-%
Fairly Satisfied	(1)	783	89	40	104	10	300	40	186	435	50	154	265	48	*
		41%	45%	33%	39%	17%	44%	34%	42%	42%	40%	39%	44%	34%	54%
Very Satisfied	(2)	749	77	47	110	28	256	49	159	421	43	148	215	51	-
		39%	39%	38%	42%	49%	38%	41%	36%	41%	35%	37%	35%	36%	-%
NET: Satisfied		1532	166	87	215	37	555	89	345	855	93	302	480	99	*
		81%	84%	71%	81%	66%	82%	74%	78%	83%	75%	76%	79%	70%	54%
NET: Dissatisfied		128	14	22	23	12	52	19	50	64	14	46	52	29	*
		7%	7%	18%	9%	22%	8%	16%	11% b	6%	11%	12%	9%	21% b	46%
Answered		1901	196	122	265	57	679	120	443	1036	123	398	609	141	1
Mean score		1.1	1.1	.9	1.1	.9	1.1	.9	1.0	1.2	1.0	1.0	1.0	.8	.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2056	571	521	163	2	1390	810	697	1216	930	27
Effective base		823	226	216	61	2	511	305	288	453	347	4
Weighted Base		1901	550	527	148	1	1148	703	700	1051	789	8
Very Dissatisfied	(-2)	37	16	20	5	-	18	19	15	22	14	-
		2%	3%	4%	3%	-%	2%	3%	2%	2%	2%	-%
Fairly Dissatisfied	(-1)	91	37	31	17	-	58	46	29	46	38	-
		5%	7%	6%	12%	-%	5%	6%	4%	4%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	240	57	59	7	1	132	92	74	120	96	*
		13%	10%	11%	5%	68%	12%	13%	11%	11%	12%	*%
Fairly Satisfied	(1)	783	237	232	64	*	467	302	313	443	325	1
		41%	43%	44%	43%	32%	41%	43%	45%	42%	41%	17%
Very Satisfied	(2)	749	204	185	54	-	473	244	270	419	317	7
		39%	37%	35%	37%	-%	41%	35%	39%	40%	40%	82%
NET: Satisfied		1532	441	417	119	*	940	546	583	862	642	8
		81%	80%	79%	80%	32%	82%	78%	83%	82%	81%	100%
NET: Dissatisfied		128	53	51	22	-	76	65	44	68	52	-
		7%	10%	10%	15%	-%	7%	9%	6%	6%	7%	-%
Answered		1901	550	527	148	1	1148	703	700	1051	789	8
Mean score		1.1	1.0	1.0	1.0	.3	1.1	1.0	1.1	1.1	1.1	1.8
							b					

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2056	369	337	347	69	44	1045	868	118	56	56	22
Effective base		823	142	146	137	34	21	383	324	43	16	24	6
Weighted Base		1901	347	352	336	91	53	884	736	101	40	46	14
Very Dissatisfied	(-2)	37	12	2	8	5	5	19	17	8	-	4	-
		2%	3%	1%	2%	5%	9%	2%	2%	8%	-%	9%	-%
						b	b						
Fairly Dissatisfied	(-1)	91	18	5	20	9	7	33	29	9	13	6	-
		5%	5%	1%	6%	10%	14%	4%	4%	9%	32%	12%	-%
					b	b	b				a		
Neither Satisfied Nor Dissatisfied	(0)	240	37	34	29	2	*	89	94	8	3	4	3
		13%	11%	10%	9%	2%	*%	10%	13%	7%	6%	8%	22%
Fairly Satisfied	(1)	783	143	170	148	35	32	381	303	34	13	16	3
		41%	41%	48%	44%	39%	60%	43%	41%	34%	33%	33%	19%
Very Satisfied	(2)	749	137	140	130	40	9	363	293	42	11	17	8
		39%	39%	40%	39%	44%	17%	41%	40%	42%	28%	36%	60%
			e	e		e							
NET: Satisfied		1532	280	311	279	75	41	744	596	77	24	32	11
		81%	81%	88%	83%	83%	77%	84%	81%	76%	61%	70%	78%
NET: Dissatisfied		128	30	7	28	13	12	52	46	17	13	10	-
		7%	9%	2%	8%	15%	23%	6%	6%	17%	32%	22%	-%
			b		b	b	abc						
Answered		1901	347	352	336	91	53	884	736	101	40	46	14
Mean score		1.1	1.1	1.3	1.1	1.1	.6	1.2	1.1	.9	.6	.8	1.4
				e	e								

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2056	1827	1180	1891	1251	1273	1009	1825	206	5	1755	93	489	1567
Effective base		823	728	447	755	483	494	379	743	74	3	686	43	206	617
Weighted Base		1901	1644	976	1708	1091	1076	808	1702	195	4	1581	97	487	1414
Very Dissatisfied	(-2)	37	27	18	32	28	19	9	32	9	-	*	24	31	6
		2%	2%	2%	2%	3%	2%	1%	2%	4%	-%	*%	25%	6%	*%
										a			a	b	
Fairly Dissatisfied	(-1)	91	87	52	90	66	56	51	81	14	-	20	32	69	22
		5%	5%	5%	5%	6%	5%	6%	5%	7%	-%	1%	34%	14%	2%
													a	b	
Neither Satisfied Nor Dissatisfied	(0)	240	210	104	214	121	121	89	218	23	*	125	23	88	152
		13%	13%	11%	13%	11%	11%	11%	13%	12%	1%	8%	23%	18%	11%
													a	b	
Fairly Satisfied	(1)	783	668	399	699	446	454	332	699	78	2	714	9	180	603
		41%	41%	41%	41%	41%	42%	41%	41%	40%	35%	45%	10%	37%	43%
												b			
Very Satisfied	(2)	749	651	404	673	429	426	327	672	72	3	722	8	120	629
		39%	40%	41%	39%	39%	40%	40%	39%	37%	64%	46%	9%	25%	45%
												b			a
NET: Satisfied		1532	1320	802	1372	876	880	658	1372	150	4	1436	18	300	1233
		81%	80%	82%	80%	80%	82%	81%	81%	77%	99%	91%	18%	61%	87%
												b			a
NET: Dissatisfied		128	114	70	122	94	75	60	113	23	-	20	57	99	29
		7%	7%	7%	7%	9%	7%	7%	7%	12%	-%	1%	59%	20%	2%
													a	b	
Answered		1901	1644	976	1708	1091	1076	808	1702	195	4	1581	97	487	1414
Mean score		1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.0	1.6	1.4	-.6	.6	1.3
												b			a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2056	364	18	141	295	228	1197	614	200	200	1542	936	1120
Effective base		823	136	8	46	117	84	506	226	86	70	631	325	498
Weighted Base		1901	342	16	117	291	196	1161	527	191	198	1439	727	1174
Very Dissatisfied	(-2)	37	11	*	1	16	7	18	12	11	12	14	15	22
		2%	3%	1%	1%	5%	4%	2%	2%	6% c	6% c	1%	2%	2%
Fairly Dissatisfied	(-1)	91	27	2	16	21	10	49	32	12	26	50	42	49
		5%	8%	12%	14%	7%	5%	4%	6%	6%	13% c	3%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	240	29	1	7	31	14	167	59	27	22	175	83	157
		13%	9%	9%	6%	11%	7%	14%	11%	14%	11%	12%	11%	13%
Fairly Satisfied	(1)	783	128	5	50	103	86	478	211	68	62	635	281	502
		41%	37%	29%	43%	35%	44%	41%	40%	36%	31%	44% b	39%	43%
Very Satisfied	(2)	749	147	8	43	120	79	449	213	72	77	565	307	442
		39%	43%	49%	37%	41%	40%	39%	40%	38%	39%	39%	42%	38%
NET: Satisfied		1532	275	12	93	223	165	927	424	141	138	1200	588	945
		81%	81%	78%	80%	77%	84%	80%	80%	74%	70%	83% ab	81%	80%
NET: Dissatisfied		128	37	2	17	37	17	67	44	23	38	64	57	71
		7%	11%	12%	15%	13%	9%	6%	8%	12% c	19% c	4%	8%	6%
Answered		1901	342	16	117	291	196	1161	527	191	198	1439	727	1174
Mean score		1.1	1.1	1.1	1.0	1.0	1.1	1.1	1.1	.9	.8	1.2 ab	1.1	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 150 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2056	443	561	551	501	1004	1052
Effective base		823	168	208	209	256	371	460
Weighted Base		1901	471	469	477	483	940	961
Very Dissatisfied	(-2)	37	1	18	8	9	19	18
		2%	*%	4%	2%	2%	2%	2%
				a				
Fairly Dissatisfied	(-1)	91	33	30	11	17	63	28
		5%	7%	6%	2%	3%	7%	3%
			c	c			b	
Neither Satisfied Nor Dissatisfied	(0)	240	50	58	50	82	109	132
		13%	11%	12%	10%	17%	12%	14%
						c		
Fairly Satisfied	(1)	783	211	163	219	190	375	409
		41%	45%	35%	46%	39%	40%	43%
			b		b			
Very Satisfied	(2)	749	175	199	189	186	374	375
		39%	37%	42%	40%	38%	40%	39%
NET: Satisfied		1532	386	363	408	376	749	784
		81%	82%	77%	85%	78%	80%	82%
					bd			
NET: Dissatisfied		128	34	48	19	26	83	45
		7%	7%	10%	4%	5%	9%	5%
				c			b	
Answered		1901	471	469	477	483	940	961
Mean score		1.1	1.1	1.1	1.2	1.1	1.1	1.1

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1818	866	952	1279	298	70	171	539
Effective base		722	342	393	664	181	28	102	232
Weighted Base		1670	665	1005	1597	61	8	4	72
Very Dissatisfied	(-2)	13	4	9	12	-	*	*	*
		1%	1%	1%	1%	-%	2%	2%	*%
Fairly Dissatisfied	(-1)	43	15	28	42	1	*	*	1
		3%	2%	3%	3%	1%	*%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	551	338	214	532	18	1	1	20
		33%	51%	21%	33%	30%	13%	13%	27%
			b		cd	d			d
Fairly Satisfied	(1)	536	146	390	516	18	1	2	21
		32%	22%	39%	32%	29%	17%	40%	28%
				a				ce	
Very Satisfied	(2)	526	163	363	495	24	5	2	31
		32%	24%	36%	31%	40%	68%	45%	43%
				a		a	abde	a	a
NET: Satisfied		1063	309	754	1011	42	7	3	52
		64%	46%	75%	63%	69%	85%	85%	71%
				a			a	abe	a
NET: Dissatisfied		56	19	37	55	1	*	*	1
		3%	3%	4%	3%	1%	2%	3%	1%
Answered		1670	665	1005	1597	61	8	4	72
Mean score		.9	.7	1.1	.9	1.1	1.5	1.3	1.1
				a		a	abe	a	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1818	748	353	178	181	187	171	1279	298	241
Effective base		722	401	181	106	114	94	102	664	181	60
Weighted Base		1670	1048	407	143	39	30	4	1597	61	12
Very Dissatisfied	(-2)	13	8	2	3	-	*	*	12	-	*
		1%	1%	*%	2%	-%	*%	2%	1%	-%	2%
Fairly Dissatisfied	(-1)	43	25	12	5	*	1	*	42	1	*
		3%	2%	3%	4%	*%	2%	1%	3%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	551	367	132	33	13	6	1	532	18	2
		33%	35%	32%	23%	34%	21%	13%	33%	30%	13%
			cefi	efi	f	efi			cefi	fi	
Fairly Satisfied	(1)	536	320	146	50	12	7	2	516	18	3
		32%	31%	36%	35%	32%	23%	40%	32%	29%	24%
				e	e			ei			
Very Satisfied	(2)	526	328	116	51	13	16	2	495	24	7
		32%	31%	29%	36%	34%	54%	45%	31%	40%	60%
							abcdgh	abg		bg	abcdgh
NET: Satisfied		1063	648	262	101	25	23	3	1011	42	10
		64%	62%	64%	71%	66%	77%	85%	63%	69%	85%
							abg	abcdgh			abcdgh
NET: Dissatisfied		56	33	13	8	*	1	*	55	1	*
		3%	3%	3%	6%	*%	2%	3%	3%	1%	2%
					dh						
Answered		1670	1048	407	143	39	30	4	1597	61	12
Mean score		.9	.9	.9	1.0	1.0	1.3	1.3	.9	1.1	1.4
							abcdg	abdg		ag	abcdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		1818	724	217	74	44	180
Effective base		722	394	90	25	6	28
Weighted Base		1670	1032	199	35	18	44
Very Dissatisfied	(-2)	13	8	3	-	-	-
		1%	1%	1%	-%	-%	-%
Fairly Dissatisfied	(-1)	43	23	8	1	*	1
		3%	2%	4%	3%	*%	1%
Neither Satisfied Nor Dissatisfied	(0)	551	347	52	6	4	15
		33%	34%	26%	17%	25%	34%
Fairly Satisfied	(1)	536	329	75	14	5	11
		32%	32%	38%	41%	28%	25%
Very Satisfied	(2)	526	325	61	14	8	18
		32%	31%	31%	39%	47%	40%
NET: Satisfied		1063	654	137	28	13	29
		64%	63%	69%	80%	75%	65%
NET: Dissatisfied		56	31	11	1	*	1
		3%	3%	5%	3%	*%	1%
Answered		1670	1032	199	35	18	44
Mean score		.9	.9	.9	1.2	1.2	1.0

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		1818	110	103	153	73	112	141	108	95	97	992	274	290	262
Effective base		722	71	67	84	44	71	87	71	51	58	576	163	198	93
Weighted Base		1670	138	129	275	79	140	252	218	116	128	1475	94	66	35
Very Dissatisfied	(-2)	13	5	-	5	-	-	2	*	*	-	11	1	*	*
		1%	4%	-%	2%	-%	-%	1%	*%	*%	-%	1%	1%	1%	*%
			jm												
Fairly Dissatisfied	(-1)	43	-	5	3	2	5	16	-	2	5	37	3	2	*
		3%	-%	4%	1%	2%	4%	6%	-%	2%	4%	3%	4%	4%	*%
								agm							
Neither Satisfied Nor Dissatisfied	(0)	551	54	54	90	18	42	85	46	39	46	474	36	27	14
		33%	39%	42%	33%	23%	30%	34%	21%	34%	36%	32%	38%	41%	41%
			g	dg									g	dgj	dg
Fairly Satisfied	(1)	536	33	37	90	29	53	83	84	39	36	484	28	16	8
		32%	24%	29%	33%	36%	37%	33%	39%	34%	28%	33%	30%	25%	23%
							lm		lm			l			
Very Satisfied	(2)	526	46	33	87	31	40	67	88	36	40	468	26	20	12
		32%	33%	26%	32%	39%	29%	26%	40%	31%	31%	32%	28%	30%	36%
NET: Satisfied		1063	79	71	177	60	93	149	172	75	77	952	54	36	20
		64%	57%	55%	64%	75%	66%	59%	79%	64%	60%	65%	58%	54%	58%
						bkl			abfijklm			l			
NET: Dissatisfied		56	5	5	7	2	5	17	*	2	5	49	4	3	*
		3%	4%	4%	3%	2%	4%	7%	*%	2%	4%	3%	4%	4%	1%
								gm							
Answered		1670	138	129	275	79	140	252	218	116	128	1475	94	66	35
Mean score		.9	.8	.8	.9	1.1	.9	.8	1.2	.9	.9	.9	.8	.8	.9
						bfkl			abcefijkl						

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		1818	65	155	16	202	264	94	124	817	1433	385	1640	178
Effective base		722	25	61	5	75	104	40	51	364	575	156	676	54
Weighted Base		1670	58	153	13	195	341	52	119	638	1394	275	1593	77
Very Dissatisfied	(-2)	13	-	*	-	1	2	-	-	10	11	1	12	*
		1%	-%	*%	-%	1%	1%	-%	-%	1%	1%	*%	1%	*%
Fairly Dissatisfied	(-1)	43	*	*	-	3	2	*	17	16	38	5	43	*
		3%	*%	*%	-%	2%	1%	*%	14%	3%	3%	2%	3%	1%
									abdefh					
Neither Satisfied Nor Dissatisfied	(0)	551	19	67	3	50	88	16	33	243	473	78	534	18
		33%	33%	44%	28%	25%	26%	32%	27%	38%	34%	28%	34%	23%
				de						de				
Fairly Satisfied	(1)	536	16	52	5	60	107	17	37	201	426	110	510	27
		32%	27%	34%	39%	31%	31%	33%	32%	31%	31%	40%	32%	35%
												a		
Very Satisfied	(2)	526	23	34	4	81	143	19	32	169	446	80	494	32
		32%	39%	22%	34%	42%	42%	36%	27%	26%	32%	29%	31%	41%
						bh	bh							
NET: Satisfied		1063	39	86	9	141	250	36	69	370	872	190	1004	59
		64%	67%	56%	72%	72%	73%	68%	58%	58%	63%	69%	63%	76%
						bh	bh							
NET: Dissatisfied		56	*	*	-	4	3	*	17	26	49	6	55	1
		3%	*%	*%	-%	2%	1%	*%	14%	4%	4%	2%	3%	1%
									abdefh					
Answered		1670	58	153	13	195	341	52	119	638	1394	275	1593	77
Mean score		.9	1.1	.8	1.1	1.1	1.1	1.0	.7	.8	.9	1.0	.9	1.2
						bgh	bgh							a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		1818	1774	44	1103	345	368
Effective base		722	700	22	452	110	159
Weighted Base		1670	1623	46	1057	240	371
Very Dissatisfied	(-2)	13	13	-	8	5	*
		1%	1%	-%	1%	2%	*%
Fairly Dissatisfied	(-1)	43	41	2	24	9	10
		3%	3%	4%	2%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	551	530	21	348	61	142
		33%	33%	46%	33%	25%	38%
							b
Fairly Satisfied	(1)	536	522	15	326	88	122
		32%	32%	32%	31%	37%	33%
Very Satisfied	(2)	526	518	8	351	77	97
		32%	32%	18%	33%	32%	26%
NET: Satisfied		1063	1040	23	677	165	219
		64%	64%	49%	64%	69%	59%
NET: Dissatisfied		56	54	2	32	14	10
		3%	3%	4%	3%	6%	3%
Answered		1670	1623	46	1057	240	371
Mean score		.9	.9	.6	.9	.9	.8

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		1818	1395	291	69	16	24	9	6	8	1686	132	63	745	650	423
Effective base		722	624	80	11	3	7	3	2	2	704	19	8	351	275	98
Weighted Base		1670	1433	183	30	13	8	*	*	2	1617	53	24	834	600	236
Very Dissatisfied	(-2)	13	9	2	*	-	2	-	-	-	11	2	2	2	6	4
		1%	1%	1%	*%	-%	22%	-%	-%	-%	1%	3%	8% ai	*%	1%	2%
Fairly Dissatisfied	(-1)	43	38	5	*	-	1	-	-	-	43	1	1	19	19	5
		3%	3%	2%	*%	-%	7%	-%	-%	-%	3%	1%	2%	2%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	551	495	50	5	-	1	-	-	-	545	6	1	317	178	56
		33%	35% j	27%	16%	-%	18%	-%	-%	-%	34% j	12%	6%	38% bc	30%	24%
Fairly Satisfied	(1)	536	458	57	10	5	4	*	*	2	515	21	11	245	212	79
		32%	32%	31%	34%	42%	44%	97%	10%	95%	32%	40%	48%	29%	35%	33%
Very Satisfied	(2)	526	434	69	15	7	1	*	*	*	503	23	8	250	184	92
		32%	30%	38%	50%	58%	9%	3%	90%	5%	31%	44%	36%	30%	31%	39%
NET: Satisfied		1063	891	127	25	13	4	*	*	2	1018	45	20	495	396	171
		64%	62%	69%	84%	100%	53%	100%	100%	100%	63%	84%	84%	59%	66%	72% a
NET: Dissatisfied		56	47	6	*	-	2	-	-	-	53	2	2	22	25	9
		3%	3%	3%	*%	-%	29%	-%	-%	-%	3%	4%	10%	3%	4%	4%
Answered		1670	1433	183	30	13	8	*	*	2	1617	53	24	834	600	236
Mean score		.9	.9	1.0	1.3	1.6	.1	1.0	1.9	1.0	.9	1.2	1.0	.9	.9	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		1818	1263	773	1428	749	320	442	1101	117	80	56	25	29	20
Effective base		722	452	289	532	298	98	161	460	34	19	8	6	4	5
Weighted Base		1670	1015	671	1252	714	199	378	1073	85	46	23	7	12	6
Very Dissatisfied	(-2)	13	9	6	11	4	-	3	8	*	2	*	-	-	1
		1%	1%	1%	1%	1%	-%	1%	1%	*%	4%	*%	-%	-%	20%
Fairly Dissatisfied	(-1)	43	31	25	37	20	4	13	35	2	*	-	*	-	*
		3%	3%	4%	3%	3%	2%	3%	3%	2%	*%	-%	*%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	551	272	183	336	188	46	98	313	18	1	2	*	1	*
		33%	27%	27%	27%	26%	23%	26%	29%	22%	2%	8%	5%	11%	3%
									c	c					
Fairly Satisfied	(1)	536	355	242	438	256	91	130	367	27	24	8	4	5	4
		32%	35%	36%	35%	36%	46%	34%	34%	31%	51%	36%	48%	43%	68%
							ac								
Very Satisfied	(2)	526	349	215	431	247	58	134	351	38	19	13	3	5	*
		32%	34%	32%	34%	35%	29%	36%	33%	45%	42%	56%	46%	46%	7%
NET: Satisfied		1063	704	457	868	503	149	265	718	65	43	21	7	10	4
		64%	69%	68%	69%	70%	75%	70%	67%	76%	94%	92%	94%	89%	75%
											a				
NET: Dissatisfied		56	40	32	48	23	4	16	43	2	2	*	*	-	1
		3%	4%	5%	4%	3%	2%	4%	4%	2%	4%	*%	*%	-%	22%
Answered		1670	1015	671	1252	714	199	378	1073	85	46	23	7	12	6
Mean score		.9	1.0	.9	1.0	1.0	1.0	1.0	.9	1.2	1.3	1.5	1.4	1.4	.4

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		1818	589	44	36	29	15	18	18	51	482	296	374	235	41
Effective base		722	260	14	7	8	6	3	5	14	219	114	134	58	9
Weighted Base		1670	632	37	21	11	5	3	5	14	531	268	315	118	20
Very Dissatisfied	(-2)	13	3	-	-	-	-	-	1	1	5	5	1	*	-
		1%	*%	-%	-%	-%	-%	-%	22%	8% a	1%	2%	*%	*%	-%
Fairly Dissatisfied	(-1)	43	17	*	-	2	*	-	-	*	16	8	4	9	-
		3%	3%	*%	-%	19%	1%	-%	-%	1%	3%	3%	1%	7% c	-%
Neither Satisfied Nor Dissatisfied	(0)	551	180	4	2	*	1	*	1	2	147	63	80	44	1
		33%	28%	12%	8%	*%	18%	5%	13%	13%	28%	24%	25%	38%	6%
Fairly Satisfied	(1)	536	227	10	8	3	2	3	3	7	184	96	115	34	9
		32%	36%	28%	39%	31%	27%	90%	54%	51%	35%	36%	36%	29%	44%
Very Satisfied	(2)	526	205	22	11	6	3	*	1	4	180	95	115	31	10
		32%	32%	61% a	53%	49%	53%	4%	11%	26%	34%	36%	36%	26%	49%
NET: Satisfied		1063	432	32	19	9	4	3	3	11	364	192	229	65	19
		64%	68%	88%	92%	80%	81%	95%	65%	78%	68%	72% d	73% d	55%	94% d
NET: Dissatisfied		56	20	*	-	2	*	-	1	1	21	13	5	9	-
		3%	3%	*%	-%	19%	1%	-%	22%	9%	4%	5%	2%	7%	-%
Answered		1670	632	37	21	11	5	3	5	14	531	268	315	118	20
Mean score		.9	1.0	1.5 a	1.4	1.1	1.3	1.0	.3	.9	1.0	1.0	1.1 d	.7	1.4 d

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base		1818	250	161	204	105	29	453	60	230	1706	112	1381	47
Effective base		722	127	72	68	26	6	195	22	83	685	38	519	16
Weighted Base		1670	300	166	178	55	14	492	48	172	1563	106	1200	52
Very Dissatisfied	(-2)	13	1	3	-	*	-	3	-	1	11	2	11	*
		1%	*%	2%	-%	*%	-%	1%	-%	1%	1%	2%	1%	*%
Fairly Dissatisfied	(-1)	43	10	8	*	2	-	11	*	9	36	8	32	5
		3%	3%	5%	*%	3%	-%	2%	1%	5%	2%	7%	3%	10%
Neither Satisfied Nor Dissatisfied	(0)	551	95	40	32	21	*	140	6	41	528	23	322	14
		33%	32% c	24%	18%	37%	1%	28%	13%	24%	34%	22%	27%	26%
Fairly Satisfied	(1)	536	98	54	83	12	8	170	20	64	493	44	420	18
		32%	33%	33%	47% d	22%	58%	35%	42%	37%	32%	41%	35%	34%
Very Satisfied	(2)	526	97	61	63	21	6	169	21	57	496	30	416	15
		32%	32%	37%	35%	37%	41%	34%	44%	33%	32%	28%	35%	28%
NET: Satisfied		1063	195	116	146	33	14	339	41	122	989	74	836	32
		64%	65%	70%	82% ad	59%	99%	69%	86%	71%	63%	70%	70%	63%
NET: Dissatisfied		56	11	11	*	2	-	14	*	10	46	9	42	5
		3%	4%	6% c	*%	3%	-%	3%	1%	6%	3%	9% a	4%	11%
Answered		1670	300	166	178	55	14	492	48	172	1563	106	1200	52
Mean score		.9	.9	1.0	1.2	.9	1.4	1.0	1.3	1.0	.9	.9	1.0	.8

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		1818	166	159	261	66	592	157	493	1130	162	414	646	134	1
Effective base		722	68	53	104	15	247	52	164	409	42	155	242	46	1
Weighted Base		1670	175	109	234	53	607	107	400	913	117	369	562	135	*
Very Dissatisfied	(-2)	13	-	*	2	*	4	*	3	7	-	3	3	-	-
		1%	-%	*%	1%	*%	1%	*%	1%	1%	-%	1%	*%	-%	-%
Fairly Dissatisfied	(-1)	43	10	7	7	8	17	3	19	30	4	18	19	6	-
		3%	6%	6%	3%	14%	3%	3%	5%	3%	4%	5%	3%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	551	23	26	42	13	161	26	97	244	29	92	157	38	-
		33%	13%	24%	18%	24%	27%	24%	24%	27%	25%	25%	28%	28%	-%
Fairly Satisfied	(1)	536	75	41	103	20	214	42	144	317	48	136	207	42	*
		32%	43%	37%	44%	38%	35%	39%	36%	35%	41%	37%	37%	31%	100%
Very Satisfied	(2)	526	67	36	81	12	211	36	136	315	36	120	176	49	-
		32%	38%	33%	34%	23%	35%	34%	34%	34%	31%	33%	31%	36%	-%
NET: Satisfied		1063	142	77	183	32	425	78	280	632	84	257	383	91	*
		64%	81%	70%	78%	61%	70%	73%	70%	69%	72%	69%	68%	67%	100%
NET: Dissatisfied		56	10	7	9	8	21	3	22	37	4	21	22	6	-
		3%	6%	6%	4%	15%	3%	3%	6%	4%	4%	6%	4%	5%	-%
Answered		1670	175	109	234	53	607	107	400	913	117	369	562	135	*
Mean score		.9	1.1	1.0	1.1	.7	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		1818	531	480	159	2	1247	749	639	1090	839	27
Effective base		722	208	192	58	2	449	279	257	402	309	4
Weighted Base		1670	502	466	142	1	1012	650	624	925	708	8
Very Dissatisfied	(-2)	13	1	4	-	-	9	6	3	10	7	-
		1%	*%	1%	-%	-%	1%	1%	*%	1%	1%	-%
Fairly Dissatisfied	(-1)	43	15	17	7	-	31	25	17	27	14	-
		3%	3%	4%	5%	-%	3%	4%	3%	3%	2%	-%
Neither Satisfied Nor Dissatisfied	(0)	551	140	118	23	1	272	181	169	253	177	*
		33%	28%	25%	17%	68%	27%	28%	27%	27%	25%	*%
Fairly Satisfied	(1)	536	176	177	58	*	353	230	224	322	260	1
		32%	35%	38%	41%	32%	35%	35%	36%	35%	37%	18%
Very Satisfied	(2)	526	170	151	53	-	348	208	212	312	249	7
		32%	34%	32%	37%	-%	34%	32%	34%	34%	35%	82%
NET: Satisfied		1063	346	328	111	*	701	438	436	634	510	8
		64%	69%	70%	78%	32%	69%	67%	70%	69%	72%	100%
NET: Dissatisfied		56	17	21	7	-	40	32	20	38	21	-
		3%	3%	4%	5%	-%	4%	5%	3%	4%	3%	-%
Answered		1670	502	466	142	1	1012	650	624	925	708	8
Mean score		.9	1.0	1.0	1.1	.3	1.0	.9	1.0	1.0	1.0	1.8

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		1818	343	316	318	66	43	938	779	114	56	52	20
Effective base		722	127	133	123	32	20	341	288	41	15	22	6
Weighted Base		1670	308	316	302	85	50	782	657	96	38	40	13
Very Dissatisfied	(-2)	13	3	3	*	-	-	6	3	1	2	2	-
		1%	1%	1%	*%	-%	-%	1%	1%	1%	5%	4%	-%
Fairly Dissatisfied	(-1)	43	8	5	11	3	1	23	21	5	7	3	-
		3%	3%	2%	4%	3%	1%	3%	3%	6%	18%	8%	-%
Neither Satisfied Nor Dissatisfied	(0)	551	82	66	80	10	12	212	170	22	7	9	4
		33%	27%	21%	26%	12%	25%	27%	26%	23%	17%	23%	29%
Fairly Satisfied	(1)	536	106	125	104	31	24	281	227	34	16	20	2
		32%	34%	40%	34%	37%	48%	36%	35%	35%	43%	50%	17%
Very Satisfied	(2)	526	109	116	108	42	13	260	235	34	6	6	7
		32%	35%	37%	36%	49%	26%	33%	36%	35%	16%	15%	54%
NET: Satisfied		1063	215	242	212	73	37	541	462	68	23	26	9
		64%	70%	77%	70%	85%	74%	69%	70%	70%	59%	65%	71%
NET: Dissatisfied		56	11	8	11	3	1	30	24	7	9	5	-
		3%	3%	3%	4%	3%	1%	4%	4%	7%	23%	12%	-%
Answered		1670	308	316	302	85	50	782	657	96	38	40	13
Mean score		.9	1.0	1.1	1.0	1.3	1.0	1.0	1.0	1.0	.5	.6	1.3

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		1818	1610	1038	1670	1101	1123	905	1604	188	4	1551	84	456	1362
Effective base		722	636	388	662	420	431	339	649	68	3	601	38	188	534
Weighted Base		1670	1439	845	1499	951	919	703	1493	173	4	1389	85	444	1226
Very Dissatisfied	(-2)	13	11	5	11	7	4	8	8	2	-	3	6	7	6
		1%	1%	1%	1%	1%	*%	1%	1%	1%	-%	*%	7% a	2%	*%
Fairly Dissatisfied	(-1)	43	36	26	39	18	22	17	39	5	-	19	12	22	21
		3%	2%	3%	3%	2%	2%	2%	3%	3%	-%	1%	14% a	5% b	2%
Neither Satisfied Nor Dissatisfied	(0)	551	483	278	502	297	337	218	507	53	-	399	41	140	412
		33%	34%	33%	33%	31%	37%	31%	34%	31%	-%	29%	48% a	31%	34%
Fairly Satisfied	(1)	536	457	259	479	315	270	235	477	65	1	479	10	174	363
		32%	32%	31%	32%	33%	29%	33%	32%	37%	32%	34% b	12%	39% b	30%
Very Satisfied	(2)	526	452	277	469	314	286	225	462	48	3	490	16	102	424
		32%	31%	33%	31%	33%	31%	32%	31%	27%	68%	35% b	19%	23%	35% a
NET: Satisfied		1063	909	537	948	629	556	459	940	112	4	969	26	276	787
		64%	63%	64%	63%	66%	60%	65%	63%	65%	100%	70% b	31%	62%	64%
NET: Dissatisfied		56	46	30	50	25	26	25	47	7	-	22	18	29	27
		3%	3%	4%	3%	3%	3%	4%	3%	4%	-%	2%	21% a	6% b	2%
Answered		1670	1439	845	1499	951	919	703	1493	173	4	1389	85	444	1226
Mean score		.9	.9	.9	.9	1.0	.9	.9	.9	.9	1.7	1.0 b	.2	.8	1.0 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		1818	338	18	133	269	215	1058	531	179	192	1392	827	991
Effective base		722	123	8	42	103	80	443	192	76	66	569	286	436
Weighted Base		1670	309	16	105	258	186	1018	450	162	189	1284	645	1025
Very Dissatisfied	(-2)	13	2	2	2	2	7	5	*	3	2	7	10	2
		1%	1%	12%	2%	1%	4%	1%	*%	2%	1%	1%	2%	*%
							bc							
Fairly Dissatisfied	(-1)	43	18	-	2	16	2	27	14	6	1	36	26	17
		3%	6%	-%	2%	6%	1%	3%	3%	4%	*%	3%	4%	2%
													b	
Neither Satisfied Nor Dissatisfied	(0)	551	46	2	23	44	41	363	144	48	46	448	187	364
		33%	15%	11%	22%	17%	22%	36%	32%	30%	24%	35%	29%	36%
								a						
Fairly Satisfied	(1)	536	128	7	51	100	76	323	133	51	75	396	199	338
		32%	41%	46%	49%	39%	41%	32%	30%	32%	40%	31%	31%	33%
Very Satisfied	(2)	526	115	5	27	96	61	299	159	53	65	396	222	304
		32%	37%	30%	26%	37%	32%	29%	35%	33%	35%	31%	34%	30%
NET: Satisfied		1063	243	12	78	196	137	623	292	105	140	792	421	642
		64%	79%	77%	74%	76%	73%	61%	65%	65%	74%	62%	65%	63%
							b				c			
NET: Dissatisfied		56	20	2	4	18	9	32	14	9	3	44	37	19
		3%	6%	12%	4%	7%	5%	3%	3%	6%	1%	3%	6%	2%
													b	
Answered		1670	309	16	105	258	186	1018	450	162	189	1284	645	1025
Mean score		.9	1.1	.8	.9	1.1	1.0	.9	1.0	.9	1.1	.9	.9	.9

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 151 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection time of items you are sending

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1818	374	517	483	444	891	927
Effective base		722	138	188	183	226	323	404
Weighted Base		1670	386	426	425	433	812	858
Very Dissatisfied	(-2)	13	1	5	2	4	7	6
		1%	*%	1%	1%	1%	1%	1%
Fairly Dissatisfied	(-1)	43	18	14	8	3	32	11
		3%	5%	3%	2%	1%	4%	1%
			d				b	
Neither Satisfied Nor Dissatisfied	(0)	551	77	119	105	250	197	355
		33%	20%	28%	25%	58%	24%	41%
						abc		a
Fairly Satisfied	(1)	536	138	136	192	71	274	262
		32%	36%	32%	45%	16%	34%	31%
			d	d	bd			
Very Satisfied	(2)	526	152	151	118	106	302	224
		32%	39%	35%	28%	24%	37%	26%
			cd	d			b	
NET: Satisfied		1063	289	287	310	177	576	486
		64%	75%	67%	73%	41%	71%	57%
			d	d	d		b	
NET: Dissatisfied		56	20	19	10	6	39	17
		3%	5%	5%	2%	1%	5%	2%
							b	
Answered		1670	386	426	425	433	812	858
Mean score		.9	1.1	1.0	1.0	.6	1.0	.8
			d	d	d		b	

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1809	856	953	1270	296	70	173	539
Effective base		717	337	393	659	179	27	102	230
Weighted Base		1640	647	993	1568	60	8	4	71
Very Dissatisfied	(-2)	9	2	6	9	-	*	*	*
		1%	*%	1%	1%	-%	2%	1%	*%
Fairly Dissatisfied	(-1)	21	7	14	21	1	-	*	1
		1%	1%	1%	1%	1%	-%	3%	1%
Neither Satisfied Nor Dissatisfied	(0)	516	331	185	496	18	1	*	20
		31%	51%	19%	32%	31%	13%	10%	27%
			b		cd	d			d
Fairly Satisfied	(1)	498	140	359	479	17	1	1	20
		30%	22%	36%	31%	28%	17%	34%	27%
				a					
Very Satisfied	(2)	595	167	429	564	24	5	2	31
		36%	26%	43%	36%	40%	68%	53%	44%
				a			abe	ab	a
NET: Satisfied		1093	306	787	1042	41	7	4	51
		67%	47%	79%	66%	69%	85%	86%	71%
				a			a	abe	
NET: Dissatisfied		30	9	21	29	1	*	*	1
		2%	1%	2%	2%	1%	2%	3%	1%
Answered		1640	647	993	1568	60	8	4	71
Mean score		1.0	.7	1.2	1.0	1.1	1.5	1.3	1.1
				a			ab	ab	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1809	744	353	173	179	187	173	1270	296	243
Effective base		717	400	180	102	113	93	102	659	179	60
Weighted Base		1640	1029	404	135	38	29	4	1568	60	12
Very Dissatisfied	(-2)	9	8	1	*	-	*	*	9	-	*
		1%	1%	*%	*%	-%	1%	1%	1%	-%	2%
Fairly Dissatisfied	(-1)	21	12	9	-	*	*	*	21	1	*
		1%	1%	2%	-%	1%	*%	3%	1%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	516	337	131	29	14	5	*	496	18	1
		31%	33%	32%	21%	37%	18%	10%	32%	31%	12%
			cefi	cefi	f	cefi			cefi	efi	
Fairly Satisfied	(1)	498	290	142	46	10	8	1	479	17	3
		30%	28%	35%	34%	26%	28%	34%	31%	28%	23%
Very Satisfied	(2)	595	382	121	61	13	16	2	564	24	7
		36%	37%	30%	45%	36%	54%	53%	36%	40%	63%
					b		abdgh	abdgh		b	abcdgh
NET: Satisfied		1093	672	263	107	23	24	4	1042	41	10
		67%	65%	65%	79%	62%	82%	86%	66%	69%	85%
					abdg		abdgh	abdgh			abdgh
NET: Dissatisfied		30	20	10	*	*	*	*	29	1	*
		2%	2%	2%	*%	1%	1%	3%	2%	1%	3%
Answered		1640	1029	404	135	38	29	4	1568	60	12
Mean score		1.0	1.0	.9	1.2	1.0	1.3	1.3	1.0	1.1	1.4
					abdg		abdgh	abdgh			abdgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		1809	721	216	71	44	182
Effective base		717	392	89	23	6	28
Weighted Base		1640	1009	196	32	17	44
Very Dissatisfied	(-2)	9	8	-	-	-	-
		1%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	21	12	6	-	*	*
		1%	1%	3%	-%	*%	1%
Neither Satisfied Nor Dissatisfied	(0)	516	324	40	4	4	14
		31%	32%	20%	12%	25%	33%
			bc				
Fairly Satisfied	(1)	498	300	84	16	5	9
		30%	30%	43%	49%	27%	21%
				ae	e		
Very Satisfied	(2)	595	365	67	13	8	20
		36%	36%	34%	39%	48%	45%
NET: Satisfied		1093	665	151	28	13	29
		67%	66%	77%	88%	75%	66%
				a	a		
NET: Dissatisfied		30	20	6	-	*	*
		2%	2%	3%	-%	*%	1%
Answered		1640	1009	196	32	17	44
Mean score		1.0	1.0	1.1	1.3	1.2	1.1

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		1809	114	98	149	72	110	140	103	95	96	977	276	294	262
Effective base		717	74	65	82	43	70	86	67	51	57	569	164	201	91
Weighted Base		1640	143	127	259	78	139	251	204	116	128	1444	94	68	34
Very Dissatisfied	(-2)	9	4	-	2	-	-	2	*	-	-	8	*	1	*
		1%	3%	-%	1%	-%	-%	1%	*%	-%	-%	1%	*%	1%	*%
			j												
Fairly Dissatisfied	(-1)	21	1	3	1	-	2	9	-	*	2	19	2	1	*
		1%	1%	2%	*%	-%	2%	4%	-%	*%	2%	1%	2%	1%	*%
								m							
Neither Satisfied Nor Dissatisfied	(0)	516	53	45	84	15	43	88	35	34	44	442	34	25	15
		31%	37%	36%	32%	20%	31%	35%	17%	30%	35%	31%	37%	37%	43%
			g	g	g			g			g	g	dg	dg	dgj
Fairly Satisfied	(1)	498	35	35	92	23	51	63	76	33	36	444	28	19	7
		30%	25%	28%	35%	29%	37%	25%	37%	28%	28%	31%	30%	28%	22%
					m		m		m						
Very Satisfied	(2)	595	50	43	81	40	42	90	93	49	45	532	30	22	12
		36%	35%	34%	31%	51%	31%	36%	45%	42%	35%	37%	32%	32%	35%
						cekl			kl						
NET: Satisfied		1093	85	78	173	63	94	153	169	81	81	976	58	41	19
		67%	59%	62%	67%	80%	68%	61%	83%	70%	63%	68%	62%	60%	57%
						abfklm			abcefijklm			m			
NET: Dissatisfied		30	5	3	3	-	2	11	*	*	2	27	2	2	*
		2%	4%	2%	1%	-%	2%	4%	*%	*%	2%	2%	2%	2%	*%
								m							
Answered		1640	143	127	259	78	139	251	204	116	128	1444	94	68	34
Mean score		1.0	.9	.9	1.0	1.3	1.0	.9	1.3	1.1	1.0	1.0	.9	.9	.9
						abcefijklm			abcefijklm						

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		1809	64	153	16	199	266	96	126	811	1418	391	1631	178
Effective base		717	29	61	5	74	104	41	52	361	569	158	670	54
Weighted Base		1640	52	152	13	192	341	53	121	624	1364	276	1563	77
Very Dissatisfied	(-2)	9	-	*	*	-	*	-	-	8	9	*	9	*
		1%	-%	*%	3%	-%	*%	-%	-%	1%	1%	*%	1%	*%
Fairly Dissatisfied	(-1)	21	*	*	-	1	-	*	9	7	20	1	21	*
		1%	*%	*%	-%	*%	-%	*%	7%	1%	1%	*%	1%	*%
									bdeh					
Neither Satisfied Nor Dissatisfied	(0)	516	19	64	3	47	78	15	36	225	440	76	498	18
		31%	37%	42%	28%	25%	23%	29%	30%	36%	32%	27%	32%	24%
				de						e				
Fairly Satisfied	(1)	498	11	55	5	71	102	7	40	183	395	103	471	27
		30%	22%	36%	36%	37%	30%	14%	33%	29%	29%	37%	30%	35%
				f		f	f		f	f		a		
Very Satisfied	(2)	595	22	33	4	73	161	30	36	200	499	96	564	32
		36%	42%	22%	34%	38%	47%	57%	30%	32%	37%	35%	36%	41%
			b			b	bgh	bdgh						
NET: Satisfied		1093	33	88	9	144	263	38	76	383	894	199	1035	59
		67%	63%	58%	69%	75%	77%	71%	63%	61%	66%	72%	66%	76%
						bh	bh							
NET: Dissatisfied		30	*	*	*	1	*	*	9	16	29	1	30	*
		2%	*%	*%	3%	*%	*%	*%	7%	3%	2%	*%	2%	*%
									bde					
Answered		1640	52	152	13	192	341	53	121	624	1364	276	1563	77
Mean score		1.0	1.0	.8	1.0	1.1	1.2	1.3	.9	.9	1.0	1.1	1.0	1.2
						bh	bgh	bgh						

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		1809	1767	42	1100	342	365
Effective base		717	696	21	451	108	157
Weighted Base		1640	1595	45	1037	235	367
Very Dissatisfied	(-2)	9	8	*	5	4	*
		1%	1%	1%	*%	2%	*%
Fairly Dissatisfied	(-1)	21	21	-	10	3	8
		1%	1%	-%	1%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	516	493	23	331	53	132
		31%	31%	51%	32%	22%	36% b
Fairly Satisfied	(1)	498	487	12	309	71	118
		30%	31%	26%	30%	30%	32%
Very Satisfied	(2)	595	585	10	382	104	108
		36%	37%	22%	37%	44% c	30%
NET: Satisfied		1093	1072	21	690	176	227
		67%	67%	48%	67%	75% c	62%
NET: Dissatisfied		30	30	*	15	7	8
		2%	2%	1%	1%	3%	2%
Answered		1640	1595	45	1037	235	367
Mean score		1.0	1.0	.7	1.0	1.1 c	.9

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		1809	1386	290	68	16	25	10	6	8	1676	133	65	740	646	423
Effective base		717	618	78	13	3	7	3	2	2	697	20	8	347	273	98
Weighted Base		1640	1413	179	23	13	8	*	*	2	1593	47	24	821	593	226
Very Dissatisfied	(-2)	9	7	2	-	-	-	-	-	-	9	-	-	3	4	2
		1%	*%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%	1%	1%
Fairly Dissatisfied	(-1)	21	19	3	*	-	-	-	-	-	21	*	-	8	11	3
		1%	1%	1%	*%	-%	-%	-%	-%	-%	1%	*%	-%	1%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	516	462	44	5	-	5	*	-	-	507	9	5	296	167	54
		31%	33%	25%	20%	-%	60%	48%	-%	-%	32%	20%	21%	36% bc	28%	24%
Fairly Satisfied	(1)	498	431	47	12	5	2	*	*	*	478	20	8	229	202	67
		30%	30%	26%	53%	41%	29%	45%	10%	16%	30%	43%	34%	28%	34%	30%
Very Satisfied	(2)	595	494	84	6	7	1	*	*	2	578	17	10	286	209	101
		36%	35%	47% a	28%	59%	10%	7%	90%	84%	36%	36%	45%	35%	35%	45%
NET: Satisfied		1093	925	131	19	13	3	*	*	2	1056	37	19	514	411	168
		67%	65%	73%	80%	100%	40%	52%	100%	100%	66%	80%	79%	63%	69%	74% a
NET: Dissatisfied		30	26	4	*	-	-	-	-	-	30	*	-	11	15	4
		2%	2%	2%	*%	-%	-%	-%	-%	-%	2%	*%	-%	1%	3%	2%
Answered		1640	1413	179	23	13	8	*	*	2	1593	47	24	821	593	226
Mean score		1.0	1.0	1.2	1.1	1.6	.5	.6	1.9	1.8	1.0	1.2	1.2	1.0	1.0	1.2 a

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		1809	1260	770	1421	747	317	439	1093	116	80	56	25	29	22
Effective base		717	452	285	529	295	97	159	457	34	19	8	6	4	5
Weighted Base		1640	997	658	1226	704	190	369	1048	85	46	23	7	12	6
Very Dissatisfied	(-2)	9	5	4	7	2	*	2	6	*	*	-	-	-	-
		1%	*%	1%	1%	*%	*%	1%	1%	*%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	21	13	14	17	14	3	6	16	*	*	*	*	-	1
		1%	1%	2%	1%	2%	1%	2%	2%	*%	*%	*%	*%	-%	20%
Neither Satisfied Nor Dissatisfied	(0)	516	254	166	312	170	46	85	284	19	3	2	*	1	2
		31%	25%	25%	25%	24%	24%	23%	27% c	23%	6%	10%	3%	11%	39%
Fairly Satisfied	(1)	498	334	228	406	248	66	116	344	29	18	8	4	3	1
		30%	33%	35%	33%	35%	35%	31%	33%	33%	38%	36%	56%	22%	10%
Very Satisfied	(2)	595	392	247	484	270	75	160	397	37	25	13	3	8	2
		36%	39%	37%	39%	38%	40%	43%	38%	44%	55%	54%	40%	67%	31%
NET: Satisfied		1093	725	475	890	518	141	276	741	66	43	21	7	10	2
		67%	73%	72%	73%	74%	74%	75%	71%	77%	94% a	90%	96%	89%	41%
NET: Dissatisfied		30	18	18	24	16	3	8	22	*	*	*	*	-	1
		2%	2%	3%	2%	2%	2%	2%	2%	*%	1%	*%	*%	-%	20%
Answered		1640	997	658	1226	704	190	369	1048	85	46	23	7	12	6
Mean score		1.0	1.1	1.1	1.1	1.1	1.1	1.2	1.1	1.2	1.5 a	1.4	1.4	1.6	.5

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		1809	585	44	36	30	15	18	19	52	481	289	375	234	42
Effective base		717	257	14	7	8	6	3	5	14	219	110	135	57	9
Weighted Base		1640	622	37	21	11	5	3	5	14	518	257	316	116	20
Very Dissatisfied	(-2)	9	2	-	*	-	-	-	-	-	2	4	*	*	-
		1%	*%	-%	*%	-%	-%	-%	-%	-%	*%	2%	*%	*%	-%
Fairly Dissatisfied	(-1)	21	13	-	-	-	-	-	1	1	4	3	4	6	-
		1%	2%	-%	-%	-%	-%	-%	22%	8%	1%	1%	1%	5% a	-%
Neither Satisfied Nor Dissatisfied	(0)	516	162	1	6	*	*	*	*	*	136	52	75	48	1
		31%	26% h	3%	29%	1%	1%	5%	*%	2%	26%	20%	24%	42% abce	5%
Fairly Satisfied	(1)	498	212	14	7	7	2	3	2	7	169	98	106	27	6
		30%	34%	39%	36%	67%	27%	93%	41%	47%	33%	38% d	33%	23%	32%
Very Satisfied	(2)	595	233	21	7	4	4	*	2	6	206	100	130	35	13
		36%	37%	57%	34%	33%	71%	2%	37%	43%	40%	39%	41%	30%	62%
NET: Satisfied		1093	445	35	14	11	5	3	4	12	376	198	236	62	19
		67%	72%	97% a	70%	99%	99%	95%	78%	90%	73% d	77% d	75% d	53%	95% d
NET: Dissatisfied		30	15	-	*	-	-	-	1	1	6	7	5	6	-
		2%	2%	-%	*%	-%	-%	-%	22%	8%	1%	3%	2%	5%	-%
Answered		1640	622	37	21	11	5	3	5	14	518	257	316	116	20
Mean score		1.0	1.1	1.5 a	1.0	1.3	1.7	1.0	.9	1.2	1.1 d	1.1 d	1.1 d	.8	1.6 d

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		1809	246	160	205	106	30	451	61	229	1697	112	1374	47
Effective base		717	124	72	68	26	6	192	22	82	682	37	516	15
Weighted Base		1640	291	166	178	55	14	483	48	172	1535	105	1177	50
Very Dissatisfied	(-2)	9	*	2	-	-	-	2	*	-	7	2	7	*
		1%	*%	1%	-%	-%	-%	*%	*%	-%	*%	2%	1%	*%
Fairly Dissatisfied	(-1)	21	6	8	-	*	-	8	*	6	13	8	13	4
		1%	2%	5%	-%	*%	-%	2%	*%	3%	1%	8% a	1%	9% a
Neither Satisfied Nor Dissatisfied	(0)	516	87	38	25	19	*	115	13	41	496	20	304	8
		31%	30% c	23%	14%	35% c	*%	24%	28%	24%	32%	20%	26%	16%
Fairly Satisfied	(1)	498	95	58	71	14	10	168	17	63	471	27	390	16
		30%	33%	35%	40%	25%	71% d	35%	35%	37%	31%	26%	33%	33%
Very Satisfied	(2)	595	103	60	82	22	4	191	18	62	548	47	463	21
		36%	35%	36%	46%	39%	29%	39%	37%	36%	36%	45%	39%	42%
NET: Satisfied		1093	198	118	153	36	14	358	34	125	1020	74	853	37
		67%	68%	71%	86% abd	65%	100%	74%	72%	73%	66%	71%	72%	75%
NET: Dissatisfied		30	6	10	-	*	-	10	*	6	20	10	19	5
		2%	2%	6% c	-%	*%	-%	2%	*%	3%	1%	10% a	2%	9% a
Answered		1640	291	166	178	55	14	483	48	172	1535	105	1177	50
Mean score		1.0	1.0	1.0	1.3 ab	1.0	1.3	1.1	1.1	1.0	1.0	1.0	1.1	1.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		1809	167	159	260	66	590	157	495	1125	163	414	645	134	1
Effective base		717	68	53	103	15	244	53	165	408	42	153	240	46	1
Weighted Base		1640	175	105	229	51	601	103	392	897	117	360	556	135	*
Very Dissatisfied	(-2)	9	-	*	*	*	2	*	1	5	-	2	2	-	-
		1%	-%	*%	*%	*%	*%	*%	*%	1%	-%	1%	*%	-%	-%
Fairly Dissatisfied	(-1)	21	5	8	2	7	10	4	9	13	4	10	11	6	-
		1%	3%	8%	1%	14% a	2%	4%	2%	1%	4%	3%	2%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	516	19	21	34	10	149	21	88	231	23	85	144	27	-
		31%	11%	20%	15%	19%	25%	20%	23%	26%	20%	24%	26%	20%	-%
Fairly Satisfied	(1)	498	78	38	103	10	210	38	149	296	40	120	194	45	*
		30%	45%	37%	45%	20%	35%	37%	38%	33%	34%	33%	35%	33%	100%
Very Satisfied	(2)	595	73	37	91	24	230	40	145	353	49	142	205	57	-
		36%	42%	35%	40%	46%	38%	39%	37%	39%	42%	39%	37%	42%	-%
NET: Satisfied		1093	151	75	194	34	440	78	294	649	89	262	399	102	*
		67%	86%	72%	84%	67%	73%	76%	75%	72%	76%	73%	72%	75%	100%
NET: Dissatisfied		30	5	8	2	7	12	4	9	17	4	12	12	6	-
		2%	3%	8%	1%	15% a	2%	4%	2%	2%	4%	3%	2%	5%	-%
Answered		1640	175	105	229	51	601	103	392	897	117	360	556	135	*
Mean score		1.0	1.3	1.0	1.2	1.0	1.1	1.1	1.1	1.1	1.2	1.1	1.1	1.1	1.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		1809	533	477	159	2	1243	746	637	1081	841	27
Effective base		717	207	190	58	2	450	275	255	400	309	4
Weighted Base		1640	495	463	142	1	994	637	619	901	703	8
Very Dissatisfied	(-2)	9	*	2	-	-	5	4	2	7	5	-
		1%	*%	*%	-%	-%	*%	1%	*%	1%	1%	-%
Fairly Dissatisfied	(-1)	21	14	11	6	-	13	14	10	12	6	-
		1%	3%	2%	5%	-%	1%	2%	2%	1%	1%	-%
Neither Satisfied Nor Dissatisfied	(0)	516	126	115	28	1	253	164	153	230	164	-
		31%	25%	25%	20%	68%	25%	26%	25%	25%	23%	-%
Fairly Satisfied	(1)	498	165	159	49	*	333	218	219	301	230	1
		30%	33%	34%	35%	32%	33%	34%	35%	33%	33%	10%
Very Satisfied	(2)	595	189	176	58	-	390	238	235	352	298	7
		36%	38%	38%	41%	-%	39%	37%	38%	39%	42%	90%
NET: Satisfied		1093	355	335	107	*	723	456	454	653	528	8
		67%	72%	72%	76%	32%	73%	71%	73%	72%	75%	100%
NET: Dissatisfied		30	14	12	6	-	18	18	12	19	11	-
		2%	3%	3%	5%	-%	2%	3%	2%	2%	2%	-%
Answered		1640	495	463	142	1	994	637	619	901	703	8
Mean score		1.0	1.1	1.1	1.1	.3	1.1	1.1	1.1	1.1	1.2	1.9

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		1809	341	313	320	66	43	931	782	114	56	53	20
Effective base		717	126	132	122	32	20	337	287	41	15	22	6
Weighted Base		1640	306	313	299	85	50	770	652	96	37	40	13
Very Dissatisfied	(-2)	9	2	2	*	-	-	4	2	*	2	*	-
		1%	1%	1%	*%	-%	-%	1%	*%	*%	5%	1%	-%
Fairly Dissatisfied	(-1)	21	3	-	8	2	*	9	5	6	6	3	*
		1%	1%	-%	3%	2%	*%	1%	1%	6%	17%	7%	*%
Neither Satisfied Nor Dissatisfied	(0)	516	76	65	72	10	14	192	166	20	1	13	4
		31%	25%	21%	24%	11%	28%	25%	25%	21%	3%	31% b	31%
Fairly Satisfied	(1)	498	100	120	95	25	15	267	204	25	19	17	3
		30%	33%	38%	32%	29%	30%	35%	31%	26%	52%	43%	25%
Very Satisfied	(2)	595	126	126	124	48	21	297	275	45	8	7	6
		36%	41%	40%	42%	57%	42%	39%	42%	47% c	22%	18%	44%
NET: Satisfied		1093	226	246	219	73	36	564	479	70	27	25	9
		67%	74%	79%	73%	86%	72%	73%	73%	73%	74%	61%	69%
NET: Dissatisfied		30	5	2	8	2	*	14	8	6	8	3	*
		2%	1%	1%	3%	2%	*%	2%	1%	7%	23%	7%	*%
Answered		1640	306	313	299	85	50	770	652	96	37	40	13
Mean score		1.0	1.1	1.2	1.1	1.4	1.1	1.1	1.1	1.1	.7	.7	1.1

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		1809	1602	1032	1662	1099	1115	902	1598	188	4	1552	80	452	1357
Effective base		717	630	385	656	418	425	336	644	68	3	601	35	188	529
Weighted Base		1640	1420	828	1478	938	903	692	1477	173	4	1372	81	430	1210
Very Dissatisfied	(-2)	9	7	3	7	6	3	4	7	2	-	1	6	4	5
		1%	*%	*%	*%	1%	*%	1%	*%	1%	-%	*%	8% a	1%	*%
Fairly Dissatisfied	(-1)	21	17	15	19	16	11	17	19	4	-	5	12	16	5
		1%	1%	2%	1%	2%	1%	2%	1%	3%	-%	*%	14% a	4% b	*%
Neither Satisfied Nor Dissatisfied	(0)	516	450	262	470	273	320	212	470	45	-	369	42	124	392
		31%	32%	32%	32%	29%	35% d	31%	32%	26%	-%	27%	52% a	29%	32%
Fairly Satisfied	(1)	498	433	237	450	290	242	195	453	56	1	436	6	158	341
		30%	31%	29%	30%	31%	27%	28%	31%	32%	32%	32% b	7%	37% b	28%
Very Satisfied	(2)	595	513	311	532	353	328	263	529	66	3	562	15	128	467
		36%	36%	38%	36%	38%	36%	38%	36%	38%	68%	41% b	19%	30%	39% a
NET: Satisfied		1093	946	549	982	643	570	458	982	121	4	997	21	285	808
		67%	67%	66%	66%	69%	63%	66%	66%	70%	100%	73% b	26%	66%	67%
NET: Dissatisfied		30	24	18	26	22	13	21	26	7	-	6	18	20	10
		2%	2%	2%	2%	2%	1%	3%	2%	4%	-%	*%	22% a	5% b	1%
Answered		1640	1420	828	1478	938	903	692	1477	173	4	1372	81	430	1210
Mean score		1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.7	1.1 b	.2	.9	1.0

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		1809	340	18	133	270	214	1051	531	179	192	1386	827	982
Effective base		717	123	8	42	103	82	439	190	75	65	568	283	434
Weighted Base		1640	305	16	100	257	179	1000	447	153	187	1268	636	1003
Very Dissatisfied	(-2)	9	2	*	*	2	6	3	*	2	*	7	6	3
		1%	1%	1%	*%	1%	3% bc	*%	*%	1%	*%	1%	1%	*%
Fairly Dissatisfied	(-1)	21	12	1	2	11	5	11	5	6	*	15	11	10
		1%	4%	6%	2%	4%	3%	1%	1%	4%	*%	1%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	516	37	5	15	40	39	328	145	42	44	421	186	330
		31%	12%	34%	15%	16%	22%	33%	32%	28%	23%	33%	29%	33%
Fairly Satisfied	(1)	498	108	8	49	88	57	328	111	44	73	369	189	309
		30%	36%	53%	49%	34%	32%	33% c	25%	29%	39%	29%	30%	31%
Very Satisfied	(2)	595	146	1	34	116	72	330	186	58	70	455	244	351
		36%	48%	6%	34%	45%	40%	33%	42% b	38%	37%	36%	38%	35%
NET: Satisfied		1093	255	9	83	204	129	659	296	102	143	825	433	660
		67%	83%	59%	83%	79%	72%	66%	66%	67%	77%	65%	68%	66%
NET: Dissatisfied		30	14	1	2	13	11	14	5	8	*	22	17	13
		2%	5%	7%	2%	5%	6% bc	1%	1%	5%	*%	2%	3%	1%
Answered		1640	305	16	100	257	179	1000	447	153	187	1268	636	1003
Mean score		1.0	1.3	.6	1.1	1.2	1.0	1.0	1.1	1.0	1.1	1.0	1.0	1.0

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 152 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Collection reliability

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1809	368	516	481	444	884	925
Effective base		717	137	185	180	225	319	402
Weighted Base		1640	369	417	421	432	786	854
Very Dissatisfied	(-2)	9	*	2	2	4	2	6
		1%	*%	1%	1%	1%	*%	1%
Fairly Dissatisfied	(-1)	21	8	9	*	4	17	5
		1%	2%	2%	*%	1%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	516	68	108	100	240	176	340
		31%	18%	26%	24%	55%	22%	40%
						abc		a
Fairly Satisfied	(1)	498	153	113	154	78	266	232
		30%	41%	27%	37%	18%	34%	27%
			bd	d	d			
Very Satisfied	(2)	595	141	184	165	106	325	270
		36%	38%	44%	39%	24%	41%	32%
			d	d	d		b	
NET: Satisfied		1093	293	297	318	184	591	503
		67%	79%	71%	76%	43%	75%	59%
			d	d	d		b	
NET: Dissatisfied		30	8	11	3	8	19	11
		2%	2%	3%	1%	2%	2%	1%
Answered		1640	369	417	421	432	786	854
Mean score		1.0	1.2	1.1	1.1	.6	1.1	.9
			d	d	d		b	

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1862	877	985	1321	300	67	174	541
Effective base		746	342	413	689	181	25	103	230
Weighted Base		1732	689	1042	1660	61	7	4	72
Very Dissatisfied	(-2)	14	4	10	14	*	*	*	*
		1%	1%	1%	1%	*%	2%	2%	1%
Fairly Dissatisfied	(-1)	93	20	73	91	1	*	*	1
		5%	3%	7%	6%	2%	*%	2%	2%
				a	be				
Neither Satisfied Nor Dissatisfied	(0)	472	305	167	456	15	1	1	16
		27%	44%	16%	27%	25%	7%	14%	22%
			b		cd	cd			
Fairly Satisfied	(1)	654	181	473	629	21	3	2	25
		38%	26%	45%	38%	34%	38%	38%	35%
				a					
Very Satisfied	(2)	499	180	319	469	24	4	2	29
		29%	26%	31%	28%	39%	53%	44%	41%
						a	a	a	a
NET: Satisfied		1153	361	792	1099	44	7	3	54
		67%	52%	76%	66%	73%	90%	83%	75%
				a			a	a	a
NET: Dissatisfied		107	24	83	105	1	*	*	2
		6%	3%	8%	6%	2%	2%	4%	2%
				a	be				
Answered		1732	689	1042	1660	61	7	4	72
Mean score		.9	.7	1.0	.9	1.1	1.4	1.2	1.1
				a		a	a	a	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1862	771	371	179	186	181	174	1321	300	241
Effective base		746	416	191	105	117	88	103	689	181	58
Weighted Base		1732	1084	433	143	40	28	4	1660	61	11
Very Dissatisfied	(-2)	14	9	2	3	*	*	*	14	*	*
		1%	1%	*%	2%	1%	*%	2%	1%	*%	2%
Fairly Dissatisfied	(-1)	93	67	20	4	1	*	*	91	1	*
		5%	6% h	5%	3%	2%	1%	2%	6% h	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	472	312	119	25	12	3	1	456	15	1
		27%	29% cefi	28% efi	18%	30% cefi	12%	14%	27% cefi	25% efi	10%
Fairly Satisfied	(1)	654	405	167	57	13	10	2	629	21	4
		38%	37%	39%	40%	34%	36%	38%	38%	34%	38%
Very Satisfied	(2)	499	292	124	53	13	14	2	469	24	6
		29%	27%	29%	37% a	33%	51% abdg	44% abg	28%	39% abg	50% abdg
NET: Satisfied		1153	696	292	110	27	24	3	1099	44	10
		67%	64%	67%	77% ag	67%	86% abdgh	83% abdg	66%	73% a	88% abdgh
NET: Dissatisfied		107	76	22	7	1	1	*	105	1	*
		6%	7% h	5%	5%	3%	2%	4%	6% h	2%	3%
Answered		1732	1084	433	143	40	28	4	1660	61	11
Mean score		.9	.8	.9	1.1 ag	1.0	1.3 abcdgh	1.2 abg	.9	1.1 abg	1.3 abdg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		1862	751	223	73	44	183
Effective base		746	412	92	23	6	30
Weighted Base		1732	1079	204	32	17	47
Very Dissatisfied	(-2)	14	10	2	-	-	-
		1%	1%	1%	-%	-%	-%
Fairly Dissatisfied	(-1)	93	70	9	1	1	*
		5%	7%	5%	3%	3%	*%
Neither Satisfied Nor Dissatisfied	(0)	472	301	48	5	5	8
		27%	28%	23%	16%	29%	17%
Fairly Satisfied	(1)	654	405	87	11	2	19
		38%	38%	43%	33%	11%	40%
Very Satisfied	(2)	499	294	57	15	10	20
		29%	27%	28%	48%	57%	43%
					a		
NET: Satisfied		1153	699	144	26	11	39
		67%	65%	71%	81%	67%	83%
							a
NET: Dissatisfied		107	80	12	1	1	*
		6%	7%	6%	3%	3%	*%
Answered		1732	1079	204	32	17	47
Mean score		.9	.8	.9	1.3	1.2	1.3
					a		a

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		1862	120	102	158	73	112	145	107	98	96	1011	283	302	266
Effective base		746	79	68	88	45	72	91	71	54	57	596	170	207	94
Weighted Base		1732	152	132	279	80	141	265	229	126	126	1530	97	69	36
Very Dissatisfied	(-2)	14	3	3	2	*	-	5	*	*	-	13	1	*	*
		1%	2%	2%	1%	*%	-%	2%	*%	*%	-%	1%	1%	1%	*%
Fairly Dissatisfied	(-1)	93	11	3	7	3	4	30	5	11	11	86	4	3	*
		5%	7%	3%	3%	4%	3%	11%	2%	9%	9%	6%	4%	4%	1%
			m					bcegjklm		m	m	m			
Neither Satisfied Nor Dissatisfied	(0)	472	45	46	91	15	30	71	42	41	29	410	28	22	12
		27%	30%	35%	32%	19%	21%	27%	19%	33%	23%	27%	29%	31%	34%
				g										g	g
Fairly Satisfied	(1)	654	56	49	102	30	69	87	106	37	46	582	36	26	11
		38%	37%	37%	36%	38%	49%	33%	46%	29%	37%	38%	37%	38%	30%
							fhm		m						
Very Satisfied	(2)	499	37	31	78	32	38	72	75	37	40	440	28	18	13
		29%	24%	23%	28%	40%	27%	27%	33%	29%	32%	29%	29%	26%	36%
NET: Satisfied		1153	93	80	180	62	107	159	181	74	87	1021	64	44	23
		67%	61%	60%	64%	77%	76%	60%	79%	59%	69%	67%	66%	64%	65%
						fh	bfh		abcfhjkl						
NET: Dissatisfied		107	14	6	9	3	4	35	5	11	11	99	5	3	*
		6%	9%	5%	3%	4%	3%	13%	2%	9%	9%	6%	5%	5%	1%
			m					cegjklm		m	m	m			
Answered		1732	152	132	279	80	141	265	229	126	126	1530	97	69	36
Mean score		.9	.7	.8	.9	1.1	1.0	.7	1.1	.8	.9	.9	.9	.9	1.0
						abf			abfl						f

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		1862	66	155	16	204	272	100	127	838	1461	401	1682	180
Effective base		746	29	62	5	75	109	43	53	374	592	164	699	55
Weighted Base		1732	56	155	12	201	355	56	123	664	1437	295	1652	79
Very Dissatisfied	(-2)	14	*	*	-	1	3	-	2	8	11	3	13	1
		1%	*%	*%	-%	1%	1%	-%	2%	1%	1%	1%	1%	2%
Fairly Dissatisfied	(-1)	93	*	3	-	9	19	4	19	34	83	10	93	*
		5%	*%	2%	-%	4%	5%	6%	15% abdeh	5%	6%	3%	6%	*%
Neither Satisfied Nor Dissatisfied	(0)	472	23	60	3	49	53	14	27	215	382	90	452	20
		27%	40% e	38% e	29%	25%	15%	25%	22%	32% e	27%	31%	27%	26%
Fairly Satisfied	(1)	654	23	59	4	66	156	22	43	230	537	118	626	28
		38%	40%	38%	33%	33%	44%	39%	35%	35%	37%	40%	38%	35%
Very Satisfied	(2)	499	11	33	5	77	124	17	33	177	424	75	469	29
		29%	19%	21%	39%	38% bh	35%	30%	27%	27%	30%	25%	28%	37%
NET: Satisfied		1153	33	92	9	142	281	38	75	408	961	192	1095	57
		67%	59%	59%	71%	71%	79% abgh	69%	61%	61%	67%	65%	66%	72%
NET: Dissatisfied		107	*	3	-	10	22	4	20	42	94	13	105	1
		6%	1%	2%	-%	5%	6%	6%	17% abdeh	6%	7%	4%	6%	2%
Answered		1732	56	155	12	201	355	56	123	664	1437	295	1652	79
Mean score		.9	.8	.8	1.1	1.0	1.1 bgh	.9	.7	.8	.9	.9	.9	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		1862	1821	41	1142	341	378
Effective base		746	726	20	474	107	164
Weighted Base		1732	1690	42	1108	236	387
Very Dissatisfied	(-2)	14	14	-	5	6	3
		1%	1%	-%	*%	2%	1%
Fairly Dissatisfied	(-1)	93	91	2	63	16	14
		5%	5%	5%	6%	7%	4%
Neither Satisfied Nor Dissatisfied	(0)	472	452	20	308	41	123
		27%	27%	48%	28%	18%	32%
				a	b		b
Fairly Satisfied	(1)	654	640	14	415	87	152
		38%	38%	33%	37%	37%	39%
Very Satisfied	(2)	499	492	6	317	86	95
		29%	29%	15%	29%	36%	24%
						c	
NET: Satisfied		1153	1133	20	732	173	247
		67%	67%	48%	66%	73%	64%
NET: Dissatisfied		107	105	2	68	22	17
		6%	6%	5%	6%	9%	4%
Answered		1732	1690	42	1108	236	387
Mean score		.9	.9	.6	.9	1.0	.8

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		1862	1440	289	69	16	25	10	5	8	1729	133	64	777	663	422
Effective base		746	646	80	14	3	7	3	2	2	725	21	8	367	280	100
Weighted Base		1732	1501	183	24	13	8	*	*	2	1684	48	23	885	616	231
Very Dissatisfied	(-2)	14	12	2	*	-	-	-	-	-	14	*	-	2	10	2
		1%	1%	1%	*%	-%	-%	-%	-%	-%	1%	*%	-%	*%	2%	1%
Fairly Dissatisfied	(-1)	93	83	9	-	-	1	-	-	-	92	1	1	52	32	10
		5%	6%	5%	-%	-%	9%	-%	-%	-%	5%	2%	3%	6%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	472	432	34	6	*	1	-	-	-	466	6	1	273	159	40
		27%	29% b	18%	23%	1%	9%	-%	-%	-%	28%	13%	3%	31% c	26%	17%
Fairly Satisfied	(1)	654	553	81	11	2	5	*	*	2	634	21	10	320	233	101
		38%	37%	44%	44%	19%	63%	96%	12%	97%	38%	43%	43%	36%	38%	44%
Very Satisfied	(2)	499	420	58	8	10	2	*	*	*	479	20	12	238	183	78
		29%	28%	32%	33%	80%	19%	4%	88%	3%	28%	42%	51%	27%	30%	34%
NET: Satisfied		1153	973	139	19	12	7	*	*	2	1112	41	22	558	415	179
		67%	65%	76% a	77%	99%	82%	100%	100%	100%	66%	85%	93%	63%	67%	78% ab
NET: Dissatisfied		107	95	11	*	-	1	-	-	-	106	1	1	54	41	12
		6%	6%	6%	*%	-%	9%	-%	-%	-%	6%	2%	3%	6%	7%	5%
Answered		1732	1501	183	24	13	8	*	*	2	1684	48	23	885	616	231
Mean score		.9	.9	1.0	1.1	1.8	.9	1.0	1.9	1.0	.9	1.3	1.4	.8	.9	1.1 a

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		1862	1290	786	1458	763	319	449	1128	118	80	57	25	28	22
Effective base		746	467	296	549	306	97	165	474	35	19	9	6	4	5
Weighted Base		1732	1048	685	1288	739	197	392	1110	87	46	24	7	7	6
Very Dissatisfied	(-2)	14	9	11	12	6	1	10	11	1	*	*	-	-	-
		1%	1%	2%	1%	1%	*%	3%	1%	1%	*%	*%	-%	-%	-%
Fairly Dissatisfied	(-1)	93	68	50	81	37	10	23	79	1	*	*	-	-	-
		5%	6%	7%	6%	5%	5%	6%	7%	1%	*%	1%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	472	215	130	261	155	36	89	243	12	4	1	*	*	*
		27%	21%	19%	20%	21%	18%	23%	22%	14%	8%	5%	5%	4%	3%
Fairly Satisfied	(1)	654	419	291	522	310	90	138	444	32	26	10	1	5	2
		38%	40%	42%	41%	42%	46%	35%	40%	37%	55%	43%	14%	78%	44%
Very Satisfied	(2)	499	337	202	412	232	60	132	333	40	17	12	6	1	3
		29%	32%	30%	32%	31%	31%	34%	30%	46% a	36%	51%	81%	18%	52%
NET: Satisfied		1153	756	493	934	542	150	270	777	72	42	23	7	7	5
		67%	72%	72%	73%	73%	76%	69%	70%	83%	92% a	94%	95%	96%	97%
NET: Dissatisfied		107	77	62	93	42	11	33	90	2	*	*	-	-	-
		6%	7%	9%	7%	6%	6%	9%	8%	2%	1%	1%	-%	-%	-%
Answered		1732	1048	685	1288	739	197	392	1110	87	46	24	7	7	6
Mean score		.9	1.0	.9	1.0	1.0	1.0	.9	.9	1.3 a	1.3	1.4	1.8	1.1	1.5

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		1862	602	43	35	31	15	18	19	52	509	295	378	236	40
Effective base		746	269	14	7	9	6	3	5	14	233	114	136	57	9
Weighted Base		1732	661	37	16	12	5	3	5	14	565	267	319	121	15
Very Dissatisfied	(-2)	14	6	-	-	-	-	-	-	-	3	3	4	2	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	*%	1%	1%	2%	-%
Fairly Dissatisfied	(-1)	93	32	-	4	*	-	-	-	-	41	15	8	13	3
		5%	5%	-%	26%	2%	-%	-%	-%	-%	7%	6%	2%	11%	21%
					a						c			c	c
Neither Satisfied Nor Dissatisfied	(0)	472	143	9	2	*	1	*	-	1	111	49	62	38	1
		27%	22%	24%	11%	*%	18%	9%	-%	9%	20%	18%	19%	31%	8%
Fairly Satisfied	(1)	654	286	9	6	6	1	1	1	4	230	108	143	37	5
		38%	43%	24%	35%	46%	27%	31%	28%	28%	41%	40%	45%	30%	29%
Very Satisfied	(2)	499	193	19	4	6	3	2	4	9	181	93	101	31	6
		29%	29%	52%	28%	52%	55%	60%	72%	63%	32%	35%	32%	26%	41%
										a					
NET: Satisfied		1153	480	28	10	12	4	3	5	13	411	200	244	68	11
		67%	73%	76%	64%	97%	82%	91%	100%	91%	73%	75%	77%	56%	71%
											d	d	d		
NET: Dissatisfied		107	38	-	4	*	-	-	-	-	44	18	12	15	3
		6%	6%	-%	26%	2%	-%	-%	-%	-%	8%	7%	4%	13%	21%
					a									c	c
Answered		1732	661	37	16	12	5	3	5	14	565	267	319	121	15
Mean score		.9	1.0	1.3	.7	1.5	1.4	1.5	1.7	1.5	1.0	1.0	1.0	.7	.9
										ac	d	d	d		

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		1862	255	161	209	108	30	465	62	231	1746	116	1409	49
Effective base		746	131	72	70	28	6	201	23	85	707	41	534	17
Weighted Base		1732	314	165	187	59	14	512	50	177	1619	113	1233	54
Very Dissatisfied	(-2)	14	4	2	-	*	-	5	-	1	12	2	12	*
		1%	1%	1%	-%	*%	-%	1%	-%	*%	1%	2%	1%	*%
Fairly Dissatisfied	(-1)	93	18	12	6	*	-	14	7	16	87	6	76	5
		5%	6%	7%	3%	*%	-%	3%	14% a	9% a	5%	5%	6%	9%
Neither Satisfied Nor Dissatisfied	(0)	472	76	29	25	19	5	110	4	39	443	30	250	10
		27%	24%	18%	13%	32% c	33%	22%	8%	22%	27%	26%	20%	19%
Fairly Satisfied	(1)	654	123	71	97	16	3	217	22	72	605	49	496	25
		38%	39%	43%	52% d	28%	22%	42%	44%	41%	37%	43%	40%	47%
Very Satisfied	(2)	499	93	51	58	23	6	166	17	49	472	27	399	14
		29%	30%	31%	31%	39%	44%	32%	34%	28%	29%	24%	32%	25%
NET: Satisfied		1153	215	122	156	40	9	383	39	121	1077	76	895	39
		67%	69%	74%	83% a	67%	67%	75%	78%	68%	67%	67%	73%	72%
NET: Dissatisfied		107	22	14	6	*	-	19	7	16	99	8	88	5
		6%	7%	8%	3%	1%	-%	4%	14% a	9%	6%	7%	7%	9%
Answered		1732	314	165	187	59	14	512	50	177	1619	113	1233	54
Mean score		.9	.9	1.0	1.1	1.1	1.1	1.0	1.0	.9	.9	.8	1.0	.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		1862	172	163	271	69	602	161	510	1155	170	425	658	138	2
Effective base		746	71	54	109	16	253	54	171	422	45	160	248	48	2
Weighted Base		1732	180	119	247	55	622	117	424	940	123	385	573	138	1
Very Dissatisfied	(-2)	14	-	*	*	*	6	*	4	8	-	4	10	-	-
		1%	-%	*%	*%	*%	1%	*%	1%	1%	-%	1%	2%	-%	-%
Fairly Dissatisfied	(-1)	93	7	14	15	5	27	9	27	65	12	34	43	12	-
		5%	4%	12%	6%	9%	4%	8%	6%	7%	9%	9%	8%	9%	-%
Neither Satisfied Nor Dissatisfied	(0)	472	35	26	51	9	131	24	82	195	25	71	113	25	*
		27%	19%	22%	20%	17%	21%	20%	19%	21%	20%	18%	20%	18%	46%
Fairly Satisfied	(1)	654	78	47	101	28	260	51	180	373	52	154	251	59	*
		38%	43%	40%	41%	51%	42%	43%	43%	40%	42%	40%	44%	43%	54%
Very Satisfied	(2)	499	61	32	80	13	199	33	131	300	35	123	156	40	-
		29%	34%	27%	33%	24%	32%	28%	31%	32%	28%	32%	27%	29%	-%
NET: Satisfied		1153	139	80	181	41	458	84	311	673	86	276	407	100	*
		67%	77%	67%	73%	74%	74%	72%	73%	72%	70%	72%	71%	73%	54%
NET: Dissatisfied		107	7	14	15	5	33	10	31	73	12	38	54	12	-
		6%	4%	12%	6%	9%	5%	8%	7%	8%	9%	10%	9%	9%	-%
Answered		1732	180	119	247	55	622	117	424	940	123	385	573	138	1
Mean score		.9	1.1	.8	1.0	.9	1.0	.9	1.0	.9	.9	.9	.9	.9	.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		1862	546	485	159	2	1274	762	651	1110	857	27
Effective base		746	214	197	58	2	465	286	264	413	317	4
Weighted Base		1732	519	483	140	1	1045	664	643	952	725	8
Very Dissatisfied	(-2)	14	*	6	-	-	9	11	6	7	12	-
		1%	*%	1%	-%	-%	1%	2%	1%	1%	2%	-%
Fairly Dissatisfied	(-1)	93	26	31	11	-	68	49	31	58	53	*
		5%	5%	6%	8%	-%	6%	7%	5%	6%	7%	3%
Neither Satisfied Nor Dissatisfied	(0)	472	118	108	18	1	215	128	130	189	156	*
		27%	23%	22%	13%	68%	21%	19%	20%	20%	22%	*%
Fairly Satisfied	(1)	654	218	200	70	*	418	279	276	401	265	2
		38%	42%	41%	50%	32%	40%	42%	43%	42%	37%	19%
Very Satisfied	(2)	499	157	138	42	-	336	197	199	298	239	6
		29%	30%	29%	30%	-%	32%	30%	31%	31%	33%	77%
NET: Satisfied		1153	375	338	112	*	753	476	475	699	504	8
		67%	72%	70%	80%	32%	72%	72%	74%	73%	69%	96%
NET: Dissatisfied		107	26	37	11	-	77	60	37	64	65	*
		6%	5%	8%	8%	-%	7%	9%	6%	7%	9%	3%
Answered		1732	519	483	140	1	1045	664	643	952	725	8
Mean score		.9	1.0	.9	1.0	.3	1.0	.9	1.0	1.0	.9	1.7

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		1862	344	318	327	66	43	954	799	117	58	54	20
Effective base		746	130	136	126	31	20	346	296	42	16	22	6
Weighted Base		1732	316	321	314	83	50	808	674	98	40	41	13
Very Dissatisfied	(-2)	14	3	6	*	-	-	4	11	2	-	-	-
		1%	1%	2%	*%	-%	-%	*%	2%	2%	-%	-%	-%
Fairly Dissatisfied	(-1)	93	18	20	17	1	1	45	52	5	7	2	-
		5%	6%	6%	5%	1%	1%	6%	8%	5%	17%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	472	63	59	62	8	9	163	151	20	8	9	6
		27%	20%	18%	20%	10%	18%	20%	22%	20%	21%	22%	44%
Fairly Satisfied	(1)	654	144	139	120	39	31	353	233	38	12	25	4
		38%	46%	44%	38%	47%	62%	44% b	35%	39%	29%	61% b	28%
Very Satisfied	(2)	499	89	97	115	36	9	243	228	33	13	5	4
		29%	28%	30%	37%	43%	19%	30%	34%	33%	33%	12%	28%
NET: Satisfied		1153	233	237	235	74	40	596	461	71	25	30	7
		67%	74%	74%	75%	89%	80%	74%	68%	72%	62%	73%	56%
NET: Dissatisfied		107	21	25	17	1	1	49	63	7	7	2	-
		6%	7%	8%	5%	1%	1%	6%	9%	8%	17%	5%	-%
Answered		1732	316	321	314	83	50	808	674	98	40	41	13
Mean score		.9	.9	.9	1.1	1.3 ab	1.0	1.0	.9	1.0	.8	.8	.8

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		1862	1645	1057	1705	1124	1153	926	1641	194	2	1595	85	472	1390
Effective base		746	651	395	677	430	442	344	667	71	1	624	38	200	546
Weighted Base		1732	1489	874	1549	987	960	740	1546	182	1	1444	86	465	1267
Very Dissatisfied	(-2)	14	12	6	12	10	6	5	11	2	-	7	5	5	9
		1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	*%	6% a	1%	1%
Fairly Dissatisfied	(-1)	93	87	54	90	57	32	52	90	27	-	59	22	41	51
		5%	6%	6% e	6%	6%	3%	7%	6%	15% ab	-%	4%	26% a	9% b	4%
Neither Satisfied Nor Dissatisfied	(0)	472	414	234	423	256	318	197	431	45	*	329	36	127	346
		27%	28%	27%	27%	26%	33% bcd	27%	28%	25%	7%	23%	41% a	27%	27%
Fairly Satisfied	(1)	654	533	325	573	371	339	273	576	58	1	579	11	193	461
		38%	36%	37%	37%	38%	35%	37%	37%	32%	93%	40% b	13%	42%	36%
Very Satisfied	(2)	499	443	254	450	293	265	214	438	50	-	471	12	99	400
		29%	30%	29%	29%	30%	28%	29%	28%	27%	-%	33% b	14%	21%	32% a
NET: Satisfied		1153	976	580	1024	664	604	486	1013	108	1	1050	24	292	861
		67%	66%	66%	66%	67%	63%	66%	66%	60%	93%	73% b	27%	63%	68%
NET: Dissatisfied		107	99	60	102	67	38	57	101	29	-	66	27	46	61
		6%	7%	7%	7%	7%	4%	8%	7%	16% ab	-%	5%	31% a	10% b	5%
Answered		1732	1489	874	1549	987	960	740	1546	182	1	1444	86	465	1267
Mean score		.9	.9	.9	.9	.9	.9	.9	.9	.7	.9	1.0 b	*	.7	.9 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		1862	353	18	139	280	218	1078	551	193	196	1426	855	1007
Effective base		746	131	8	44	110	82	458	199	83	66	587	295	451
Weighted Base		1732	326	16	111	273	185	1059	472	185	190	1326	673	1059
Very Dissatisfied	(-2)	14	2	*	*	2	4	5	6	*	3	11	8	6
		1%	1%	1%	*%	1%	2%	*%	1%	*%	2%	1%	1%	1%
Fairly Dissatisfied	(-1)	93	24	-	6	18	9	59	24	13	10	69	47	46
		5%	7%	-%	6%	7%	5%	6%	5%	7%	6%	5%	7%	4%
Neither Satisfied Nor Dissatisfied	(0)	472	63	1	27	53	35	310	121	53	37	373	146	326
		27%	19%	8%	25%	19%	19%	29%	26%	29%	20%	28%	22%	31% a
Fairly Satisfied	(1)	654	122	14	53	105	68	404	180	78	77	484	249	406
		38%	37%	91%	48%	39%	37%	38%	38%	42%	41%	36%	37%	38%
Very Satisfied	(2)	499	114	*	24	95	69	281	141	40	62	389	223	276
		29%	35%	*%	22%	35%	38% b	26%	30%	22%	33%	29%	33% b	26%
NET: Satisfied		1153	236	14	77	200	137	685	321	118	139	873	471	681
		67%	72%	91%	70%	73%	74%	65%	68%	64%	73%	66%	70%	64%
NET: Dissatisfied		107	26	*	6	20	13	64	30	13	14	80	55	51
		6%	8%	1%	6%	7%	7%	6%	6%	7%	7%	6%	8%	5%
Answered		1732	326	16	111	273	185	1059	472	185	190	1326	673	1059
Mean score		.9	1.0	.9	.9	1.0	1.0	.8	.9	.8	1.0	.9	.9	.9

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 154 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Latest collection time

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1862	391	535	485	451	926	936
Effective base		746	147	197	183	233	341	411
Weighted Base		1732	412	449	432	438	862	870
Very Dissatisfied	(-2)	14	4	5	1	4	9	5
		1%	1%	1%	*%	1%	1%	1%
Fairly Dissatisfied	(-1)	93	23	32	33	4	56	37
		5%	6%	7%	8%	1%	6%	4%
			d	d	d			
Neither Satisfied Nor Dissatisfied	(0)	472	79	67	91	236	145	327
		27%	19%	15%	21%	54%	17%	38%
						abc		a
Fairly Satisfied	(1)	654	150	190	207	107	340	314
		38%	36%	42%	48%	24%	40%	36%
			d	d	ad			
Very Satisfied	(2)	499	156	155	101	87	311	187
		29%	38%	34%	23%	20%	36%	22%
			cd	cd			b	
NET: Satisfied		1153	307	345	307	194	652	501
		67%	74%	77%	71%	44%	76%	58%
			d	d	d		b	
NET: Dissatisfied		107	27	38	34	8	65	42
		6%	7%	8%	8%	2%	8%	5%
			d	d	d			
Answered		1732	412	449	432	438	862	870
Mean score		.9	1.0	1.0	.9	.6	1.0	.7
			d	d	d		b	

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		1935	955	980	1369	319	67	180	566
Effective base		775	382	410	711	196	26	107	246
Weighted Base		1752	718	1033	1673	67	7	4	79
Very Dissatisfied	(-2)	31	9	21	30	*	*	*	1
		2%	1%	2%	2%	1%	2%	2%	1%
Fairly Dissatisfied	(-1)	59	27	31	58	*	*	*	1
		3%	4%	3%	3%	1%	*%	2%	1%
					be				
Neither Satisfied Nor Dissatisfied	(0)	288	76	212	281	6	1	*	7
		16%	11%	21%	17%	9%	8%	10%	9%
				a	be				
Fairly Satisfied	(1)	585	221	364	556	23	3	2	29
		33%	31%	35%	33%	35%	40%	49%	36%
								abe	
Very Satisfied	(2)	789	384	405	747	37	4	2	42
		45%	53%	39%	45%	55%	50%	36%	53%
			b			ad			ad
NET: Satisfied		1374	605	769	1303	60	7	4	71
		78%	84%	74%	78%	90%	90%	85%	90%
			b			a			a
NET: Dissatisfied		90	37	53	88	1	*	*	1
		5%	5%	5%	5%	1%	2%	5%	1%
					be				
Answered		1752	718	1033	1673	67	7	4	79
Mean score		1.2	1.3	1.1	1.2	1.4	1.4	1.2	1.4
			b			ad			ad

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		1935	793	384	192	198	188	180	1369	319	247
Effective base		775	422	202	114	125	96	107	711	196	60
Weighted Base		1752	1079	446	149	43	32	4	1673	67	12
Very Dissatisfied	(-2)	31	16	11	3	*	*	*	30	*	*
		2%	2%	2%	2%	1%	*%	2%	2%	1%	2%
Fairly Dissatisfied	(-1)	59	41	14	3	*	*	*	58	*	*
		3%	4%	3%	2%	1%	*%	2%	3%	1%	1%
			h						h		
Neither Satisfied Nor Dissatisfied	(0)	288	201	75	6	4	3	*	281	6	1
		16%	19%	17%	4%	9%	9%	10%	17%	9%	9%
			cdefh	cdh					cdeh		
Fairly Satisfied	(1)	585	318	167	70	14	12	2	556	23	5
		33%	29%	38%	47%	33%	39%	49%	33%	35%	44%
				a	adgh			adgh			a
Very Satisfied	(2)	789	502	179	66	24	16	2	747	37	5
		45%	47%	40%	44%	56%	52%	36%	45%	55%	45%
						bfg	f			bfg	
NET: Satisfied		1374	820	347	136	38	29	4	1303	60	10
		78%	76%	78%	92%	89%	91%	85%	78%	90%	88%
					abg	abg	abg	a		abg	a
NET: Dissatisfied		90	58	24	7	1	*	*	88	1	*
		5%	5%	5%	4%	2%	1%	5%	5%	1%	3%
			eh	eh					eh		
Answered		1752	1079	446	149	43	32	4	1673	67	12
Mean score		1.2	1.2	1.1	1.3	1.4	1.4	1.2	1.2	1.4	1.3
						abfg	abfg			abfg	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		1935	753	223	78	47	190
Effective base		775	416	92	27	7	33
Weighted Base		1752	1069	209	36	19	49
Very Dissatisfied	(-2)	31	21	4	-	-	*
		2%	2%	2%	-%	-%	1%
Fairly Dissatisfied	(-1)	59	38	8	*	1	2
		3%	4%	4%	1%	5%	4%
Neither Satisfied Nor Dissatisfied	(0)	288	217	33	2	1	2
		16%	20%	16%	7%	8%	4%
			e				
Fairly Satisfied	(1)	585	330	84	12	5	15
		33%	31%	40%	32%	26%	30%
Very Satisfied	(2)	789	463	80	22	11	30
		45%	43%	38%	60%	61%	61%
					b		b
NET: Satisfied		1374	793	164	33	16	45
		78%	74%	78%	92%	87%	91%
					a		a
NET: Dissatisfied		90	60	12	*	1	2
		5%	6%	6%	1%	5%	5%
Answered		1752	1069	209	36	19	49
Mean score		1.2	1.1	1.1	1.5	1.4	1.5
					ab		ab

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		1935	118	117	164	67	112	153	109	102	102	1044	310	310	271
Effective base		775	75	76	91	41	72	93	72	57	60	612	189	214	99
Weighted Base		1752	147	150	282	73	136	266	217	133	134	1537	108	71	36
Very Dissatisfied	(-2)	31	2	-	9	-	2	9	*	5	1	29	2	*	*
		2%	1%	-%	3%	-%	1%	3%	*%	4%	1%	2%	2%	*%	1%
								l		l					
Fairly Dissatisfied	(-1)	59	5	5	9	2	*	16	7	6	3	53	3	3	*
		3%	4%	3%	3%	2%	*%	6%	3%	4%	2%	3%	3%	4%	1%
								em							
Neither Satisfied Nor Dissatisfied	(0)	288	16	38	36	8	26	71	14	32	17	257	16	11	5
		16%	11%	25%	13%	11%	19%	27%	6%	24%	13%	17%	15%	15%	13%
				acgkm			g	acdgijklm		ag		g			
Fairly Satisfied	(1)	585	46	38	101	30	48	80	88	35	39	507	40	28	10
		33%	31%	26%	36%	42%	35%	30%	41%	27%	29%	33%	37%	39%	29%
														b	
Very Satisfied	(2)	789	78	69	126	33	60	90	108	54	73	692	48	29	20
		45%	53%	46%	45%	45%	44%	34%	50%	41%	55%	45%	44%	41%	56%
			f						f		f	f			fjkl
NET: Satisfied		1374	124	107	227	63	108	170	196	89	113	1199	87	57	31
		78%	84%	72%	81%	87%	80%	64%	90%	67%	84%	78%	81%	80%	86%
			fh		f	fh	f		bfhj		fh	f	fh	fh	bfh
NET: Dissatisfied		90	7	5	18	2	2	25	7	11	5	81	5	3	*
		5%	5%	3%	6%	2%	1%	9%	3%	8%	3%	5%	5%	4%	1%
					m			em		m					
Answered		1752	147	150	282	73	136	266	217	133	134	1537	108	71	36
Mean score		1.2	1.3	1.1	1.2	1.3	1.2	.9	1.4	1.0	1.3	1.2	1.2	1.2	1.4
			f		f	f	f		fh		fh	f	f	f	bfhjkl

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		1935	63	160	16	215	278	102	132	890	1525	410	1757	178
Effective base		775	25	65	5	80	117	45	54	391	617	168	729	54
Weighted Base		1752	43	159	12	200	374	58	124	687	1459	293	1674	77
Very Dissatisfied	(-2)	31	-	4	-	1	6	*	4	11	31	*	29	2
		2%	-%	3%	-%	1%	1%	1%	4%	2%	2%	*%	2%	3%
Fairly Dissatisfied	(-1)	59	4	6	-	3	14	3	6	14	45	14	58	1
		3%	9%	4%	-%	2%	4%	5%	5%	2%	3%	5%	3%	1%
			h											
Neither Satisfied Nor Dissatisfied	(0)	288	8	19	-	32	51	6	29	121	250	38	277	12
		16%	20%	12%	-%	16%	14%	10%	24%	18%	17%	13%	17%	15%
Fairly Satisfied	(1)	585	11	60	5	67	128	16	45	228	490	95	559	26
		33%	25%	38%	37%	34%	34%	28%	36%	33%	34%	32%	33%	33%
Very Satisfied	(2)	789	20	69	8	95	175	33	39	314	643	146	752	37
		45%	46%	43%	63%	48%	47%	56%	32%	46%	44%	50%	45%	48%
								g						
NET: Satisfied		1374	31	129	12	163	303	49	84	542	1133	241	1311	62
		78%	71%	81%	100%	81%	81%	84%	68%	79%	78%	82%	78%	81%
NET: Dissatisfied		90	4	11	-	5	19	3	10	25	76	14	87	3
		5%	9%	7%	-%	2%	5%	6%	8%	4%	5%	5%	5%	4%
Answered		1752	43	159	12	200	374	58	124	687	1459	293	1674	77
Mean score		1.2	1.1	1.2	1.6	1.3	1.2	1.3	.9	1.2	1.1	1.3	1.2	1.2
						g	g	g		g				

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		1935	1892	43	1187	356	391
Effective base		775	755	20	490	115	170
Weighted Base		1752	1710	41	1103	247	401
Very Dissatisfied	(-2)	31	29	2	8	8	15
		2%	2%	5%	1%	3%	4%
						a	a
Fairly Dissatisfied	(-1)	59	59	-	21	15	23
		3%	3%	-%	2%	6%	6%
						a	a
Neither Satisfied Nor Dissatisfied	(0)	288	283	5	180	43	65
		16%	17%	13%	16%	17%	16%
Fairly Satisfied	(1)	585	574	10	362	98	123
		33%	34%	25%	33%	40%	31%
Very Satisfied	(2)	789	765	24	532	83	174
		45%	45%	57%	48%	34%	43%
					b		
NET: Satisfied		1374	1340	34	894	181	298
		78%	78%	82%	81%	73%	74%
NET: Dissatisfied		90	88	2	29	23	38
		5%	5%	5%	3%	9%	9%
						a	a
Answered		1752	1710	41	1103	247	401
Mean score		1.2	1.2	1.3	1.3	.9	1.0
					bc		

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		1935	1506	296	69	16	25	10	5	8	1802	133	64	806	700	429
Effective base		775	672	82	14	3	7	3	2	2	754	21	8	379	295	103
Weighted Base		1752	1508	196	24	13	8	*	*	2	1704	48	23	879	630	243
Very Dissatisfied	(-2)	31	23	8	*	-	-	-	-	*	31	*	*	4	19	8
		2%	2%	4%	*%	-%	-%	-%	-%	*%	2%	*%	*%	*%	3%	3%
															a	a
Fairly Dissatisfied	(-1)	59	51	7	1	*	*	-	-	-	57	1	1	26	25	8
		3%	3%	3%	2%	3%	6%	-%	-%	-%	3%	3%	4%	3%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	288	245	36	4	*	3	*	-	-	281	7	3	156	89	43
		16%	16%	18%	18%	1%	32%	1%	-%	-%	17%	15%	11%	18%	14%	18%
Fairly Satisfied	(1)	585	504	63	12	3	2	*	*	*	567	18	6	250	254	80
		33%	33%	32%	50%	25%	23%	92%	27%	16%	33%	37%	24%	28%	40%	33%
															a	
Very Satisfied	(2)	789	685	82	7	9	3	*	*	2	768	21	14	443	243	104
		45%	45%	42%	30%	71%	40%	7%	73%	84%	45%	45%	61%	50%	39%	43%
														b		
NET: Satisfied		1374	1190	145	19	12	5	*	*	2	1335	39	20	693	497	184
		78%	79%	74%	79%	96%	62%	99%	100%	100%	78%	82%	85%	79%	79%	76%
NET: Dissatisfied		90	74	15	1	*	*	-	-	*	88	1	1	30	44	16
		5%	5%	7%	2%	3%	6%	-%	-%	*%	5%	3%	4%	3%	7%	7%
															a	
Answered		1752	1508	196	24	13	8	*	*	2	1704	48	23	879	630	243
Mean score		1.2	1.2	1.0	1.1	1.6	1.0	1.1	1.7	1.8	1.2	1.2	1.4	1.3	1.1	1.1
														b		

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		1935	1310	795	1488	778	350	453	1160	119	79	54	25	29	22
Effective base		775	480	296	562	313	112	166	491	34	18	8	6	4	5
Weighted Base		1752	1041	684	1289	747	212	374	1114	84	45	23	7	12	6
Very Dissatisfied	(-2)	31	14	22	28	20	3	11	25	1	2	*	-	-	-
		2%	1%	3%	2%	3%	2%	3%	2%	1%	5%	*%	-%	-%	-%
Fairly Dissatisfied	(-1)	59	31	29	43	26	9	5	38	5	*	*	-	-	-
		3%	3%	4%	3%	3%	4%	1%	3%	5%	1%	*%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	288	170	127	224	97	34	64	206	6	4	2	*	3	3
		16%	16%	19%	17%	13%	16%	17%	19%	7%	10%	9%	1%	24%	56%
Fairly Satisfied	(1)	585	371	250	457	296	79	113	389	36	16	5	3	8	1
		33%	36%	37%	35%	40% f	37%	30%	35%	42%	35%	23%	39%	68%	14%
Very Satisfied	(2)	789	455	256	536	308	88	182	455	37	22	15	4	1	2
		45%	44%	37%	42%	41%	41%	49% b	41%	44%	49%	68%	60%	8%	29%
NET: Satisfied		1374	826	506	994	604	167	295	844	73	38	21	7	9	2
		78%	79%	74%	77%	81% b	79%	79%	76%	87%	85%	90%	99%	76%	44%
NET: Dissatisfied		90	45	51	71	46	12	16	63	5	3	*	-	-	-
		5%	4%	7%	6%	6%	6%	4%	6%	7%	6%	*%	-%	-%	-%
Answered		1752	1041	684	1289	747	212	374	1114	84	45	23	7	12	6
Mean score		1.2	1.2 b	1.0	1.1	1.1	1.1	1.2 b	1.1	1.2	1.2	1.6	1.6	.8	.7

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		1935	614	44	37	31	15	18	19	52	509	315	384	239	41
Effective base		775	275	14	7	9	6	3	5	14	236	119	141	58	9
Weighted Base		1752	664	37	21	12	5	3	5	14	549	269	327	124	20
Very Dissatisfied	(-2)	31	20	-	-	*	-	*	-	*	7	5	2	13	-
		2%	3%	-%	-%	*%	-%	*%	-%	*%	1%	2%	1%	11% abc	-%
Fairly Dissatisfied	(-1)	59	23	2	*	*	-	-	-	-	10	15	12	6	-
		3%	4%	5%	*%	3%	-%	-%	-%	-%	2%	6%	4%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	288	91	1	1	1	1	*	2	3	113	36	56	16	4
		16%	14%	3%	6%	5%	15%	9%	36%	22%	21%	13%	17%	13%	20%
Fairly Satisfied	(1)	585	263	12	10	4	2	2	2	6	197	97	104	51	10
		33%	40%	34%	49%	30%	39%	80%	33%	46%	36%	36%	32%	41%	48%
Very Satisfied	(2)	789	266	21	9	8	3	*	2	4	222	116	153	39	7
		45%	40%	58%	45%	62%	46%	11%	31%	33%	40%	43%	47% d	31%	33%
NET: Satisfied		1374	529	34	19	11	5	3	3	11	419	213	257	89	16
		78%	80%	92%	94%	92%	85%	91%	64%	78%	76%	79%	78%	72%	80%
NET: Dissatisfied		90	43	2	*	*	-	*	-	*	17	20	15	19	-
		5%	7%	5%	*%	4%	-%	*%	-%	*%	3%	8%	4%	16% ac	-%
Answered		1752	664	37	21	12	5	3	5	14	549	269	327	124	20
Mean score		1.2	1.1	1.4	1.4	1.5	1.3	1.0	1.0	1.1	1.1 d	1.1 d	1.2 d	.8	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		1935	266	158	218	106	30	467	63	242	1820	115	1440	48
Effective base		775	135	71	75	27	6	202	23	89	735	41	546	17
Weighted Base		1752	315	161	199	59	14	512	51	183	1649	103	1243	46
Very Dissatisfied	(-2)	31	5	6	*	9	-	15	-	5	19	12	24	5
		2%	1%	4%	*%	15% ac	-%	3%	-%	3%	1%	12% a	2%	10% a
Fairly Dissatisfied	(-1)	59	12	5	7	2	-	21	*	4	56	3	37	6
		3%	4%	3%	3%	4%	-%	4%	1%	2%	3%	3%	3%	14% a
Neither Satisfied Nor Dissatisfied	(0)	288	37	22	27	10	-	76	6	14	268	20	219	6
		16%	12%	14%	14%	17%	-%	15%	12%	8%	16%	20%	18%	12%
Fairly Satisfied	(1)	585	119	75	69	24	9	192	14	88	552	33	444	13
		33%	38%	46%	35%	41%	64%	38%	28%	48%	33%	32%	36%	28%
Very Satisfied	(2)	789	141	53	95	14	5	207	30	71	754	35	520	17
		45%	45% d	33%	48% d	24%	36%	40%	60%	39%	46%	34%	42%	36%
NET: Satisfied		1374	261	128	164	38	14	400	45	159	1306	68	964	30
		78%	83% d	79%	83%	64%	100%	78%	87%	87%	79% b	66%	78%	64%
NET: Dissatisfied		90	17	11	7	11	-	36	*	10	75	15	60	11
		5%	5%	7%	4%	19% ac	-%	7%	1%	5%	5%	15% a	5%	24% a
Answered		1752	315	161	199	59	14	512	51	183	1649	103	1243	46
Mean score		1.2	1.2 d	1.0	1.3 d	.5	1.4	1.1	1.5	1.2	1.2 b	.7	1.1 b	.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		1935	173	164	273	68	618	160	505	1173	165	418	669	135	1
Effective base		775	71	56	108	16	261	54	170	436	43	158	250	48	1
Weighted Base		1752	182	117	244	48	636	111	397	943	118	378	579	139	*
Very Dissatisfied	(-2)	31	2	9	6	6	16	4	6	12	4	15	17	17	-
		2%	1%	7%	3%	13%	3%	4%	1%	1%	4%	4%	3%	12% ab	-%
Fairly Dissatisfied	(-1)	59	8	4	15	2	22	3	19	30	4	22	20	7	-
		3%	4%	3%	6%	5%	4%	3%	5%	3%	4%	6%	3%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	288	18	20	28	9	76	21	70	159	27	77	109	31	*
		16%	10%	17%	11%	20%	12%	19%	18%	17%	23%	20%	19%	22%	100%
Fairly Satisfied	(1)	585	79	45	90	14	254	42	145	338	35	118	223	34	-
		33%	44%	39%	37%	29%	40%	38%	36%	36%	30%	31%	39%	24%	-%
Very Satisfied	(2)	789	74	39	106	16	267	41	157	402	47	145	210	51	-
		45%	41%	34%	43%	35%	42%	37%	40%	43%	40%	38%	36%	37%	-%
NET: Satisfied		1374	153	84	196	30	521	83	302	741	82	263	434	85	-
		78%	84%	72%	80%	63%	82%	75%	76%	79%	70%	69%	75%	61%	-%
NET: Dissatisfied		90	10	12	21	8	38	8	25	43	9	38	37	23	-
		5%	6%	11%	8%	17%	6%	7%	6%	5%	7%	10%	6%	17% b	-%
Answered		1752	182	117	244	48	636	111	397	943	118	378	579	139	*
Mean score		1.2	1.2	.9	1.1	.7	1.2	1.0	1.1	1.2	1.0	.9	1.0	.7	-

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		1935	554	495	157	2	1293	771	667	1136	878	27
Effective base		775	218	203	57	2	477	286	273	421	327	4
Weighted Base		1752	522	497	140	1	1038	663	661	956	736	8
Very Dissatisfied	(-2)	31	16	14	11	-	14	22	16	17	15	-
		2%	3%	3%	8%	-%	1%	3%	2%	2%	2%	-%
Fairly Dissatisfied	(-1)	59	22	22	1	-	31	28	24	33	21	*
		3%	4%	4%	*%	-%	3%	4%	4%	3%	3%	*%
Neither Satisfied Nor Dissatisfied	(0)	288	70	68	18	1	169	121	82	155	133	*
		16%	13%	14%	13%	100%	16%	18%	12%	16%	18%	3%
Fairly Satisfied	(1)	585	206	193	49	-	370	241	264	333	277	2
		33%	39%	39%	35%	-%	36%	36%	40%	35%	38%	23%
Very Satisfied	(2)	789	208	200	61	-	454	251	275	418	290	6
		45%	40%	40%	44%	-%	44%	38%	42%	44%	39%	75%
NET: Satisfied		1374	414	393	110	-	824	492	539	751	567	8
		78%	79%	79%	79%	-%	79%	74%	81% b	79%	77%	97%
NET: Dissatisfied		90	38	36	12	-	45	50	40	50	36	*
		5%	7%	7%	8%	-%	4%	8%	6%	5%	5%	*%
Answered		1752	522	497	140	1	1038	663	661	956	736	8
Mean score		1.2	1.1	1.1	1.1	-	1.2 b	1.0	1.1	1.2	1.1	1.7

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		1935	350	321	329	65	42	974	818	116	57	55	21
Effective base		775	132	138	129	31	20	354	307	42	16	23	6
Weighted Base		1752	325	334	313	84	50	816	690	99	40	41	12
Very Dissatisfied	(-2)	31	7	4	9	7	5	12	12	5	8	6	-
		2%	2%	1%	3%	8% b	10% b	1%	2%	5%	21%	14%	-%
Fairly Dissatisfied	(-1)	59	21	8	12	1	1	26	19	12	8	1	-
		3%	7%	2%	4%	1%	1%	3%	3%	12%	21%	1%	-%
Neither Satisfied Nor Dissatisfied	(0)	288	33	44	40	13	8	137	129	21	7	12	3
		16%	10%	13%	13%	16%	17%	17%	19%	21%	17%	29%	24%
Fairly Satisfied	(1)	585	111	145	108	22	17	290	264	27	6	9	5
		33%	34%	44%	34%	27%	34%	36%	38%	27%	16%	23%	39%
Very Satisfied	(2)	789	152	132	144	41	19	350	266	34	10	14	4
		45%	47%	40%	46%	49%	38%	43%	39%	35%	26%	34%	37%
NET: Satisfied		1374	263	277	252	63	36	641	529	61	17	23	9
		78%	81%	83%	80%	75%	72%	79%	77%	62%	41%	56%	76%
NET: Dissatisfied		90	29	12	21	7	5	38	31	17	17	6	-
		5%	9%	4%	7%	9%	11%	5%	4%	17%	42%	15%	-%
Answered		1752	325	334	313	84	50	816	690	99	40	41	12
Mean score		1.2	1.2	1.2	1.2	1.1	.9	1.2	1.1	.7	*	.6	1.1

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		1935	1714	1114	1776	1179	1191	964	1718	197	3	1647	91	472	1463
Effective base		775	683	421	710	453	463	364	701	71	1	643	41	197	578
Weighted Base		1752	1512	902	1575	1011	968	757	1582	185	2	1454	93	452	1299
Very Dissatisfied	(-2)	31	24	20	29	25	16	14	28	13	-	3	17	27	3
		2%	2%	2%	2%	2%	2%	2%	2%	7%	-%	*%	18%	6%	*%
										ab			a	b	
Fairly Dissatisfied	(-1)	59	53	25	54	34	30	26	55	5	-	23	8	32	27
		3%	4%	3%	3%	3%	3%	3%	3%	3%	-%	2%	9%	7%	2%
													a	b	
Neither Satisfied Nor Dissatisfied	(0)	288	239	157	261	153	127	121	256	52	*	196	21	101	188
		16%	16%	17%	17%	15%	13%	16%	16%	28%	3%	14%	22%	22%	14%
										ab				b	
Fairly Satisfied	(1)	585	515	293	531	352	313	250	540	49	*	512	20	160	424
		33%	34%	33%	34%	35%	32%	33%	34%	27%	15%	35%	22%	35%	33%
Very Satisfied	(2)	789	680	407	700	446	482	345	703	66	1	719	26	132	657
		45%	45%	45%	44%	44%	50%	46%	44%	35%	82%	49%	28%	29%	51%
												b			a
NET: Satisfied		1374	1195	700	1231	798	794	595	1243	115	2	1231	47	293	1081
		78%	79%	78%	78%	79%	82%	79%	79%	62%	97%	85%	50%	65%	83%
								c	c			b			a
NET: Dissatisfied		90	78	45	83	59	47	41	83	18	-	27	26	59	30
		5%	5%	5%	5%	6%	5%	5%	5%	10%	-%	2%	28%	13%	2%
													a	b	
Answered		1752	1512	902	1575	1011	968	757	1582	185	2	1454	93	452	1299
Mean score		1.2	1.2	1.2	1.2	1.1	1.3	1.2	1.2	.8	1.8	1.3	.3	.7	1.3
								c	c			b			a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		1935	352	18	139	282	222	1124	574	191	197	1438	868	1067
Effective base		775	129	8	45	111	85	467	216	82	67	592	304	471
Weighted Base		1752	314	16	111	264	182	1070	484	175	193	1314	661	1091
Very Dissatisfied	(-2)	31	14	*	2	12	6	15	10	6	9	15	13	18
		2%	4%	1%	2%	4%	3%	1%	2%	3%	5% c	1%	2%	2%
Fairly Dissatisfied	(-1)	59	12	*	5	17	10	25	24	7	19	25	28	31
		3%	4%	*%	4%	7%	6%	2%	5%	4%	10% c	2%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	288	40	2	17	36	35	166	87	35	39	202	130	159
		16%	13%	15%	15%	14%	19%	15%	18%	20%	20%	15%	20%	15%
Fairly Satisfied	(1)	585	113	4	49	88	64	360	154	57	69	436	218	366
		33%	36%	27%	44%	33%	35%	34%	32%	32%	36%	33%	33%	34%
Very Satisfied	(2)	789	135	9	38	111	67	504	209	70	57	636	272	517
		45%	43%	57%	34%	42%	37%	47%	43%	40%	30%	48% b	41%	47%
NET: Satisfied		1374	249	13	87	199	132	865	363	127	126	1072	490	884
		78%	79%	84%	79%	75%	72%	81%	75%	72%	65%	82% b	74%	81% a
NET: Dissatisfied		90	25	*	7	29	16	39	34	13	28	39	41	49
		5%	8%	1%	6%	11%	9% b	4%	7%	7% c	15% c	3%	6%	4%
Answered		1752	314	16	111	264	182	1070	484	175	193	1314	661	1091
Mean score		1.2	1.1	1.4	1.0	1.0	1.0	1.2 a	1.1	1.0	.8	1.3 ab	1.1	1.2 a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 160 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Amount / level of lost post sent

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		1935	388	526	525	496	914	1021
Effective base		775	143	195	197	252	336	446
Weighted Base		1752	387	447	440	478	834	918
Very Dissatisfied	(-2)	31	7	7	10	7	14	17
		2%	2%	2%	2%	1%	2%	2%
Fairly Dissatisfied	(-1)	59	21	10	7	20	31	28
		3%	5%	2%	2%	4%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	288	66	89	83	51	154	134
		16%	17%	20%	19%	11%	19%	15%
				d	d			
Fairly Satisfied	(1)	585	146	178	158	102	324	261
		33%	38%	40%	36%	21%	39%	28%
			d	d	d		b	
Very Satisfied	(2)	789	148	163	181	298	311	478
		45%	38%	37%	41%	62%	37%	52%
						abc		a
NET: Satisfied		1374	294	341	339	400	635	739
		78%	76%	76%	77%	84%	76%	81%
NET: Dissatisfied		90	28	17	18	27	45	45
		5%	7%	4%	4%	6%	5%	5%
Answered		1752	387	447	440	478	834	918
Mean score		1.2	1.0	1.1	1.1	1.4	1.1	1.3
						abc		a

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2056	1035	1021	1462	334	76	184	594
Effective base		827	406	433	760	205	32	109	263
Weighted Base		1898	805	1093	1815	70	9	5	83
Very Dissatisfied	(-2)	97	36	61	96	1	*	*	1
		5%	4%	6%	5%	1%	4%	3%	2%
					be				
Fairly Dissatisfied	(-1)	277	102	175	270	6	*	*	7
		15%	13%	16%	15%	9%	4%	5%	8%
					bde				
Neither Satisfied Nor Dissatisfied	(0)	500	238	262	479	17	2	1	20
		26%	30%	24%	26%	24%	28%	24%	24%
Fairly Satisfied	(1)	749	346	403	711	32	3	2	38
		39%	43%	37%	39%	46%	39%	51%	46%
								a	
Very Satisfied	(2)	275	83	192	259	14	2	1	17
		15%	10%	18%	14%	20%	25%	17%	20%
				a					a
NET: Satisfied		1025	429	595	970	46	6	3	55
		54%	53%	54%	53%	66%	64%	68%	66%
						a		a	a
NET: Dissatisfied		374	137	236	365	7	1	*	8
		20%	17%	22%	20%	10%	8%	8%	10%
					bde				
Answered		1898	805	1093	1815	70	9	5	83
Mean score		.4	.4	.4	.4	.7	.8	.8	.7
						a		a	a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2056	847	411	204	204	206	184	1462	334	260
Effective base		827	454	213	122	129	107	109	760	205	69
Weighted Base		1898	1181	472	162	44	35	5	1815	70	13
Very Dissatisfied	(-2)	97	51	37	8	1	*	*	96	1	*
		5%	4%	8%	5%	2%	1%	3%	5%	1%	4%
				deh					h		
Fairly Dissatisfied	(-1)	277	188	67	15	5	2	*	270	6	1
		15%	16%	14%	9%	11%	6%	5%	15%	9%	4%
			efhi	efi					efhi		
Neither Satisfied Nor Dissatisfied	(0)	500	311	140	29	12	7	1	479	17	4
		26%	26%	30%	18%	27%	21%	24%	26%	24%	27%
				c					c		
Fairly Satisfied	(1)	749	471	167	73	20	16	2	711	32	6
		39%	40%	35%	45%	46%	44%	51%	39%	46%	43%
								abg		b	
Very Satisfied	(2)	275	161	61	37	6	10	1	259	14	3
		15%	14%	13%	23%	14%	28%	17%	14%	20%	22%
					abg		abdg			a	
NET: Satisfied		1025	632	228	110	26	25	3	970	46	9
		54%	53%	48%	68%	60%	72%	68%	53%	66%	65%
					abg	b	abdg	abg		abg	b
NET: Dissatisfied		374	239	104	23	6	2	*	365	7	1
		20%	20%	22%	14%	13%	7%	8%	20%	10%	8%
			efhi	defhi					defhi		
Answered		1898	1181	472	162	44	35	5	1815	70	13
Mean score		.4	.4	.3	.7	.6	.9	.8	.4	.7	.8
					abg	b	abdg	abg		abg	abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2056	789	237	79	48	200
Effective base		827	437	99	27	8	34
Weighted Base		1898	1145	224	36	19	57
Very Dissatisfied	(-2)	97	57	10	1	1	*
		5%	5%	4%	2%	3%	1%
Fairly Dissatisfied	(-1)	277	188	21	4	9	8
		15%	16%	9%	10%	48%	15%
						abce	
Neither Satisfied Nor Dissatisfied	(0)	500	321	52	5	6	15
		26%	28%	23%	15%	30%	27%
Fairly Satisfied	(1)	749	427	99	15	3	21
		39%	37%	44%	41%	17%	36%
Very Satisfied	(2)	275	153	42	12	1	12
		15%	13%	19%	32%	3%	21%
					a		
NET: Satisfied		1025	580	141	27	4	33
		54%	51%	63%	73%	19%	58%
				ad	ad		
NET: Dissatisfied		374	245	31	4	10	9
		20%	21%	14%	12%	50%	15%
						bce	
Answered		1898	1145	224	36	19	57
Mean score		.4	.4	.6	.9	-.3	.6
				ad	ad		d

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2056	126	120	175	79	121	164	119	109	108	1121	324	329	282
Effective base		827	82	79	96	49	78	99	79	62	64	656	198	224	103
Weighted Base		1898	160	154	304	88	150	282	251	141	142	1671	114	76	38
Very Dissatisfied	(-2)	97	6	4	17	2	3	30	7	7	7	81	6	7	3
		5%	4%	2%	6%	2%	2%	11%	3%	5%	5%	5%	5%	9%	7%
								begj						bej	
Fairly Dissatisfied	(-1)	277	28	17	36	12	24	40	50	25	17	249	17	7	4
		15%	18%	11%	12%	14%	16%	14%	20%	18%	12%	15%	15%	9%	10%
			l						l			l			
Neither Satisfied Nor Dissatisfied	(0)	500	45	61	65	17	33	78	45	52	38	434	31	25	10
		26%	28%	40%	21%	20%	22%	28%	18%	37%	27%	26%	27%	33%	27%
				cdegjk						cdg				cgj	
Fairly Satisfied	(1)	749	61	43	139	41	64	98	109	46	63	665	44	26	13
		39%	38%	28%	46%	47%	43%	35%	44%	33%	44%	40%	39%	35%	36%
					b	b			b		b	b			
Very Satisfied	(2)	275	20	30	47	16	26	36	39	11	18	242	16	11	8
		15%	12%	19%	16%	18%	17%	13%	16%	8%	13%	14%	14%	14%	20%
															h
NET: Satisfied		1025	81	73	187	57	90	133	148	57	80	907	60	37	21
		54%	51%	47%	61%	65%	60%	47%	59%	41%	57%	54%	53%	48%	56%
					hl	fhl	h		h			h			
NET: Dissatisfied		374	34	20	53	14	27	70	57	31	23	330	23	14	7
		20%	21%	13%	17%	16%	18%	25%	23%	22%	16%	20%	20%	19%	17%
Answered		1898	160	154	304	88	150	282	251	141	142	1671	114	76	38
Mean score		.4	.4	.5	.5	.7	.6	.2	.5	.2	.5	.4	.4	.3	.5
						fh	h								

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		2056	72	167	16	233	292	111	138	940	1610	446	1872	184
Effective base		827	30	67	5	87	119	49	58	417	654	184	780	56
Weighted Base		1898	60	164	12	225	388	63	130	744	1571	327	1820	78
Very Dissatisfied	(-2)	97	7	15	-	6	17	6	9	33	67	30	95	3
		5%	11%	9%	-%	3%	4%	10%	7%	4%	4%	9% a	5%	3%
Fairly Dissatisfied	(-1)	277	9	29	*	10	62	6	17	114	228	48	271	5
		15%	14%	18% d	1%	5%	16% d	9%	13%	15% d	15%	15%	15%	7%
Neither Satisfied Nor Dissatisfied	(0)	500	16	38	1	58	93	10	46	216	421	79	487	13
		26%	26%	23%	5%	26%	24%	16%	35% f	29% f	27%	24%	27%	17%
Fairly Satisfied	(1)	749	14	66	11	114	153	19	47	283	620	129	717	32
		39%	24%	40%	92%	51% afh	39%	30%	36%	38%	39%	40%	39%	41%
Very Satisfied	(2)	275	15	15	*	36	64	22	11	99	235	41	251	25
		15%	25% bg	9%	3%	16%	17%	35% bdegh	9%	13%	15%	12%	14%	32% a
NET: Satisfied		1025	29	81	12	151	217	41	58	382	855	170	968	57
		54%	48%	50%	95%	67% bgh	56%	65% g	45%	51%	54%	52%	53%	73% a
NET: Dissatisfied		374	15	44	*	16	78	12	26	146	295	79	366	8
		20%	25% d	27% d	1%	7%	20% d	19% d	20% d	20% d	19%	24%	20%	10%
Answered		1898	60	164	12	225	388	63	130	744	1571	327	1820	78
Mean score		.4	.4	.2	1.0	.7 bgh	.5	.7 bg	.3	.4	.5	.3	.4	.9 a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2056	2009	47	1282	368	404
Effective base		827	803	24	529	120	177
Weighted Base		1898	1847	51	1219	257	421
Very Dissatisfied	(-2)	97	93	4	53	15	29
		5%	5%	7%	4%	6%	7%
Fairly Dissatisfied	(-1)	277	272	5	188	31	58
		15%	15%	9%	15%	12%	14%
Neither Satisfied Nor Dissatisfied	(0)	500	479	21	319	58	123
		26%	26%	40%	26%	23%	29%
Fairly Satisfied	(1)	749	731	18	486	101	161
		39%	40%	35%	40%	39%	38%
Very Satisfied	(2)	275	271	4	174	52	50
		15%	15%	8%	14%	20%	12%
NET: Satisfied		1025	1002	22	660	153	211
		54%	54%	44%	54%	59%	50%
NET: Dissatisfied		374	365	8	240	46	87
		20%	20%	16%	20%	18%	21%
Answered		1898	1847	51	1219	257	421
Mean score		.4	.4	.3	.4	.6	.3

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2056	1614	309	69	16	25	9	6	8	1923	133	64	871	743	442
Effective base		827	720	87	14	3	7	3	2	2	806	21	8	409	312	107
Weighted Base		1898	1648	202	24	13	8	*	*	2	1850	48	24	975	674	250
Very Dissatisfied	(-2)	97	77	19	1	-	-	-	-	*	96	1	*	42	35	20
		5%	5%	9%	6%	-%	-%	-%	-%	*%	5%	3%	*%	4%	5%	8%
Fairly Dissatisfied	(-1)	277	240	23	6	7	1	-	-	-	264	13	7	149	91	36
		15%	15%	12%	23%	53%	10%	-%	-%	-%	14%	27%	31%	15%	14%	15%
Neither Satisfied Nor Dissatisfied	(0)	500	438	57	4	*	*	-	*	*	495	5	1	235	203	62
		26%	27%	28%	17%	1%	6%	-%	11%	1%	27%	10%	3%	24%	30%	25%
Fairly Satisfied	(1)	749	667	67	7	1	4	*	*	2	734	15	8	409	258	82
		39%	40%	33%	30%	6%	56%	93%	31%	93%	40%	32%	33%	42%	38%	33%
Very Satisfied	(2)	275	227	35	6	5	2	*	*	*	262	14	8	140	87	49
		15%	14%	17%	24%	40%	28%	7%	59%	5%	14%	28%	33%	14%	13%	19%
NET: Satisfied		1025	894	102	13	6	7	*	*	2	996	29	16	549	345	131
		54%	54%	51%	54%	47%	84%	100%	89%	98%	54%	60%	66%	56%	51%	52%
NET: Dissatisfied		374	317	42	7	7	1	-	-	*	359	14	7	191	126	57
		20%	19%	21%	29%	53%	10%	-%	-%	*%	19%	30%	31%	20%	19%	23%
Answered		1898	1648	202	24	13	8	*	*	2	1850	48	24	975	674	250
Mean score		.4	.4	.4	.4	.3	1.0	1.1	1.5	1.0	.4	.6	.7	.5	.4	.4

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2056	1413	835	1596	810	363	479	1257	124	83	57	25	29	21
Effective base		827	518	316	605	330	117	175	529	36	20	9	6	4	5
Weighted Base		1898	1149	725	1404	796	226	408	1220	89	47	24	7	12	6
Very Dissatisfied	(-2)	97	56	43	76	50	6	26	68	5	2	-	*	*	-
		5%	5%	6%	5%	6%	3%	6%	6%	6%	4%	-%	*%	2%	-%
Fairly Dissatisfied	(-1)	277	157	112	192	118	29	66	174	4	1	11	*	*	*
		15%	14%	15%	14%	15%	13%	16%	14%	5%	3%	47% abc	2%	*%	4%
Neither Satisfied Nor Dissatisfied	(0)	500	279	184	350	199	59	110	319	14	11	2	1	3	1
		26%	24%	25%	25%	25%	26%	27%	26%	16%	23%	8%	11%	22%	21%
Fairly Satisfied	(1)	749	458	279	561	303	94	168	475	49	19	4	3	8	2
		39%	40%	38%	40%	38%	42%	41%	39%	55% d	41%	18%	45%	71%	44%
Very Satisfied	(2)	275	199	106	225	126	37	39	184	16	14	7	3	1	2
		15%	17% f	15%	16% f	16% f	17%	9%	15%	17%	29%	27%	42%	5%	30%
NET: Satisfied		1025	658	385	786	430	131	206	659	65	33	11	6	9	4
		54%	57%	53%	56%	54%	58%	51%	54%	73% a	69%	45%	87%	76%	75%
NET: Dissatisfied		374	213	155	268	167	35	91	242	10	3	11	*	*	*
		20%	19%	21%	19%	21%	16%	22%	20%	11%	7%	47% abc	2%	3%	4%
Answered		1898	1149	725	1404	796	226	408	1220	89	47	24	7	12	6
Mean score		.4	.5 f	.4	.5	.4	.6 f	.3	.4	.7	.9	.2	1.3	.8	1.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2056	648	43	37	30	15	18	19	52	569	325	409	252	41
Effective base		827	292	14	7	9	6	3	5	14	260	123	153	62	9
Weighted Base		1898	712	37	21	12	5	3	5	14	625	283	347	129	20
Very Dissatisfied	(-2)	97	50	*	-	-	-	*	-	*	28	6	27	15	-
		5%	7%	*%	-%	-%	-%	*%	-%	*%	5%	2%	8%	11%	-%
													b	b	
Fairly Dissatisfied	(-1)	277	115	1	*	-	*	*	1	1	86	42	40	23	*
		15%	16%	4%	*%	-%	3%	5%	13%	8%	14%	15%	11%	18%	2%
Neither Satisfied Nor Dissatisfied	(0)	500	182	8	6	1	1	*	1	2	154	70	90	32	5
		26%	26%	22%	28%	6%	18%	4%	22%	16%	25%	25%	26%	25%	25%
Fairly Satisfied	(1)	749	265	12	14	5	3	3	1	7	249	118	145	41	9
		39%	37%	33%	68%	41%	58%	88%	27%	53%	40%	42%	42%	32%	42%
Very Satisfied	(2)	275	101	15	1	7	1	*	2	3	108	48	45	18	6
		15%	14%	41%	4%	53%	22%	2%	38%	23%	17%	17%	13%	14%	31%
				a		ac									
NET: Satisfied		1025	366	27	15	12	4	3	3	11	357	166	190	59	15
		54%	51%	74%	71%	94%	79%	90%	65%	76%	57%	59%	55%	46%	73%
						a									
NET: Dissatisfied		374	165	1	*	-	*	*	1	1	114	48	67	38	*
		20%	23%	4%	*%	-%	3%	6%	13%	8%	18%	17%	19%	29%	2%
Answered		1898	712	37	21	12	5	3	5	14	625	283	347	129	20
Mean score		.4	.4	1.1	.8	1.5	1.0	.9	.9	.9	.5	.6	.4	.2	1.0
				a		ac					d	d			d

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2056	281	167	223	108	31	484	65	255	1937	119	1546	50
Effective base		827	145	76	77	27	7	213	24	95	786	42	590	18
Weighted Base		1898	344	172	208	57	14	547	52	195	1782	116	1349	56
Very Dissatisfied	(-2)	97	16	14	15	4	1	35	*	15	80	17	69	7
		5%	5%	8%	7%	7%	7%	6%	*%	8%	4%	15% a	5%	13%
Fairly Dissatisfied	(-1)	277	58	21	26	13	-	85	6	26	258	18	189	2
		15%	17%	12%	13%	22%	-%	16%	12%	13%	15%	16%	14%	4%
Neither Satisfied Nor Dissatisfied	(0)	500	86	41	59	12	1	138	12	48	481	18	339	11
		26%	25%	24%	28%	20%	9%	25%	24%	25%	27%	16%	25%	20%
Fairly Satisfied	(1)	749	126	70	75	23	9	208	18	77	700	49	537	24
		39%	37%	40%	36%	41%	62%	38%	34%	39%	39%	43%	40%	43%
Very Satisfied	(2)	275	58	27	33	5	3	82	15	29	263	13	214	11
		15%	17%	16%	16%	9%	22%	15%	29%	15%	15%	11%	16%	20%
NET: Satisfied		1025	184	97	108	29	12	289	33	106	963	62	751	35
		54%	53%	56%	52%	50%	84%	53%	64%	54%	54%	54%	56%	63%
NET: Dissatisfied		374	74	34	41	17	1	120	6	41	338	35	258	10
		20%	21%	20%	20%	30%	7%	22%	12%	21%	19%	30%	19%	17%
Answered		1898	344	172	208	57	14	547	52	195	1782	116	1349	56
Mean score		.4	.4	.4	.4	.2	.9	.4	.8	.4	.5	.2	.5	.5

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2056	180	168	284	70	645	165	536	1267	173	442	699	140	2
Effective base		827	76	56	113	17	275	56	181	468	45	167	265	49	2
Weighted Base		1898	194	122	263	57	676	120	444	1033	123	399	609	141	1
Very Dissatisfied	(-2)	97	13	15	16	10	39	11	28	47	11	13	41	13	1
		5%	6%	12%	6%	18%	6%	9%	6%	5%	9%	3%	7%	9%	100%
Fairly Dissatisfied	(-1)	277	26	19	35	9	99	19	67	142	20	76	87	23	-
		15%	14%	16%	13%	17%	15%	16%	15%	14%	16%	19%	14%	16%	-%
Neither Satisfied Nor Dissatisfied	(0)	500	48	27	63	8	173	26	93	256	27	103	158	44	-
		26%	25%	22%	24%	14%	26%	22%	21%	25%	22%	26%	26%	31%	-%
Fairly Satisfied	(1)	749	76	47	109	22	249	54	169	418	47	142	236	44	-
		39%	39%	38%	42%	38%	37%	45%	38%	40%	38%	36%	39%	31%	-%
Very Satisfied	(2)	275	31	15	39	7	116	10	87	170	19	65	87	17	-
		15%	16%	12%	15%	13%	17%	8%	20%	16%	15%	16%	14%	12%	-%
NET: Satisfied		1025	107	61	148	29	365	64	256	588	66	207	323	61	-
		54%	55%	50%	56%	51%	54%	54%	58%	57%	53%	52%	53%	43%	-%
NET: Dissatisfied		374	39	34	52	20	138	30	95	189	31	89	127	36	1
		20%	20%	28%	20%	34%	20%	25%	21%	18%	25%	22%	21%	25%	100%
Answered		1898	194	122	263	57	676	120	444	1033	123	399	609	141	1
Mean score		.4	.4	.2	.5	.1	.5	.3	.5	.5	.4	.4	.4	.2	-2.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2056	570	519	163	2	1396	811	693	1215	936	27
Effective base		827	227	215	61	2	516	306	286	456	350	4
Weighted Base		1898	552	525	148	1	1146	704	697	1044	795	8
Very Dissatisfied	(-2)	97	33	32	7	*	56	43	36	55	56	-
		5%	6%	6%	5%	32%	5%	6%	5%	5%	7%	-%
Fairly Dissatisfied	(-1)	277	90	86	24	-	157	110	100	153	103	*
		15%	16%	16%	16%	-%	14%	16%	14%	15%	13%	*%
Neither Satisfied Nor Dissatisfied	(0)	500	150	117	46	1	278	182	177	247	225	*
		26%	27%	22%	31%	68%	24%	26%	25%	24%	28%	*%
Fairly Satisfied	(1)	749	205	200	57	-	456	271	268	409	298	2
		39%	37%	38%	39%	-%	40%	38%	38%	39%	37%	28%
Very Satisfied	(2)	275	73	89	14	-	198	97	116	181	113	6
		15%	13%	17%	10%	-%	17%	14%	17%	17%	14%	72%
NET: Satisfied		1025	278	289	71	-	655	368	384	590	411	8
		54%	50%	55%	48%	-%	57%	52%	55%	56%	52%	99%
NET: Dissatisfied		374	123	118	31	*	213	154	136	208	159	*
		20%	22%	23%	21%	32%	19%	22%	19%	20%	20%	*%
Answered		1898	552	525	148	1	1146	704	697	1044	795	8
Mean score		.4	.4	.4	.3	-.6	.5	.4	.5	.5	.4	1.7

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2056	368	337	346	69	44	1044	873	118	58	56	22
Effective base		827	141	146	138	34	21	382	327	43	16	24	6
Weighted Base		1898	345	352	337	91	53	884	741	101	40	47	14
Very Dissatisfied	(-2)	97	15	18	13	2	2	40	49	11	5	10	-
		5%	4%	5%	4%	2%	4%	5%	7%	11%	12%	20%	-%
Fairly Dissatisfied	(-1)	277	51	52	57	17	10	124	99	22	7	6	1
		15%	15%	15%	17%	19%	18%	14%	13%	22%	16%	13%	9%
Neither Satisfied Nor Dissatisfied	(0)	500	70	95	88	27	13	210	206	18	10	9	3
		26%	20%	27%	26%	30%	25%	24%	28%	18%	26%	19%	21%
Fairly Satisfied	(1)	749	147	120	123	39	24	366	281	32	9	18	6
		39%	43%	34%	36%	44%	45%	41%	38%	32%	23%	38%	44%
Very Satisfied	(2)	275	61	68	57	4	4	144	105	17	9	5	3
		15%	18%	19% d	17%	5%	8%	16%	14%	17%	22%	10%	26%
NET: Satisfied		1025	208	188	180	44	28	510	386	50	18	23	9
		54%	60%	53%	53%	48%	53%	58%	52%	49%	45%	48%	69%
NET: Dissatisfied		374	66	70	70	19	12	164	149	33	12	15	1
		20%	19%	20%	21%	21%	22%	19%	20%	33%	29%	33%	9%
Answered		1898	345	352	337	91	53	884	741	101	40	47	14
Mean score		.4	.5	.5	.5	.3	.4	.5	.4	.2	.3	.1	.9

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2056	1826	1176	1890	1242	1274	1004	1826	206	5	1753	94	490	1566
Effective base		827	728	446	755	479	494	377	744	74	3	689	43	209	618
Weighted Base		1898	1643	974	1707	1084	1075	804	1704	195	4	1577	97	481	1417
Very Dissatisfied	(-2)	97	82	46	84	59	46	39	85	8	1	39	36	59	38
		5%	5%	5%	5%	5%	4%	5%	5%	4%	15%	2%	37% a	12% b	3%
Fairly Dissatisfied	(-1)	277	232	122	238	150	165	111	238	31	-	184	20	122	155
		15%	14%	13%	14%	14%	15%	14%	14%	16%	-%	12%	21%	25% b	11%
Neither Satisfied Nor Dissatisfied	(0)	500	419	274	448	302	289	210	442	65	*	399	25	113	387
		26%	25%	28%	26%	28%	27%	26%	26%	33%	1%	25%	25%	23%	27%
Fairly Satisfied	(1)	749	676	376	690	410	427	320	698	70	4	694	11	143	606
		39%	41%	39%	40%	38%	40%	40%	41%	36%	84%	44% b	12%	30%	43% a
Very Satisfied	(2)	275	235	155	248	163	147	122	242	23	-	260	5	45	231
		15%	14%	16%	15%	15%	14%	15%	14%	12%	-%	17% b	5%	9%	16% a
NET: Satisfied		1025	911	531	938	573	574	443	940	92	4	955	16	188	837
		54%	55%	55%	55%	53%	53%	55%	55%	47%	84%	61% b	16%	39%	59% a
NET: Dissatisfied		374	313	169	321	210	212	150	323	38	1	223	56	180	193
		20%	19%	17%	19%	19%	20%	19%	19%	20%	15%	14%	58% a	37% b	14%
Answered		1898	1643	974	1707	1084	1075	804	1704	195	4	1577	97	481	1417
Mean score		.4	.5	.5	.5	.4	.4	.5	.5	.4	.5	.6 b	-.7	*	.6 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2056	364	18	143	293	229	1198	614	201	201	1543	941	1115
Effective base		827	135	8	47	116	87	509	225	87	71	634	329	499
Weighted Base		1898	340	16	117	289	192	1168	524	192	199	1434	732	1166
Very Dissatisfied	(-2)	97	23	*	3	28	12	53	33	17	10	68	37	60
		5%	7%	1%	3%	10%	6%	5%	6%	9%	5%	5%	5%	5%
Fairly Dissatisfied	(-1)	277	50	2	25	40	36	166	74	39	45	181	98	178
		15%	15%	11%	21%	14%	19%	14%	14%	20%	23% c	13%	13%	15%
Neither Satisfied Nor Dissatisfied	(0)	500	68	2	33	62	46	316	136	43	49	401	199	301
		26%	20%	14%	28%	21%	24%	27%	26%	22%	25%	28%	27%	26%
Fairly Satisfied	(1)	749	147	6	40	119	55	446	237	66	63	594	293	456
		39%	43%	39%	34%	41%	28%	38%	45% a	35%	31%	41%	40%	39%
Very Satisfied	(2)	275	51	6	17	41	44	188	44	27	32	191	104	171
		15%	15%	35%	14%	14%	23% c	16% c	8%	14%	16%	13%	14%	15%
NET: Satisfied		1025	198	12	57	159	98	633	281	93	94	784	398	627
		54%	58%	75%	48%	55%	51%	54%	54%	49%	47%	55%	54%	54%
NET: Dissatisfied		374	74	2	28	67	48	218	107	56	55	249	136	238
		20%	22%	12%	24%	23%	25%	19%	20%	29% c	28% c	17%	19%	20%
Answered		1898	340	16	117	289	192	1168	524	192	199	1434	732	1166
Mean score		.4	.4	1.0	.4	.4	.4	.5	.4	.2	.3	.5	.4	.4

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 161 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Price of postage

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2056	447	562	550	497	1009	1047
Effective base		827	170	211	207	254	377	457
Weighted Base		1898	468	477	473	481	944	954
Very Dissatisfied	(-2)	97	31	23	12	31	54	43
		5%	7%	5%	3%	6%	6%	5%
						c		
Fairly Dissatisfied	(-1)	277	68	67	73	69	135	141
		15%	15%	14%	15%	14%	14%	15%
Neither Satisfied Nor Dissatisfied	(0)	500	125	114	120	140	239	261
		26%	27%	24%	25%	29%	25%	27%
Fairly Satisfied	(1)	749	177	209	195	168	387	362
		39%	38%	44%	41%	35%	41%	38%
				d				
Very Satisfied	(2)	275	66	63	73	73	129	146
		15%	14%	13%	15%	15%	14%	15%
NET: Satisfied		1025	244	272	268	241	516	509
		54%	52%	57%	57%	50%	55%	53%
NET: Dissatisfied		374	99	90	85	100	189	185
		20%	21%	19%	18%	21%	20%	19%
Answered		1898	468	477	473	481	944	954
Mean score		.4	.4	.5	.5	.4	.4	.4

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2051	1039	1012	1461	332	74	184	590
Effective base		825	409	429	760	203	31	109	259
Weighted Base		1890	806	1084	1808	69	9	5	82
Very Dissatisfied	(-2)	10	2	8	10	-	*	*	*
		1%	*%	1%	1%	-%	2%	1%	*%
Fairly Dissatisfied	(-1)	49	23	26	47	2	-	*	2
		3%	3%	2%	3%	3%	-%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	193	54	139	189	4	1	*	5
		10%	7%	13%	10%	5%	9%	6%	6%
				a	be				
Fairly Satisfied	(1)	680	247	433	653	23	2	2	27
		36%	31%	40%	36%	34%	22%	48%	33%
				a				abce	
Very Satisfied	(2)	958	480	478	910	40	6	2	48
		51%	60%	44%	50%	58%	67%	42%	58%
			b			ad	d		ad
NET: Satisfied		1639	728	911	1563	64	8	4	76
		87%	90%	84%	86%	92%	89%	90%	92%
			b			a			a
NET: Dissatisfied		59	25	34	56	2	*	*	2
		3%	3%	3%	3%	3%	2%	3%	3%
Answered		1890	806	1084	1808	69	9	5	82
Mean score		1.3	1.5	1.2	1.3	1.5	1.5	1.3	1.5
			b			ad			ad

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2051	843	414	204	204	202	184	1461	332	258
Effective base		825	451	215	122	129	104	109	760	203	67
Weighted Base		1890	1171	475	162	43	34	5	1808	69	13
Very Dissatisfied	(-2)	10	4	4	1	-	*	*	10	-	*
		1%	*%	1%	1%	-%	*%	1%	1%	-%	1%
Fairly Dissatisfied	(-1)	49	23	19	5	2	*	*	47	2	*
		3%	2%	4%	3%	4%	*%	3%	3%	3%	1%
Neither Satisfied Nor Dissatisfied	(0)	193	126	55	7	2	2	*	189	4	1
		10%	11%	12%	5%	4%	7%	6%	10%	5%	8%
			cdh	cdh					cdh		
Fairly Satisfied	(1)	680	423	167	63	13	12	2	653	23	4
		36%	36%	35%	39%	30%	36%	48%	36%	34%	31%
								abdghi			
Very Satisfied	(2)	958	594	230	87	27	19	2	910	40	8
		51%	51%	48%	53%	62%	56%	42%	50%	58%	59%
						abfg	f			bfg	f
NET: Satisfied		1639	1017	396	149	40	32	4	1563	64	12
		87%	87%	83%	92%	92%	92%	90%	86%	92%	90%
					b	b	b			bg	
NET: Dissatisfied		59	27	24	5	2	*	*	56	2	*
		3%	2%	5%	3%	4%	1%	3%	3%	3%	2%
Answered		1890	1171	475	162	43	34	5	1808	69	13
Mean score		1.3	1.3	1.3	1.4	1.5	1.5	1.3	1.3	1.5	1.4
						abfg	b			abfg	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2051	784	236	79	48	198
Effective base		825	433	99	27	7	33
Weighted Base		1890	1137	220	36	19	56
Very Dissatisfied	(-2)	10	9	-	-	-	-
		1%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	49	22	13	1	1	*
		3%	2%	6%	3%	4%	*%
				a			
Neither Satisfied Nor Dissatisfied	(0)	193	132	20	4	1	6
		10%	12%	9%	10%	3%	11%
Fairly Satisfied	(1)	680	424	96	12	4	13
		36%	37%	44%	32%	22%	23%
				e			
Very Satisfied	(2)	958	550	91	20	14	37
		51%	48%	41%	54%	72%	66%
							b
NET: Satisfied		1639	974	187	31	18	49
		87%	86%	85%	86%	93%	89%
NET: Dissatisfied		59	31	13	1	1	*
		3%	3%	6%	3%	4%	*%
Answered		1890	1137	220	36	19	56
Mean score		1.3	1.3	1.2	1.4	1.6	1.5
							b

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2051	124	119	176	78	120	162	117	110	107	1113	326	329	283
Effective base		825	82	78	97	49	77	98	77	62	64	654	200	224	102
Weighted Base		1890	159	153	306	87	150	280	243	141	143	1662	114	77	37
Very Dissatisfied	(-2)	10	2	1	4	-	-	2	*	-	-	9	1	-	*
		1%	1%	1%	1%	-%	-%	1%	*%	-%	-%	1%	1%	-%	1%
Fairly Dissatisfied	(-1)	49	5	3	8	1	3	16	-	6	2	46	1	2	*
		3%	3%	2%	3%	2%	2%	6%	-%	4%	2%	3%	1%	2%	1%
								gkm							
Neither Satisfied Nor Dissatisfied	(0)	193	13	15	36	*	21	43	14	13	16	170	11	10	3
		10%	8%	10%	12%	*%	14%	15%	6%	9%	11%	10%	9%	13%	7%
				d	d		d	dg		d	d	d	d	d	
Fairly Satisfied	(1)	680	65	42	107	44	52	83	113	52	42	600	40	30	10
		36%	41%	27%	35%	51%	34%	30%	46%	37%	29%	36%	35%	39%	27%
			m			bfijkm			bfim					m	
Very Satisfied	(2)	958	74	93	151	41	73	136	117	70	83	837	62	35	24
		51%	47%	61%	49%	47%	49%	49%	48%	50%	58%	50%	54%	46%	63%
				l											acfgjl
NET: Satisfied		1639	140	135	258	85	125	219	229	122	125	1438	102	65	34
		87%	88%	88%	84%	98%	83%	78%	94%	86%	87%	87%	89%	85%	91%
						abcefhijkl			cefl			f	f		f
NET: Dissatisfied		59	7	4	12	1	3	18	*	6	2	55	2	2	1
		3%	5%	2%	4%	2%	2%	6%	*%	4%	2%	3%	1%	2%	2%
								gk							
Answered		1890	159	153	306	87	150	280	243	141	143	1662	114	77	37
Mean score		1.3	1.3	1.5	1.3	1.4	1.3	1.2	1.4	1.3	1.4	1.3	1.4	1.3	1.5
													f		cfjl

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Industry									Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial		Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h		a	b	a	b
Unweighted Base		2051	71	168	17	229	296	111	137	936		1612	439	1865	186
Effective base		825	30	68	5	87	121	49	58	416		656	181	777	57
Weighted Base		1890	60	166	13	224	392	63	129	735		1571	319	1809	81
Very Dissatisfied	(-2)	10	-	4	-	-	-	*	-	5		10	*	9	1
		1%	-%	3%	-%	-%	-%	1%	-%	1%		1%	*%	1%	1%
Fairly Dissatisfied	(-1)	49	-	5	-	5	3	5	5	23		41	8	47	2
		3%	-%	3%	-%	2%	1%	7% e	4%	3%		3%	2%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	193	10	18	-	25	17	4	18	81		152	42	186	7
		10%	17% e	11%	-%	11%	4%	6%	14% e	11% e		10%	13%	10%	9%
Fairly Satisfied	(1)	680	29	42	4	86	165	20	57	236		574	106	648	32
		36%	49% b	26%	32%	38%	42% bh	32%	44% b	32%		37%	33%	36%	40%
Very Satisfied	(2)	958	21	97	9	108	207	34	49	389		795	164	920	39
		51%	35%	58% ag	68%	48%	53%	53%	38%	53% g		51%	51%	51%	48%
NET: Satisfied		1639	50	139	13	195	371	54	107	625		1369	270	1567	71
		87%	83%	84%	100%	87%	95% abdfgh	86%	82%	85%		87%	85%	87%	88%
NET: Dissatisfied		59	-	9	-	5	3	5	5	29		51	8	56	3
		3%	-%	5% e	-%	2%	1%	8% e	4%	4%		3%	2%	3%	3%
Answered		1890	60	166	13	224	392	63	129	735		1571	319	1809	81
Mean score		1.3	1.2	1.3	1.7	1.3	1.5 ag	1.3	1.2	1.3		1.3	1.3	1.3	1.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2051	2002	49	1273	370	406
Effective base		825	800	25	526	122	178
Weighted Base		1890	1838	52	1207	260	423
Very Dissatisfied	(-2)	10	10	-	3	2	5
		1%	1%	-%	*%	1%	1%
Fairly Dissatisfied	(-1)	49	48	*	28	10	11
		3%	3%	*%	2%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	193	183	10	121	38	34
		10%	10%	19%	10%	15%	8%
Fairly Satisfied	(1)	680	664	17	438	79	163
		36%	36%	32%	36%	30%	38%
Very Satisfied	(2)	958	933	25	616	131	210
		51%	51%	49%	51%	51%	50%
NET: Satisfied		1639	1597	42	1055	210	372
		87%	87%	81%	87%	81%	88%
NET: Dissatisfied		59	58	*	31	11	16
		3%	3%	*%	3%	4%	4%
Answered		1890	1838	52	1207	260	423
Mean score		1.3	1.3	1.3	1.4	1.3	1.3

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2051	1608	309	69	16	25	10	6	8	1917	134	65	870	738	443
Effective base		825	719	86	14	3	7	3	2	2	805	21	8	408	312	107
Weighted Base		1890	1642	201	24	13	8	*	*	2	1843	48	24	967	674	249
Very Dissatisfied	(-2)	10	4	6	-	-	-	-	-	-	10	-	-	*	4	6
		1%	*%	3% ai	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%	1%	2% a
Fairly Dissatisfied	(-1)	49	42	4	1	-	1	-	-	-	46	3	1	13	29	7
		3%	3%	2%	6%	-%	14%	-%	-%	-%	2%	6%	5%	1%	4% a	3%
Neither Satisfied Nor Dissatisfied	(0)	193	176	11	6	-	*	*	-	*	187	6	*	110	65	18
		10%	11%	6%	25% b	-%	1%	1%	-%	*%	10%	13%	*%	11%	10%	7%
Fairly Satisfied	(1)	680	572	91	6	5	5	*	*	*	663	17	11	324	248	108
		36%	35%	45%	24%	43%	68%	33%	41%	12%	36%	36%	48%	33%	37%	43%
Very Satisfied	(2)	958	848	88	11	7	1	*	*	2	937	22	11	520	328	110
		51%	52%	44%	44%	57%	17%	67%	59%	88%	51%	46%	47%	54%	49%	44%
NET: Satisfied		1639	1420	179	17	13	7	*	*	2	1600	39	22	844	576	218
		87%	87%	89% c	68%	100%	85%	99%	100%	100%	87%	81%	95%	87%	85%	88%
NET: Dissatisfied		59	46	10	1	-	1	-	-	-	56	3	1	13	33	13
		3%	3%	5%	6%	-%	14%	-%	-%	-%	3%	6%	5%	1%	5% a	5% a
Answered		1890	1642	201	24	13	8	*	*	2	1843	48	24	967	674	249
Mean score		1.3	1.4	1.3	1.1	1.6	.9	1.7	1.6	1.9	1.3	1.2	1.4	1.4	1.3	1.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2051	1401	831	1585	813	362	474	1249	123	80	57	25	29	22
Effective base		825	513	312	601	330	117	173	526	36	19	9	6	4	5
Weighted Base		1890	1137	717	1391	796	226	404	1209	88	46	24	7	12	6
Very Dissatisfied	(-2)	10	4	10	10	6	1	1	10	*	*	-	-	-	-
		1%	*%	1%	1%	1%	*%	*%	1%	*%	*%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	49	39	20	41	32	9	21	33	4	2	*	*	-	1
		3%	3%	3%	3%	4%	4%	5%	3%	5%	4%	*%	*%	-%	23%
Neither Satisfied Nor Dissatisfied	(0)	193	118	78	147	84	19	30	141	1	3	-	2	*	*
		10%	10%	11%	11%	11%	9%	7%	12% b	1%	7%	-%	30%	1%	*%
Fairly Satisfied	(1)	680	423	296	531	302	73	154	457	34	23	6	2	7	2
		36%	37%	41%	38%	38%	32%	38%	38%	38%	51%	25%	29%	57%	43%
Very Satisfied	(2)	958	553	314	663	372	124	198	568	49	17	18	3	5	2
		51%	49%	44%	48%	47%	55% b	49%	47%	56%	38%	75%	40%	43%	33%
NET: Satisfied		1639	976	610	1194	674	197	352	1025	83	41	24	5	12	4
		87%	86%	85%	86%	85%	87%	87%	85%	94%	89%	100%	70%	99%	76%
NET: Dissatisfied		59	42	29	51	38	10	22	42	5	2	*	*	-	1
		3%	4%	4%	4%	5%	4%	5%	4%	5%	4%	*%	*%	-%	23%
Answered		1890	1137	717	1391	796	226	404	1209	88	46	24	7	12	6
Mean score		1.3	1.3	1.2	1.3	1.3	1.4	1.3	1.3	1.4	1.2	1.8 c	1.1	1.4	.9

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2051	650	44	36	31	15	18	19	52	562	325	408	248	42
Effective base		825	292	14	7	9	6	3	5	14	256	124	152	60	9
Weighted Base		1890	713	37	20	12	5	3	5	14	612	286	347	127	20
Very Dissatisfied	(-2)	10	6	-	-	-	-	-	-	-	*	4	1	4	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	*%	1%	*%	3%	-%
														a	
Fairly Dissatisfied	(-1)	49	24	-	4	-	1	*	2	3	12	8	9	12	-
		3%	3%	-%	21%	-%	15%	5%	35%	20%	2%	3%	3%	9%	-%
					a					a				ac	
Neither Satisfied Nor Dissatisfied	(0)	193	81	1	*	*	-	2	*	2	69	34	32	9	2
		10%	11%	3%	*%	*%	-%	58%	*%	13%	11%	12%	9%	7%	11%
Fairly Satisfied	(1)	680	267	17	6	7	3	*	2	5	237	110	131	41	12
		36%	37%	47%	28%	58%	59%	14%	29%	37%	39%	39%	38%	32%	60%
Very Satisfied	(2)	958	334	18	10	5	1	1	2	4	293	129	174	61	6
		51%	47%	50%	50%	42%	26%	22%	36%	29%	48%	45%	50%	48%	29%
NET: Satisfied		1639	601	36	16	12	5	1	3	9	530	239	305	102	18
		87%	84%	97%	79%	100%	85%	36%	65%	66%	87%	84%	88%	80%	89%
				h											
NET: Dissatisfied		59	31	-	4	-	1	*	2	3	12	12	10	16	-
		3%	4%	-%	21%	-%	15%	5%	35%	20%	2%	4%	3%	13%	-%
					a					a				abc	
Answered		1890	713	37	20	12	5	3	5	14	612	286	347	127	20
Mean score		1.3	1.3	1.5	1.1	1.4	1.0	.5	.7	.8	1.3	1.2	1.3	1.1	1.2
			h	h											

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2051	280	169	223	110	31	485	65	257	1933	118	1536	49
Effective base		825	143	77	77	28	7	212	24	96	785	42	585	18
Weighted Base		1890	341	174	208	59	14	546	52	197	1775	116	1336	56
Very Dissatisfied	(-2)	10	*	2	-	4	-	6	-	1	6	4	10	-
		1%	*%	1%	-%	7% ac	-%	1%	-%	*%	*%	4% a	1%	-%
Fairly Dissatisfied	(-1)	49	16	13	1	1	-	13	6	12	36	13	34	6
		3%	5%	7% c	1%	2%	-%	2%	12% a	6%	2%	11% a	3%	11% a
Neither Satisfied Nor Dissatisfied	(0)	193	48	7	24	3	2	63	6	15	185	8	144	3
		10%	14% b	4%	12%	5%	13%	12%	12%	8%	10%	7%	11%	6%
Fairly Satisfied	(1)	680	118	75	79	25	7	205	15	82	644	36	515	16
		36%	35%	43%	38%	42%	46%	38%	29%	42%	36%	31%	39%	29%
Very Satisfied	(2)	958	159	77	104	27	6	259	25	87	903	55	633	30
		51%	47%	44%	50%	45%	41%	47%	48%	44%	51%	48%	47%	54%
NET: Satisfied		1639	276	152	182	51	12	464	40	169	1548	91	1148	46
		87%	81%	87%	88%	86%	87%	85%	77%	86%	87%	79%	86%	83%
NET: Dissatisfied		59	16	15	1	5	-	19	6	13	42	17	44	6
		3%	5%	9% c	1%	9% c	-%	3%	12%	7%	2%	15% a	3%	11%
Answered		1890	341	174	208	59	14	546	52	197	1775	116	1336	56
Mean score		1.3	1.2	1.2	1.4	1.1	1.3	1.3	1.1	1.2	1.4 b	1.1	1.3	1.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2051	181	168	286	69	648	165	535	1255	173	442	695	140	2
Effective base		825	77	56	114	17	275	56	180	464	45	167	262	49	2
Weighted Base		1890	196	122	265	57	676	120	444	1020	123	398	601	141	1
Very Dissatisfied	(-2)	10	-	4	4	-	2	4	1	4	-	3	8	4	-
		1%	-%	4%	2%	-%	*%	4% a	*%	*%	-%	1%	1%	3%	-%
Fairly Dissatisfied	(-1)	49	5	9	5	10	26	6	24	35	9	14	17	7	-
		3%	3%	8%	2%	17% a	4%	5%	6%	3%	7%	4%	3%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	193	17	11	29	3	76	8	52	102	10	47	64	6	*
		10%	9%	9%	11%	5%	11%	7%	12%	10%	8%	12%	11%	4%	46%
Fairly Satisfied	(1)	680	92	40	113	17	258	45	182	380	45	155	246	72	*
		36%	47%	32%	43%	30%	38%	37%	41%	37%	37%	39%	41%	51%	54%
Very Satisfied	(2)	958	82	59	113	27	315	57	184	500	59	179	266	51	-
		51%	42%	48%	43%	48%	47%	47%	41%	49%	48%	45%	44%	36%	-%
NET: Satisfied		1639	174	98	226	44	573	101	366	880	104	334	512	123	*
		87%	88%	80%	85%	78%	85%	85%	83%	86%	84%	84%	85%	88%	54%
NET: Dissatisfied		59	5	14	9	10	28	10	26	38	9	17	25	12	-
		3%	3%	11%	3%	17% a	4%	9%	6%	4%	7%	4%	4%	8%	-%
Answered		1890	196	122	265	57	676	120	444	1020	123	398	601	141	1
Mean score		1.3	1.3	1.1	1.2	1.1	1.3	1.2	1.2	1.3	1.2	1.2	1.2	1.1	.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2051	572	520	163	2	1384	807	696	1209	924	27
Effective base		825	226	215	61	2	511	302	286	453	344	4
Weighted Base		1890	549	526	148	1	1133	696	698	1038	780	8
Very Dissatisfied	(-2)	10	5	2	-	-	4	10	2	5	9	-
		1%	1%	*%	-%	-%	*%	1%	*%	1%	1%	-%
Fairly Dissatisfied	(-1)	49	21	23	10	-	39	20	21	19	24	*
		3%	4%	4%	7%	-%	3%	3%	3%	2%	3%	*%
Neither Satisfied Nor Dissatisfied	(0)	193	55	61	10	-	118	74	70	113	84	*
		10%	10%	12%	7%	-%	10%	11%	10%	11%	11%	*%
Fairly Satisfied	(1)	680	208	195	64	*	422	289	275	401	288	1
		36%	38%	37%	43%	32%	37%	41%	39%	39%	37%	15%
Very Satisfied	(2)	958	261	243	64	1	551	304	329	499	375	7
		51%	48%	46%	43%	68%	49%	44%	47%	48%	48%	84%
NET: Satisfied		1639	469	439	128	1	973	593	604	900	663	8
		87%	85%	83%	87%	100%	86%	85%	87%	87%	85%	99%
NET: Dissatisfied		59	25	26	10	-	42	29	24	25	33	*
		3%	5%	5%	7%	-%	4%	4%	3%	2%	4%	*%
Answered		1890	549	526	148	1	1133	696	698	1038	780	8
Mean score		1.3	1.3	1.2	1.2	1.7	1.3	1.2	1.3	1.3	1.3	1.8

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2051	368	334	347	69	44	1039	862	117	58	57	22
Effective base		825	141	144	137	34	21	381	321	43	16	24	6
Weighted Base		1890	344	348	334	91	53	881	727	101	40	47	14
Very Dissatisfied	(-2)	10	2	2	*	-	-	3	7	*	2	4	-
		1%	1%	1%	*%	-%	-%	*%	1%	*%	5%	9%	-%
												a	
Fairly Dissatisfied	(-1)	49	8	7	12	1	1	12	23	8	7	2	-
		3%	2%	2%	3%	1%	2%	1%	3%	8%	17%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	193	37	30	38	8	4	90	75	8	4	1	3
		10%	11%	9%	11%	8%	7%	10%	10%	8%	9%	1%	21%
Fairly Satisfied	(1)	680	114	155	120	42	31	349	263	42	14	22	1
		36%	33%	45%	36%	46%	59%	40%	36%	42%	35%	47%	8%
				a			ac						
Very Satisfied	(2)	958	183	154	164	40	17	425	359	43	14	18	10
		51%	53%	44%	49%	44%	31%	48%	49%	42%	34%	38%	71%
NET: Satisfied		1639	297	309	284	82	48	775	621	85	28	40	11
		87%	86%	89%	85%	90%	91%	88%	86%	84%	69%	85%	79%
NET: Dissatisfied		59	10	9	12	1	1	16	30	8	9	7	-
		3%	3%	2%	4%	1%	2%	2%	4%	8%	22%	14%	-%
Answered		1890	344	348	334	91	53	881	727	101	40	47	14
Mean score		1.3	1.4	1.3	1.3	1.3	1.2	1.3	1.3	1.2	.8	1.0	1.5

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2051	1819	1175	1883	1247	1271	1009	1820	206	4	1751	92	488	1563
Effective base		825	727	446	754	481	492	380	743	74	2	688	42	208	618
Weighted Base		1890	1638	975	1702	1088	1070	809	1701	195	4	1576	95	478	1412
Very Dissatisfied	(-2)	10	10	8	10	10	2	4	10	*	-	1	9	9	1
		1%	1%	1%	1%	1%	*%	*%	1%	*%	-%	*%	10% a	2% b	*%
Fairly Dissatisfied	(-1)	49	48	25	49	39	22	31	45	8	-	16	24	34	14
		3%	3%	3%	3%	4%	2%	4%	3%	4%	-%	1%	26% a	7% b	1%
Neither Satisfied Nor Dissatisfied	(0)	193	174	93	180	101	82	83	176	26	*	94	19	84	109
		10%	11%	10%	11%	9%	8%	10%	10%	13%	1%	6%	20% a	18% b	8%
Fairly Satisfied	(1)	680	589	371	622	395	387	277	612	79	2	590	17	197	483
		36%	36%	38%	37%	36%	36%	34%	36%	41%	41%	37% b	18%	41%	34%
Very Satisfied	(2)	958	817	477	841	543	577	415	857	82	2	875	25	154	804
		51%	50%	49%	49%	50%	54%	51%	50%	42%	58%	56% b	27%	32%	57% a
NET: Satisfied		1639	1406	849	1463	938	964	692	1469	161	4	1465	43	351	1287
		87%	86%	87%	86%	86%	90% ac	86%	86%	83%	99%	93% b	45%	73%	91% a
NET: Dissatisfied		59	58	33	59	49	24	34	55	8	-	16	33	43	15
		3%	4%	3%	3%	4%	2%	4%	3%	4%	-%	1%	35% a	9% b	1%
Answered		1890	1638	975	1702	1088	1070	809	1701	195	4	1576	95	478	1412
Mean score		1.3	1.3	1.3	1.3	1.3	1.4 acd	1.3	1.3	1.2	1.6	1.5 b	.3	.9	1.5 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2051	366	17	142	295	228	1192	614	199	202	1537	934	1117
Effective base		825	136	8	47	117	87	506	225	87	71	633	326	500
Weighted Base		1890	342	16	117	291	192	1162	519	191	199	1427	722	1168
Very Dissatisfied	(-2)	10	4	*	-	4	4	4	2	2	4	4	6	4
		1%	1%	*%	-%	1%	2%	*%	*%	1%	2% c	*%	1%	*%
Fairly Dissatisfied	(-1)	49	15	-	3	16	5	26	18	11	14	23	32	17
		3%	4%	-%	2%	5%	2%	2%	3%	6% c	7% c	2%	4% b	1%
Neither Satisfied Nor Dissatisfied	(0)	193	26	*	13	26	16	134	42	22	11	149	56	137
		10%	8%	*%	11%	9%	8%	12%	8%	12%	5%	10%	8%	12%
Fairly Satisfied	(1)	680	134	8	67	95	64	429	179	75	90	489	262	418
		36%	39%	54%	57% b	33%	33%	37%	34%	39%	45%	34%	36%	36%
Very Satisfied	(2)	958	163	7	35	150	104	568	280	81	81	762	367	592
		51%	48%	45%	30%	52% a	54%	49%	54%	42%	40%	53% b	51%	51%
NET: Satisfied		1639	297	16	102	245	168	997	458	156	170	1251	629	1009
		87%	87%	99%	87%	84%	88%	86%	88%	81%	85%	88%	87%	86%
NET: Dissatisfied		59	19	*	3	20	8	31	19	13	18	26	37	21
		3%	6%	*%	2%	7%	4%	3%	4%	7% c	9% c	2%	5% b	2%
Answered		1890	342	16	117	291	192	1162	519	191	199	1427	722	1168
Mean score		1.3	1.3	1.4	1.1	1.3	1.4	1.3	1.4	1.2	1.1	1.4 ab	1.3	1.3

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 162 (continuation)

QRM3: How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied?: Items being delivered intact/undamaged

Base: All using RM (QV4=1) excluding Don't know

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2051	440	563	548	500	1003	1048
Effective base		825	167	210	207	255	374	458
Weighted Base		1890	460	475	473	482	935	955
Very Dissatisfied	(-2)	10	-	4	3	3	4	6
		1%	-%	1%	1%	1%	*%	1%
Fairly Dissatisfied	(-1)	49	17	10	10	12	27	21
		3%	4%	2%	2%	2%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	193	44	73	43	33	117	76
		10%	10%	15%	9%	7%	13%	8%
				cd			b	
Fairly Satisfied	(1)	680	219	164	175	122	383	297
		36%	48%	35%	37%	25%	41%	31%
			bcd	d	d		b	
Very Satisfied	(2)	958	181	223	242	312	404	554
		51%	39%	47%	51%	65%	43%	58%
					a	abc		a
NET: Satisfied		1639	399	387	417	434	787	852
		87%	87%	82%	88%	90%	84%	89%
						b		a
NET: Dissatisfied		59	17	15	13	15	31	27
		3%	4%	3%	3%	3%	3%	3%
Answered		1890	460	475	473	482	935	955
Mean score		1.3	1.2	1.2	1.4	1.5	1.2	1.4
						abc		a

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 163

QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied? (excluding Don't know): SUMMARY TABLE

Base: All using RM (QV4=1) excluding Don't know

		Areas							
		Delivery time (when you receive your mail delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Collection time of items you are sending	Collection reliability	Latest collection time	Amount / level of lost post sent	Price of postage	Items being delivered intact/ undamaged
Significance Level: 95%		a	b	c	d	e	f	g	h
Unweighted Base		2057	2056	1818	1809	1862	1935	2056	2051
Effective base		824	823	722	717	746	775	827	825
Weighted Base		1903	1901	1670	1640	1732	1752	1898	1890
Very Dissatisfied	(-2)	42	37	13	9	14	31	97	10
		2%	2%	1%	1%	1%	2%	5%	1%
		cdeh	cdh				dh	abcdefh	
Fairly Dissatisfied	(-1)	90	91	43	21	93	59	277	49
		5%	5%	3%	1%	5%	3%	15%	3%
		cdh	cdh			cdh	d	abcdefh	
Neither Satisfied Nor Dissatisfied	(0)	312	240	551	516	472	288	500	193
		16%	13%	33%	31%	27%	16%	26%	10%
		bh		abefgh	abfgh	abfh	bh	abfh	
Fairly Satisfied	(1)	765	783	536	498	654	585	749	680
		40%	41%	32%	30%	38%	33%	39%	36%
		cdf	cdfh			cd		cdf	d
Very Satisfied	(2)	694	749	526	595	499	789	275	958
		36%	39%	32%	36%	29%	45%	15%	51%
		ceg	ceg	g	eg	g	abcdeg		abcdefg
NET: Satisfied		1459	1532	1063	1093	1153	1374	1025	1639
		77%	81%	64%	67%	67%	78%	54%	87%
		cdeg	acdeg	g	g	g	cdeg		abcdefg
NET: Dissatisfied		132	128	56	30	107	90	374	59
		7%	7%	3%	2%	6%	5%	20%	3%
		cdh	cdh			cdh	dh	abcdefh	
Answered		1903	1901	1670	1640	1732	1752	1898	1890
Mean score		1.0	1.1	.9	1.0	.9	1.2	.4	1.3
		ceg	cdeg	g	ceg	g	acdeg		abcdefg

Columns Tested:: a,b,c,d,e,f,g,h

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2073	1047	1026	1473	338	76	186	600
Effective base	830	411	432	764	207	32	110	264
Weighted Base	1914	813	1100	1830	70	9	5	84
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	26	141	161	5	1	*	6
	9%	3%	13%	9%	6%	15%	8%	7%
			a					
Delivery time (when you receive your post delivery)	148	22	127	143	4	1	*	6
	8%	3%	12%	8%	6%	15%	5%	7%
			a			bd		
Price of postage	129	7	123	127	2	1	*	2
	7%	1%	11%	7%	2%	6%	6%	3%
			a	be				
Amount / level of lost post sent	74	22	53	73	1	*	*	2
	4%	3%	5%	4%	1%	5%	3%	2%
Items being delivered intact/undamaged	73	14	59	71	1	*	*	2
	4%	2%	5%	4%	2%	1%	4%	2%
			a					
Latest collection time	57	1	56	56	*	*	*	1
	3%	*%	5%	3%	*%	6%	8%	1%
			a	b		b	abe	
Collection reliability	50	8	42	48	2	1	*	2
	3%	1%	4%	3%	2%	7%	4%	3%
			a					
Collection time of items you are sending	36	*	36	35	1	*	*	1
	2%	*%	3%	2%	1%	*%	6%	1%
			a				abe	
Other (PLEASE SPECIFY)	68	39	30	68	*	*	*	1
	4%	5%	3%	4%	*%	5%	2%	1%
				be		b		
No Problems	1426	714	712	1358	58	6	3	68
	75%	88%	65%	74%	83%	71%	75%	81%
		b			a			a

Columns Tested:: a,b - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2073	1047	1026	1473	338	76	186	600
Effective base	830	411	432	764	207	32	110	264
Weighted Base	1914	813	1100	1830	70	9	5	84
NET: Any problem	488	100	388	472	12	3	1	16
	25%	12%	35%	26%	17%	29%	25%	19%
			a	be				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2073	852	416	205	207	207	186	1473	338	262
Effective base	830	455	215	123	130	108	110	764	207	69
Weighted Base	1914	1191	476	163	44	35	5	1830	70	13
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	87	65	9	3	3	*	161	5	2
	9%	7%	14% acgh	6%	7%	7%	8%	9%	6%	13%
Delivery time (when you receive your post delivery)	148	87	41	15	3	3	*	143	4	2
	8%	7%	9%	9%	6%	8%	5%	8%	6%	12%
Price of postage	129	96	26	5	*	2	*	127	2	1
	7%	8% dh	5% d	3%	1%	5%	6% d	7% dh	2%	6%
Amount / level of lost post sent	74	41	28	3	1	1	*	73	1	1
	4%	3%	6% dh	2%	1%	2%	3%	4%	1%	5%
Items being delivered intact/undamaged	73	42	23	5	1	*	*	71	1	*
	4%	4%	5% e	3%	3%	*%	4% e	4%	2%	2%
Latest collection time	57	37	15	3	*	1	*	56	*	1
	3%	3% h	3% h	2%	*%	2%	8% acdegh	3% h	*%	6% dh
Collection reliability	50	28	13	6	1	1	*	48	2	1
	3%	2%	3%	4%	1%	4%	4%	3%	2%	6%
Collection time of items you are sending	36	24	7	4	*	*	*	35	1	*
	2%	2%	1%	2%	1%	1%	6% abdegh	2%	1%	2%
Other (PLEASE SPECIFY)	68	53	8	6	*	*	*	68	*	1
	4%	4% dh	2%	4% h	1%	1%	2%	4% h	*%	4%
No Problems	1426	877	351	130	36	29	3	1358	58	10
	75%	74%	74%	80%	81%	81%	75%	74%	83% abg	72%

Columns Tested:: a,b,c,d,e,f,g,h,i

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2073	852	416	205	207	207	186	1473	338	262
Effective base	830	455	215	123	130	108	110	764	207	69
Weighted Base	1914	1191	476	163	44	35	5	1830	70	13
NET: Any problem	488	314	125	33	8	7	1	472	12	4
	25%	26% h	26% h	20%	19%	19%	25%	26% h	17%	28%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2073	792	237	79	49	200
Effective base	830	436	99	27	8	34
Weighted Base	1914	1153	224	36	19	57
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	101	37	4	1	3
	9%	9%	17%	12%	6%	5%
			a			
Delivery time (when you receive your post delivery)	148	95	29	4	1	5
	8%	8%	13%	11%	4%	10%
Price of postage	129	106	8	3	*	*
	7%	9%	4%	9%	2%	*%
				e		
Amount / level of lost post sent	74	52	11	3	*	5
	4%	5%	5%	7%	2%	9%
Items being delivered intact/undamaged	73	51	9	6	*	*
	4%	4%	4%	18%	2%	*%
				abe		
Latest collection time	57	39	6	4	*	1
	3%	3%	3%	12%	1%	2%
				ab		
Collection reliability	50	34	11	1	-	2
	3%	3%	5%	2%	-%	3%
Collection time of items you are sending	36	33	2	*	1	*
	2%	3%	1%	*%	3%	1%
Other (PLEASE SPECIFY)	68	44	7	-	2	5
	4%	4%	3%	-%	12%	8%
No Problems	1426	812	154	27	15	40
	75%	70%	69%	73%	75%	70%
NET: Any problem	488	340	70	10	5	17
	25%	30%	31%	27%	25%	30%

Columns Tested:: a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base	830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base	1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	21	16	21	8	13	35	8	22	7	150	10	6	1
	9%	13%	10%	7%	9%	9%	12%	3%	15%	5%	9%	9%	7%	3%
		gm	m				gm		gim		m	m		
Delivery time (when you receive your post delivery)	148	13	9	13	9	16	48	7	9	11	134	8	5	1
	8%	8%	6%	4%	10%	11%	17%	3%	6%	7%	8%	7%	7%	3%
					m	m	bcgjklm							
Price of postage	129	14	9	17	8	16	19	16	11	6	115	7	7	1
	7%	9%	6%	5%	9%	10%	7%	6%	8%	4%	7%	6%	9%	2%
		m			m	m	m		m		m		m	
Amount / level of lost post sent	74	7	1	20	3	8	12	4	12	5	71	2	1	*
	4%	4%	1%	6%	3%	5%	4%	1%	8%	3%	4%	2%	2%	1%
		m		klm		m			bklm					
Items being delivered intact/undamaged	73	10	5	10	6	13	7	5	12	*	67	3	3	*
	4%	6%	3%	3%	7%	8%	2%	2%	8%	*%	4%	2%	4%	*%
		im			im	ikm			ikm				m	
Latest collection time	57	4	4	9	9	4	16	4	5	*	54	1	1	*
	3%	3%	3%	3%	10%	2%	6%	1%	3%	*%	3%	1%	2%	1%
					gijklm		km				k			
Collection reliability	50	4	9	6	5	-	4	12	4	1	45	3	1	*
	3%	2%	6%	2%	5%	-%	1%	5%	3%	1%	3%	3%	2%	*%
			em		em			em						
Collection time of items you are sending	36	3	6	3	-	*	15	2	3	*	33	1	1	*
	2%	2%	4%	1%	-%	*%	5%	1%	2%	*%	2%	1%	1%	1%
							ejk							
Other (PLEASE SPECIFY)	68	3	9	18	2	2	9	9	2	7	62	3	3	1
	4%	2%	6%	6%	2%	2%	3%	4%	2%	5%	4%	2%	3%	3%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base	830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base	1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
No Problems	1426	115	113	229	60	110	205	203	91	120	1246	88	58	34
	75%	72%	73%	73%	68%	72%	72%	81% h	65%	84% dh	74%	76%	75%	89% abcdefhjkl
NET: Any problem	488	45	41	84	28	42	78	47	50	23	438	27	19	4
	25%	28% m	27% m	27% m	32% im	28% m	28% m	19%	35% gim	16%	26% m	24% m	25% m	11%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2073	73	169	18	233	296	111	139	947	1625	448	1884	189
Effective base	830	28	68	6	87	121	49	58	420	657	184	781	58
Weighted Base	1914	67	166	13	225	392	63	130	747	1586	328	1832	82
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	11	22	-	15	24	7	20	46	137	30	160	7
	9%	16% h	13% h	-%	7%	6%	10%	15% eh	6%	9%	9%	9%	9%
Delivery time (when you receive your post delivery)	148	5	13	*	18	24	4	19	45	119	29	141	7
	8%	7%	8%	*%	8%	6%	6%	15% h	6%	8%	9%	8%	9%
Price of postage	129	5	18	-	10	28	2	10	39	98	31	123	7
	7%	7%	11%	-%	5%	7%	3%	8%	5%	6%	9%	7%	8%
Amount / level of lost post sent	74	4	9	-	5	17	-	7	26	59	15	70	4
	4%	6%	5%	-%	2%	4%	-%	5%	3%	4%	5%	4%	5%
Items being delivered intact/undamaged	73	3	10	-	2	15	3	4	29	68	5	66	7
	4%	5%	6%	-%	1%	4%	5%	3%	4%	4%	1%	4%	8%
Latest collection time	57	7	*	*	4	9	3	5	28	56	1	49	8
	3%	11% bde	*%	*%	2%	2%	4%	4%	4%	4% b	*%	3%	10% a
Collection reliability	50	*	9	-	6	1	2	3	24	42	8	45	5
	3%	*%	6% e	-%	3%	*%	2%	2%	3%	3%	2%	2%	6%
Collection time of items you are sending	36	-	11	-	2	1	3	13	6	33	2	31	5
	2%	-%	7% deh	-%	1%	*%	4% eh	10% deh	1%	2%	1%	2%	6% a
Other (PLEASE SPECIFY)	68	*	6	-	4	7	*	*	40	56	13	67	2
	4%	*%	3%	-%	2%	2%	*%	*%	5%	4%	4%	4%	2%
No Problems	1426	44	111	13	183	312	50	94	561	1175	251	1368	58
	75%	66%	67%	99%	81% b	80%	79%	73%	75%	74%	77%	75%	71%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2073	73	169	18	233	296	111	139	947	1625	448	1884	189
Effective base	830	28	68	6	87	121	49	58	420	657	184	781	58
Weighted Base	1914	67	166	13	225	392	63	130	747	1586	328	1832	82
NET: Any problem	488	23	55	*	42	80	13	35	186	411	77	464	24
	25%	34%	33% d	1%	19%	20%	21%	27%	25%	26%	23%	25%	29%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

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Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2073	2023	50	1289	373	408
Effective base	830	805	25	529	122	179
Weighted Base	1914	1861	52	1228	261	424
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	162	5	74	41	52
	9%	9%	10%	6%	16%	12%
					a	a
Delivery time (when you receive your post delivery)	148	145	4	89	31	28
	8%	8%	7%	7%	12%	7%
Price of postage	129	125	4	65	21	44
	7%	7%	8%	5%	8%	10%
						a
Amount / level of lost post sent	74	72	2	34	6	34
	4%	4%	4%	3%	2%	8%
						ab
Items being delivered intact/undamaged	73	71	2	26	18	28
	4%	4%	3%	2%	7%	7%
					a	a
Latest collection time	57	56	*	35	14	8
	3%	3%	1%	3%	5%	2%
Collection reliability	50	48	2	29	16	4
	3%	3%	4%	2%	6%	1%
					ac	
Collection time of items you are sending	36	35	*	8	21	7
	2%	2%	1%	1%	8%	2%
					ac	
Other (PLEASE SPECIFY)	68	68	*	32	15	20
	4%	4%	1%	3%	6%	5%
No Problems	1426	1384	42	961	173	291
	75%	74%	81%	78%	66%	69%
				bc		

Columns Tested:: a,b - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2073	2023	50	1289	373	408
Effective base	830	805	25	529	122	179
Weighted Base	1914	1861	52	1228	261	424
NET: Any problem	488	478	10	267	88	133
	25%	26%	19%	22%	34%	31%
					a	a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base	830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base	1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	132	26	5	2	2	*	*	*	158	9	4	60	72	35
	9%	8%	13%	16%	16%	26%	5%	*%	1%	9%	16%	17%	6%	11% a	14% a
Delivery time (when you receive your post delivery)	148	123	20	3	*	2	*	*	*	143	6	3	53	70	25
	8%	7%	10%	9%	2%	29%	63%	*%	12%	8%	11%	13%	5%	10% a	10%
Price of postage	129	108	14	8	*	-	*	*	-	121	8	*	50	58	22
	7%	6%	7%	25% ai	*%	-%	7%	1%	-%	7%	14%	*%	5%	9%	8%
Amount / level of lost post sent	74	50	16	2	2	3	*	*	2	66	8	7	24	26	25
	4%	3%	8% ai	5%	16%	37%	1%	5%	81%	4%	16% ai	29% ai	2%	4%	10% ab
Items being delivered intact/undamaged	73	52	14	5	2	-	*	*	*	66	7	2	16	36	21
	4%	3%	7%	15% a	16%	-%	3%	1%	3%	4%	12% a	9%	2%	5% a	8% a
Latest collection time	57	34	11	9	2	1	*	*	*	44	12	3	19	15	23
	3%	2%	5%	30% abi	16%	15%	2%	6%	1%	2%	23% abi	14% ai	2%	2%	9% ab
Collection reliability	50	42	4	1	*	3	*	*	*	46	4	3	13	28	8
	3%	3%	2%	3%	*%	37%	7%	*%	2%	2%	7%	13%	1%	4% a	3%
Collection time of items you are sending	36	29	6	*	*	*	*	*	*	35	1	*	14	16	7
	2%	2%	3%	1%	*%	2%	3%	6%	1%	2%	1%	1%	1%	2%	3%
Other (PLEASE SPECIFY)	68	59	9	1	-	-	-	-	-	68	1	-	20	39	10
	4%	4%	5%	2%	-%	-%	-%	-%	-%	4%	1%	-%	2%	6% a	4%
No Problems	1426	1264	138	12	10	1	*	*	*	1402	23	12	806	458	162
	75%	76% cj	69% cj	38%	82%	13%	34%	93%	2%	75% cj	43%	50%	82% bc	67%	63%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base	830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base	1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
NET: Any problem	488	394	64	19	2	7	*	*	2	457	31	12	173	221	94
	25%	24%	31%	62%	18%	87%	66%	7%	98%	25%	57%	50%	18%	33%	37%
				abi							abi			a	a

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base	830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base	1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	95	108	141	95	20	55	109	9	12	5	1	4	1
	9%	8%	15% ac	10%	12%	9%	13% a	9%	10%	26% a	19%	14%	36%	21%
Delivery time (when you receive your post delivery)	148	102	79	121	88	15	54	93	6	15	2	1	2	2
	8%	9%	11%	9%	11%	7%	13%	8%	7%	33% ab	9%	17%	14%	32%
Price of postage	129	53	62	91	87	8	25	79	5	4	2	1	*	*
	7%	5%	9% a	6%	11% ace	3%	6%	6%	6%	9%	9%	7%	2%	3%
Amount / level of lost post sent	74	35	43	63	44	10	19	51	2	4	3	*	2	2
	4%	3%	6% a	4%	6%	4%	5%	4%	2%	9%	11%	*%	13%	32%
Items being delivered intact/undamaged	73	51	53	67	55	13	34	53	4	5	3	3	-	*
	4%	4%	7%	5%	7%	6%	8% a	4%	5%	10%	14%	35%	-%	1%
Latest collection time	57	26	25	39	29	13	14	29	1	3	3	3	*	*
	3%	2%	4%	3%	4%	6% a	3%	2%	1%	6%	12%	39%	*%	*%
Collection reliability	50	32	17	35	30	13	12	20	4	6	1	1	*	2
	3%	3%	2%	2%	4%	6%	3%	2%	5%	13% a	5%	14%	3%	35%
Collection time of items you are sending	36	22	29	30	14	7	9	17	3	9	*	1	*	*
	2%	2%	4%	2%	2%	3%	2%	1%	3%	19% a	2%	14%	*%	2%
Other (PLEASE SPECIFY)	68	42	36	54	38	16	27	52	1	*	1	-	-	-
	4%	4%	5%	4%	5%	7%	7%	4%	1%	*%	4%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base	830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base	1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
No Problems	1426	871	453	1022	526	157	268	909	63	21	17	3	7	2
	75%	75%	62%	72%	66%	69%	66%	74%	71%	44%	71%	48%	61%	30%
		bdf		bd				c						
NET: Any problem	488	289	272	392	274	71	140	321	26	26	7	4	5	4
	25%	25%	38%	28%	34%	31%	34%	26%	29%	56%	29%	52%	39%	70%
			ac		ac		a			a				

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base	830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base	1914	717	37	21	12	5	3	5	14	633	286	347	129	20
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	81	6	1	4	1	*	2	3	36	37	38	26	4
	9%	11%	16%	5%	30%	18%	1%	35%	21%	6%	13%	11%	20%	19%
											a		a	
Delivery time (when you receive your post delivery)	148	81	2	2	*	1	*	2	3	43	34	29	14	2
	8%	11%	6%	7%	3%	23%	1%	36%	23%	7%	12%	8%	11%	8%
Price of postage	129	77	7	1	1	*	*	*	*	26	20	29	15	1
	7%	11%	20%	4%	5%	3%	7%	*%	3%	4%	7%	8%	11%	6%
													a	
Amount / level of lost post sent	74	40	-	1	2	*	*	1	2	21	7	18	15	2
	4%	6%	-%	4%	16%	3%	2%	26%	12%	3%	2%	5%	11%	11%
													ab	
Items being delivered intact/undamaged	73	46	5	*	2	-	2	*	2	20	13	23	7	4
	4%	6%	14%	1%	16%	-%	58%	1%	13%	3%	5%	7%	5%	19%
														a
Latest collection time	57	22	*	1	2	1	2	1	4	14	11	2	7	4
	3%	3%	*%	3%	17%	18%	60%	23%	29%	2%	4%	1%	6%	20%
					a				ab		c		c	ac
Collection reliability	50	17	6	3	-	2	*	1	3	7	19	7	1	1
	3%	2%	17%	16%	-%	35%	7%	22%	24%	1%	7%	2%	1%	6%
			a	a					a		a			
Collection time of items you are sending	36	9	*	3	*	1	*	*	1	1	17	9	3	*
	2%	1%	*%	14%	1%	23%	*%	1%	10%	*%	6%	3%	2%	1%
				a					a		a	a		
Other (PLEASE SPECIFY)	68	37	-	1	-	-	-	-	-	14	14	19	5	1
	4%	5%	-%	5%	-%	-%	-%	-%	-%	2%	5%	5%	4%	5%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base	830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base	1914	717	37	21	12	5	3	5	14	633	286	347	129	20
No Problems	1426	482	16	15	8	3	1	1	5	514	188	233	75	13
	75%	67% h	45%	72%	63%	56%	32%	27%	40%	81% bcd	66%	67%	58%	62%
NET: Any problem	488	235	20	6	5	2	2	4	8	119	98	114	54	8
	25%	33%	55%	28%	37%	44%	68%	73%	60% a	19%	34% a	33% a	42% a	38%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base	830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base	1914	344	174	208	59	14	550	52	197	1798	116	1359	56
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	35	19	21	18	2	64	8	23	153	15	125	16
	9%	10%	11%	10%	30% abc	15%	12%	15%	12%	8%	13%	9%	29% a
Delivery time (when you receive your post delivery)	148	33	32	18	4	2	55	7	26	130	19	116	5
	8%	10%	18%	8%	6%	14%	10%	13%	13%	7%	16% a	9%	9%
Price of postage	129	24	19	29	7	8	76	6	4	116	13	90	1
	7%	7%	11%	14%	11%	55% abcd	14% c	12% c	2%	6%	11%	7%	2%
Amount / level of lost post sent	74	8	17	12	7	*	34	5	5	59	15	59	4
	4%	2%	10% a	6%	12% a	3%	6%	9%	3%	3%	13% a	4%	8%
Items being delivered intact/undamaged	73	13	16	15	9	3	40	6	9	65	8	67	*
	4%	4%	9%	7%	14% a	22% a	7%	11%	4%	4%	7%	5%	*%
Latest collection time	57	5	10	10	*	3	23	5	1	49	8	34	5
	3%	2%	6%	5%	*%	22% ad	4%	10% c	1%	3%	7%	3%	9%
Collection reliability	50	3	12	14	*	1	23	3	3	44	6	32	3
	3%	1%	7% a	7% a	*%	7%	4%	6%	1%	2%	5%	2%	5%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base	830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base	1914	344	174	208	59	14	550	52	197	1798	116	1359	56
Collection time of items you are sending	36	1	2	10	*	*	12	*	1	33	3	24	7
	2%	*%	1%	5% a	*%	2%	2%	*%	1%	2%	3%	2%	12% a
Other (PLEASE SPECIFY)	68	19	10	7	2	-	33	3	2	52	17	45	9
	4%	6%	6%	3%	3%	-%	6% c	6%	1%	3%	14% a	3%	16% a
No Problems	1426	258	101	132	32	4	345	29	151	1360	66	994	28
	75%	75% bde	58%	63%	54%	25%	63%	57%	76% a	76% b	57%	73% b	51%
NET: Any problem	488	86	73	76	27	11	205	23	47	438	50	365	28
	25%	25%	42% a	37%	46% a	75% a	37% c	43%	24%	24%	43% a	27%	49% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base	830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base	1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	22	20	35	10	84	11	55	85	12	84	78	34	*
	9%	11%	17%	13%	18%	12%	9%	12%	8%	10%	21% b	13%	24% b	46%
Delivery time (when you receive your post delivery)	148	20	24	25	9	72	16	52	88	12	47	62	16	*
	8%	10%	19%	10%	16%	11%	14%	12%	8%	10%	12%	10%	11%	54%
Price of postage	129	32	16	34	4	74	13	32	44	6	47	54	20	*
	7%	17%	13%	13%	7%	11%	11%	7%	4%	5%	12%	9%	14%	54%
Amount / level of lost post sent	74	22	9	22	10	40	4	19	29	6	23	37	15	-
	4%	11%	8%	8%	18%	6%	4%	4%	3%	5%	6%	6%	11%	-%
Items being delivered intact/undamaged	73	19	8	28	4	47	8	27	47	8	23	48	8	-
	4%	10%	7%	11%	7%	7%	7%	6%	4%	7%	6%	8%	6%	-%
Latest collection time	57	2	14	13	4	17	12	13	24	3	22	18	2	-
	3%	1%	12% a	5%	7%	3%	10% a	3%	2%	3%	6%	3%	1%	-%
Collection reliability	50	7	8	12	3	22	7	22	20	2	12	13	1	-
	3%	4%	6%	5%	5%	3%	6%	5% b	2%	2%	3%	2%	1%	-%
Collection time of items you are sending	36	7	*	9	3	11	2	11	18	1	18	18	5	-
	2%	4%	*%	4%	5%	2%	2%	3%	2%	1%	4%	3%	4%	-%
Other (PLEASE SPECIFY)	68	3	12	9	10	25	13	25	33	11	22	31	6	-
	4%	2%	10% a	4%	18% a	4%	11% a	6%	3%	9% b	6%	5%	5%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base	830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base	1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
No Problems	1426	117	63	150	28	457	70	285	803	84	223	390	79	-
	75%	59%	51%	57%	50%	67%	58%	64%	77% a	68%	56%	64%	56%	-%
NET: Any problem	488	80	60	115	29	224	50	159	240	39	175	219	61	1
	25%	41%	49%	43%	50%	33%	42%	36% b	23%	32%	44%	36%	44%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2073	573	523	163	2	1402	814	700	1223	937	27
Effective base	830	227	216	61	2	515	306	288	456	350	4
Weighted Base	1914	552	527	148	1	1156	704	702	1054	795	8
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	64	74	26	-	95	98	75	103	70	1
	9%	12%	14%	18%	-%	8%	14% a	11%	10%	9%	9%
Delivery time (when you receive your post delivery)	148	65	65	16	*	102	78	73	97	57	1
	8%	12%	12%	11%	32%	9%	11%	10%	9%	7%	12%
Price of postage	129	58	75	21	*	53	62	71	71	61	*
	7%	11%	14%	14%	32%	5%	9% a	10% a	7%	8%	5%
Amount / level of lost post sent	74	39	29	14	-	35	41	40	40	39	*
	4%	7%	5%	10%	-%	3%	6%	6%	4%	5%	5%
Items being delivered intact/undamaged	73	37	35	6	-	51	51	49	40	51	*
	4%	7%	7%	4%	-%	4%	7%	7%	4%	6%	1%
Latest collection time	57	23	25	2	-	26	23	24	34	19	*
	3%	4%	5%	1%	-%	2%	3%	3%	3%	2%	5%
Collection reliability	50	22	19	6	-	31	15	24	29	16	*
	3%	4%	4%	4%	-%	3%	2%	3%	3%	2%	5%
Collection time of items you are sending	36	11	9	4	-	22	29	13	21	17	*
	2%	2%	2%	3%	-%	2%	4%	2%	2%	2%	1%
Other (PLEASE SPECIFY)	68	31	29	4	1	42	36	28	38	32	-
	4%	6%	6%	3%	68%	4%	5%	4%	4%	4%	-%
No Problems	1426	351	332	104	-	869	444	473	769	566	7
	75%	64%	63%	70%	-%	75% bc	63%	67%	73%	71%	86%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2073	573	523	163	2	1402	814	700	1223	937	27
Effective base	830	227	216	61	2	515	306	288	456	350	4
Weighted Base	1914	552	527	148	1	1156	704	702	1054	795	8
NET: Any problem	488	200	195	44	1	287	260	229	285	229	1
	25%	36%	37%	30%	100%	25%	37% a	33% a	27%	29%	14%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2073	370	338	348	69	44	1050	874	118	58	57	22
Effective base	830	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	1914	347	352	337	91	53	887	741	101	40	47	14
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	39	37	47	18	11	89	64	28	17	4	3
	9%	11%	10%	14%	20%	20%	10%	9%	28%	42% c	10%	24%
Delivery time (when you receive your post delivery)	148	50	32	31	8	6	74	60	25	7	8	*
	8%	14%	9%	9%	9%	11%	8%	8%	25%	18%	17%	1%
Price of postage	129	46	36	42	15	13	59	54	21	3	12	-
	7%	13%	10%	13%	16%	25%	7%	7%	21%	8%	25%	-%
Amount / level of lost post sent	74	18	21	20	6	4	30	32	9	11	10	3
	4%	5%	6%	6%	7%	7%	3%	4%	9%	28%	20%	19%
Items being delivered intact/undamaged	73	25	34	18	6	5	31	48	9	*	8	3
	4%	7%	10%	5%	6%	10%	3%	6%	9%	*%	17%	19%
Latest collection time	57	16	15	8	1	*	25	22	9	4	2	*
	3%	5%	4%	2%	2%	1%	3%	3%	9%	10%	3%	2%
Collection reliability	50	15	15	10	1	*	20	16	5	6	5	-
	3%	4%	4%	3%	2%	1%	2%	2%	5%	15%	10%	-%
Collection time of items you are sending	36	10	9	9	1	*	19	17	3	6	*	-
	2%	3%	2%	3%	1%	*%	2%	2%	3%	15%	*%	-%
Other (PLEASE SPECIFY)	68	13	23	9	4	2	28	32	2	3	6	2
	4%	4%	7%	3%	4%	4%	3%	4%	2%	7%	12%	12%
No Problems	1426	223	221	231	62	35	663	535	46	8	15	6
	75%	64%	63%	68%	68%	67%	75%	72%	45%	21%	33%	43%
NET: Any problem	488	124	130	106	29	18	224	206	55	32	32	8
	25%	36%	37%	32%	32%	33%	25%	28%	55%	79%	67%	57%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base	830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base	1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	134	90	146	105	92	82	138	28	-	83	37	167	-
	9%	8%	9%	9%	10%	9%	10%	8%	14%	-%	5%	38% a	34% b	-%
Delivery time (when you receive your post delivery)	148	125	83	134	95	76	78	128	16	*	90	33	148	-
	8%	8%	9%	8%	9%	7%	10%	7%	8%	1%	6%	34% a	30% b	-%
Price of postage	129	104	60	115	82	66	53	115	20	*	70	24	129	-
	7%	6%	6%	7%	7%	6%	7%	7%	10%	1%	4%	25% a	26% b	-%
Amount / level of lost post sent	74	60	45	66	55	42	32	64	13	-	41	13	74	-
	4%	4%	5%	4%	5%	4%	4%	4%	7%	-%	3%	14% a	15% b	-%
Items being delivered intact/undamaged	73	63	47	66	58	40	38	63	5	-	55	8	73	-
	4%	4%	5%	4%	5%	4%	5%	4%	3%	-%	3%	8%	15% b	-%
Latest collection time	57	36	32	40	39	14	33	45	6	*	46	3	57	-
	3%	2%	3% e	2%	4% e	1%	4%	3%	3%	1%	3%	3%	12% b	-%
Collection reliability	50	32	27	43	32	16	25	38	4	-	36	2	50	-
	3%	2%	3%	2%	3%	1%	3%	2%	2%	-%	2%	2%	10% b	-%
Collection time of items you are sending	36	25	24	30	21	7	17	28	1	*	23	2	36	-
	2%	2%	2% e	2%	2%	1%	2%	2%	1%	1%	1%	2%	7% b	-%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base	830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base	1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
Other (PLEASE SPECIFY)	68	63	45	65	40	43	32	62	14	-	38	16	68	-
	4%	4%	5%	4%	4%	4%	4%	4%	7%	-%	2%	16% a	14% b	-%
No Problems	1426	1257	713	1291	774	814	579	1304	129	4	1284	31	-	1426
	75%	76% d	73%	75%	71%	75%	71%	76%	66%	99%	81% b	32%	-%	100% a
NET: Any problem	488	394	267	425	319	264	232	408	66	*	308	66	488	-
	25%	24%	27%	25%	29% a	25%	29%	24%	34%	1%	19%	68% a	100% b	-%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base	830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base	1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	36	3	26	27	28	89	50	37	50	78	88	79
	9%	10%	19%	22%	9%	14%	8%	10%	19%	25%	5%	12%	7%
				b		b			c	c		b	
Delivery time (when you receive your post delivery)	148	40	2	23	24	21	76	52	27	23	95	69	80
	8%	12%	12%	19%	8%	11%	6%	10%	14%	12%	7%	9%	7%
									c				
Price of postage	129	37	*	26	28	16	74	40	21	24	79	43	87
	7%	11%	*%	22%	10%	8%	6%	8%	11%	12%	5%	6%	7%
				b					c	c			
Amount / level of lost post sent	74	27	3	17	22	13	31	30	19	21	29	31	43
	4%	8%	18%	15%	7%	7%	3%	6%	10%	11%	2%	4%	4%
								b	c	c			
Items being delivered intact/undamaged	73	31	3	17	17	15	40	18	18	16	39	26	47
	4%	9%	19%	14%	6%	7%	3%	3%	10%	8%	3%	3%	4%
									c	c			
Latest collection time	57	21	-	17	5	14	32	11	12	13	31	26	31
	3%	6%	-%	15%	2%	7%	3%	2%	6%	6%	2%	3%	3%
				b		bc			c	c			
Collection reliability	50	16	3	14	8	15	27	7	12	19	17	22	28
	3%	5%	17%	12%	3%	8%	2%	1%	6%	10%	1%	3%	2%
				b		bc			c	c			
Collection time of items you are sending	36	11	-	11	3	13	12	11	7	13	15	26	10
	2%	3%	-%	10%	1%	6%	1%	2%	4%	7%	1%	4%	1%
				b		b			c	c		b	
Other (PLEASE SPECIFY)	68	25	-	9	17	11	42	15	21	13	31	26	43
	4%	7%	-%	8%	6%	6%	4%	3%	11%	6%	2%	4%	4%
									c	c			

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base	830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base	1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
No Problems	1426	202	4	28	199	119	897	393	87	93	1185	526	900
	75%	59%	26%	23%	68%	60%	77%	74%	46%	47%	82%	72%	76%
					a		a	a			ab		
NET: Any problem	488	140	12	90	92	80	273	135	104	106	264	206	281
	25%	41%	74%	77%	32%	40%	23%	26%	54%	53%	18%	28%	24%
				b		bc			c	c			

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 164 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All using RM (QV4=1)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2073	449	567	555	502	1016	1057
Effective base	830	169	212	210	256	376	461
Weighted Base	1914	474	478	478	484	952	962
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	48	44	51	24	92	75
	9%	10%	9%	11%	5%	10%	8%
				d			
Delivery time (when you receive your post delivery)	148	46	49	34	20	94	54
	8%	10%	10%	7%	4%	10%	6%
		d	d			b	
Price of postage	129	37	36	33	23	74	55
	7%	8%	8%	7%	5%	8%	6%
Amount / level of lost post sent	74	25	24	11	15	49	26
	4%	5%	5%	2%	3%	5%	3%
Items being delivered intact/undamaged	73	22	22	13	15	44	29
	4%	5%	5%	3%	3%	5%	3%
Latest collection time	57	12	12	25	8	24	33
	3%	3%	2%	5%	2%	3%	3%
				d			
Collection reliability	50	9	11	17	13	20	30
	3%	2%	2%	4%	3%	2%	3%
Collection time of items you are sending	36	16	9	6	5	25	11
	2%	3%	2%	1%	1%	3%	1%
Other (PLEASE SPECIFY)	68	21	8	18	21	29	39
	4%	5%	2%	4%	4%	3%	4%
No Problems	1426	335	350	349	391	685	741
	75%	71%	73%	73%	81%	72%	77%
					ac		
NET: Any problem	488	139	128	129	93	267	221
	25%	29%	27%	27%	19%	28%	23%
		d		d			

Columns Tested:: a,b,c,d - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	492	114	378	340	71	24	57	152
Effective base	207	45	162	194	41	11	28	60
Weighted Base	488	100	388	472	12	3	1	16
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	26	141	161	5	1	*	6
	34%	26%	36%	34%	38%	51%	33%	39%
Delivery time (when you receive your mail delivery)	148	22	127	143	4	1	*	6
	30%	22%	33%	30%	32%	53%	18%	35%
Price of postage	129	7	123	127	2	1	*	2
	26%	7%	32%	27%	13%	21%	23%	15%
			a					
Amount / level of lost post sent	74	22	53	73	1	*	*	2
	15%	22%	14%	15%	8%	18%	13%	10%
Damaged mail / goods	73	14	59	71	1	*	*	2
	15%	14%	15%	15%	11%	3%	17%	10%
Other	68	39	30	68	*	*	*	1
	14%	39%	8%	14%	3%	17%	8%	5%
		b		b				
Latest collection time	57	1	56	56	*	*	*	1
	12%	1%	14%	12%	2%	19%	30%	7%
			a				abe	
Collection reliability	50	8	42	48	2	1	*	2
	10%	8%	11%	10%	12%	24%	14%	14%
Collection time of items you are sending	36	*	36	35	1	*	*	1
	7%	*%	9%	7%	7%	1%	26%	7%
			a				abe	
NET: Any problem	488	100	388	472	12	3	1	16
	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	492	196	107	37	45	50	57	340	71	81
Effective base	207	117	61	22	28	24	28	194	41	22
Weighted Base	488	314	125	33	8	7	1	472	12	4
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	87	65	9	3	3	*	161	5	2
	34%	28%	52% ag	28%	40%	40%	33%	34%	38%	45%
Delivery time (when you receive your mail delivery)	148	87	41	15	3	3	*	143	4	2
	30%	28%	33%	45% f	31%	42%	18%	30%	32%	42%
Price of postage	129	96	26	5	*	2	*	127	2	1
	26%	30% dh	21%	15%	5%	27% d	23%	27% d	13%	22%
Amount / level of lost post sent	74	41	28	3	1	1	*	73	1	1
	15%	13%	23%	9%	7%	13%	13%	15%	8%	17%
Damaged mail / goods	73	42	23	5	1	*	*	71	1	*
	15%	13%	19% e	16%	16%	2%	17%	15%	11%	7%
Other	68	53	8	6	*	*	*	68	*	1
	14%	17% bh	6%	19% h	4%	6%	8%	14% h	3%	14%
Latest collection time	57	37	15	3	*	1	*	56	*	1
	12%	12%	12%	9%	2%	9%	30% abdgh	12%	2%	23% dh
Collection reliability	50	28	13	6	1	1	*	48	2	1
	10%	9%	11%	18%	8%	22%	14%	10%	12%	21%
Collection time of items you are sending	36	24	7	4	*	*	*	35	1	*
	7%	8%	5%	12%	6%	5%	26% abdgh	7%	7%	9%
NET: Any problem	488	314	125	33	8	7	1	472	12	4
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g,h,i

Produced by BVA BDRC
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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	492	240	73	23	18	55
Effective base	207	130	32	8	6	7
Weighted Base	488	340	70	10	5	17
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	101	37	4	1	3
	34%	30%	54%	46%	24%	18%
			a			
Delivery time (when you receive your mail delivery)	148	95	29	4	1	5
	30%	28%	41%	40%	15%	32%
Price of postage	129	106	8	3	*	*
	26%	31%	11%	35%	7%	1%
		b				
Amount / level of lost post sent	74	52	11	3	*	5
	15%	15%	15%	26%	7%	30%
Damaged mail / goods	73	51	9	6	*	*
	15%	15%	12%	66%	6%	1%
Other	68	44	7	-	2	5
	14%	13%	10%	-%	47%	27%
Latest collection time	57	39	6	4	*	1
	12%	11%	8%	45%	3%	8%
Collection reliability	50	34	11	1	-	2
	10%	10%	15%	7%	-%	11%
Collection time of items you are sending	36	33	2	*	1	*
	7%	10%	3%	1%	12%	3%
NET: Any problem	488	340	70	10	5	17
	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	*b	c	*d	e	f	*g	h	*i	j	k	l	m
Unweighted Base	492	33	28	42	25	33	41	23	31	19	275	77	73	67
Effective base	207	22	20	25	13	21	30	16	19	11	170	44	51	18
Weighted Base	488	45	41	84	28	42	78	47	50	23	438	27	19	4
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	21	16	21	8	13	35	8	22	7	150	10	6	1
	34%	47%	39%	25%	29%	32%	45%	16%	43%	29%	34%	38%	29%	28%
Delivery time (when you receive your mail delivery)	148	13	9	13	9	16	48	7	9	11	134	8	5	1
	30%	29%	21%	15%	33%	39%	61%	15%	18%	47%	31%	31%	27%	27%
							achjklm							
Price of postage	129	14	9	17	8	16	19	16	11	6	115	7	7	1
	26%	31%	23%	20%	29%	38%	24%	34%	22%	25%	26%	24%	36%	15%
Amount / level of lost post sent	74	7	1	20	3	8	12	4	12	5	71	2	1	*
	15%	15%	3%	24%	9%	20%	15%	8%	24%	22%	16%	7%	6%	5%
				kl					l					
Damaged mail / goods	73	10	5	10	6	13	7	5	12	*	67	3	3	*
	15%	21%	12%	12%	21%	31%	9%	10%	24%	*%	15%	10%	16%	3%
		m				km			m					
Other	68	3	9	18	2	2	9	9	2	7	62	3	3	1
	14%	8%	21%	21%	7%	6%	11%	20%	5%	30%	14%	10%	14%	31%
Latest collection time	57	4	4	9	9	4	16	4	5	*	54	1	1	*
	12%	9%	10%	11%	31%	9%	20%	8%	9%	2%	12%	3%	7%	6%
							k							
Collection reliability	50	4	9	6	5	-	4	12	4	1	45	3	1	*
	10%	8%	22%	7%	17%	-%	5%	26%	8%	6%	10%	12%	6%	2%
Collection time of items you are sending	36	3	6	3	-	*	15	2	3	*	33	1	1	*
	7%	7%	14%	3%	-%	1%	19%	5%	7%	1%	8%	5%	6%	12%
							ejk							
NET: Any problem	488	45	41	84	28	42	78	47	50	23	438	27	19	4
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base	492	18	45	2	46	65	20	36	222	394	98	446	46
Effective base	207	6	19	2	24	27	8	14	99	170	38	194	14
Weighted Base	488	23	55	*	42	80	13	35	186	411	77	464	24
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	11	22	-	15	24	7	20	46	137	30	160	7
	34%	49%	41%	-%	35%	30%	50%	57% h	25%	33%	39%	35%	30%
Delivery time (when you receive your mail delivery)	148	5	13	*	18	24	4	19	45	119	29	141	7
	30%	22%	24%	40%	44% h	31%	29%	54% h	24%	29%	38%	30%	30%
Price of postage	129	5	18	-	10	28	2	10	39	98	31	123	7
	26%	20%	33%	-%	25%	34%	12%	29%	21%	24%	40% a	26%	28%
Amount / level of lost post sent	74	4	9	-	5	17	-	7	26	59	15	70	4
	15%	18%	16%	-%	12%	21%	-%	20%	14%	14%	20%	15%	17%
Damaged mail / goods	73	3	10	-	2	15	3	4	29	68	5	66	7
	15%	14%	17%	-%	4%	19%	24%	11%	16%	17%	6%	14%	28%
Other	68	*	6	-	4	7	*	*	40	56	13	67	2
	14%	*%	10%	-%	9%	8%	*%	*%	22%	14%	17%	14%	8%
Latest collection time	57	7	*	*	4	9	3	5	28	56	1	49	8
	12%	32%	*%	60%	10%	12%	21%	14%	15%	14% b	1%	11%	33% a
Collection reliability	50	*	9	-	6	1	2	3	24	42	8	45	5
	10%	*%	17%	-%	15%	2%	12%	8%	13%	10%	10%	10%	19%
Collection time of items you are sending	36	-	11	-	2	1	3	13	6	33	2	31	5
	7%	-%	20% eh	-%	4%	2%	21%	36% deh	3%	8%	3%	7%	20%
NET: Any problem	488	23	55	*	42	80	13	35	186	411	77	464	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	492	482	10	260	123	108
Effective base	207	202	5	114	42	52
Weighted Base	488	478	10	267	88	133
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	162	5	74	41	52
	34%	34%	53%	28%	47% a	39%
Delivery time (when you receive your mail delivery)	148	145	4	89	31	28
	30%	30%	38%	33%	35%	21%
Price of postage	129	125	4	65	21	44
	26%	26%	40%	24%	24%	33%
Amount / level of lost post sent	74	72	2	34	6	34
	15%	15%	20%	13%	7%	26% ab
Damaged mail / goods	73	71	2	26	18	28
	15%	15%	18%	10%	21%	21% a
Other	68	68	*	32	15	20
	14%	14%	3%	12%	18%	15%
Latest collection time	57	56	*	35	14	8
	12%	12%	4%	13%	16%	6%
Collection reliability	50	48	2	29	16	4
	10%	10%	20%	11%	18% c	3%
Collection time of items you are sending	36	35	*	8	21	7
	7%	7%	4%	3%	24% ac	5%
NET: Any problem	488	478	10	267	88	133
	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	492	330	92	29	6	18	8	3	6	422	70	41	136	194	162
Effective base	207	167	28	5	1	6	2	2	1	196	11	8	76	92	39
Weighted Base	488	394	64	19	2	7	*	*	2	457	31	12	173	221	94
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	132	26	5	2	2	*	*	*	158	9	4	60	72	35
	34%	34%	41%	25%	88%	30%	8%	7%	1%	35%	29%	35%	35%	33%	37%
Delivery time (when you receive your mail delivery)	148	123	20	3	*	2	*	*	*	143	6	3	53	70	25
	30%	31%	31%	15%	12%	34%	95%	7%	12%	31%	19%	26%	31%	32%	27%
Price of postage	129	108	14	8	*	-	*	*	-	121	8	*	50	58	22
	26%	27%	22%	40%	2%	-%	11%	14%	-%	27%	25%	1%	29%	26%	23%
Amount / level of lost post sent	74	50	16	2	2	3	*	*	2	66	8	7	24	26	25
	15%	13%	26%	8%	88%	42%	2%	79%	83%	14%	27%	59% ai	14%	12%	26% b
Damaged mail / goods	73	52	14	5	2	-	*	*	*	66	7	2	16	36	21
	15%	13%	22%	24%	86%	-%	5%	14%	3%	14%	21%	17%	9%	16%	22%
Other	68	59	9	1	-	-	-	-	-	68	1	-	20	39	10
	14%	15%	14%	3%	-%	-%	-%	-%	-%	15%	2%	-%	11%	18%	10%
Latest collection time	57	34	11	9	2	1	*	*	*	44	12	3	19	15	23
	12%	9%	17%	48%	87%	18%	3%	86%	1%	10%	40% ai	28%	11%	7%	25% b
Collection reliability	50	42	4	1	*	3	*	*	*	46	4	3	13	28	8
	10%	11%	7%	5%	2%	42%	11%	7%	2%	10%	13%	26%	8%	13%	9%
Collection time of items you are sending	36	29	6	*	*	*	*	*	*	35	1	*	14	16	7
	7%	7%	9%	2%	2%	2%	4%	86%	1%	8%	2%	2%	8%	7%	7%
NET: Any problem	488	394	64	19	2	7	*	*	2	457	31	12	173	221	94
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	492	333	274	405	267	122	141	266	39	35	24	14	11	16
Effective base	207	128	114	164	113	37	60	131	11	11	6	3	2	3
Weighted Base	488	289	272	392	274	71	140	321	26	26	7	4	5	4
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	95	108	141	95	20	55	109	9	12	5	1	4	1
	34%	33%	40%	36%	35%	28%	39%	34%	36%	46%	66%	27%	92%	30%
Delivery time (when you receive your mail delivery)	148	102	79	121	88	15	54	93	6	15	2	1	2	2
	30%	35%	29%	31%	32%	21%	39%	29%	23%	58% a	31%	32%	35%	46%
Price of postage	129	53	62	91	87	8	25	79	5	4	2	1	*	*
	26%	18%	23%	23%	32% aef	11%	18%	25%	20%	15%	30%	14%	4%	4%
Amount / level of lost post sent	74	35	43	63	44	10	19	51	2	4	3	*	2	2
	15%	12%	16%	16%	16%	14%	13%	16%	6%	16%	37%	*%	33%	46%
Damaged mail / goods	73	51	53	67	55	13	34	53	4	5	3	3	-	*
	15%	18%	20%	17%	20%	18%	24%	16%	16%	19%	48%	67%	-%	2%
Other	68	42	36	54	38	16	27	52	1	*	1	-	-	-
	14%	15%	13%	14%	14%	23%	19%	16%	3%	1%	14%	-%	-%	-%
Latest collection time	57	26	25	39	29	13	14	29	1	3	3	3	*	*
	12%	9%	9%	10%	10%	19%	10%	9%	5%	11%	41%	74%	*%	*%
Collection reliability	50	32	17	35	30	13	12	20	4	6	1	1	*	2
	10%	11%	6%	9%	11%	18% b	9%	6%	16%	23%	19%	26%	8%	50%
Collection time of items you are sending	36	22	29	30	14	7	9	17	3	9	*	1	*	*
	7%	8%	11%	8%	5%	10%	7%	5%	11%	33% a	6%	28%	*%	2%
NET: Any problem	488	289	272	392	274	71	140	321	26	26	7	4	5	4
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	492	185	17	17	15	7	10	16	33	95	105	118	63	24
Effective base	207	94	8	4	4	3	1	5	8	47	42	52	19	6
Weighted Base	488	235	20	6	5	2	2	4	8	119	98	114	54	8
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	81	6	1	4	1	*	2	3	36	37	38	26	4
	34%	35%	29%	19%	81%	41%	2%	48%	34%	31%	38%	33%	49%	51%
Delivery time (when you receive your mail delivery)	148	81	2	2	*	1	*	2	3	43	34	29	14	2
	30%	35%	10%	26%	8%	53%	1%	50%	39%	36%	34%	25%	26%	20%
Price of postage	129	77	7	1	1	*	*	*	*	26	20	29	15	1
	26%	33%	37%	13%	14%	6%	10%	*%	4%	22%	20%	25%	27%	16%
Amount / level of lost post sent	74	40	-	1	2	*	*	1	2	21	7	18	15	2
	15%	17%	-%	13%	43%	8%	3%	35%	19%	18%	7%	16%	27% b	30%
Damaged mail / goods	73	46	5	*	2	-	2	*	2	20	13	23	7	4
	15%	19%	25%	5%	44%	-%	86%	2%	22%	17%	14%	20%	12%	50%
Other	68	37	-	1	-	-	-	-	-	14	14	19	5	1
	14%	16%	-%	17%	-%	-%	-%	-%	-%	12%	15%	17%	10%	13%
Latest collection time	57	22	*	1	2	1	2	1	4	14	11	2	7	4
	12%	9%	*%	10%	45%	42%	88%	32%	49% a	12% c	12%	2%	14%	52%
Collection reliability	50	17	6	3	-	2	*	1	3	7	19	7	1	1
	10%	7%	32%	55%	-%	81%	10%	30%	39% a	6%	19%	6%	2%	17%
Collection time of items you are sending	36	9	*	3	*	1	*	*	1	1	17	9	3	*
	7%	4%	*%	51%	3%	53%	*%	2%	16%	1%	17% a	8%	6%	2%
NET: Any problem	488	235	20	6	5	2	2	4	8	119	98	114	54	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base	492	65	74	74	34	20	181	28	57	438	54	377	28
Effective base	207	38	33	29	10	4	80	11	23	189	18	156	9
Weighted Base	488	86	73	76	27	11	205	23	47	438	50	365	28
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	35	19	21	18	2	64	8	23	153	15	125	16
	34%	40%	26%	28%	65% bc	20%	31%	33%	50%	35%	30%	34%	59%
Delivery time (when you receive your mail delivery)	148	33	32	18	4	2	55	7	26	130	19	116	5
	30%	38%	44%	23%	14%	19%	27%	29%	56% a	30%	37%	32%	19%
Price of postage	129	24	19	29	7	8	76	6	4	116	13	90	1
	26%	28%	26%	38%	24%	74%	37% c	28%	9%	27%	26%	25%	4%
Amount / level of lost post sent	74	8	17	12	7	*	34	5	5	59	15	59	4
	15%	10%	23%	15%	25%	4%	17%	21%	11%	14%	31%	16%	16%
Damaged mail / goods	73	13	16	15	9	3	40	6	9	65	8	67	*
	15%	15%	21%	20%	31%	29%	20%	26%	19%	15%	15%	18%	*%
Other	68	19	10	7	2	-	33	3	2	52	17	45	9
	14%	22%	14%	9%	6%	-%	16%	13%	5%	12%	33% a	12%	33%
Latest collection time	57	5	10	10	*	3	23	5	1	49	8	34	5
	12%	6%	13%	13%	1%	30%	11%	22%	2%	11%	16%	9%	17%
Collection reliability	50	3	12	14	*	1	23	3	3	44	6	32	3
	10%	3%	16%	18%	1%	10%	11%	14%	6%	10%	11%	9%	11%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base	492	65	74	74	34	20	181	28	57	438	54	377	28
Effective base	207	38	33	29	10	4	80	11	23	189	18	156	9
Weighted Base	488	86	73	76	27	11	205	23	47	438	50	365	28
Collection time of items you are sending	36	1	2	10	*	*	12	*	1	33	3	24	7
	7%	1%	3%	14%	1%	2%	6%	1%	2%	7%	6%	6%	25%
NET: Any problem	488	86	73	76	27	11	205	23	47	438	50	365	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	492	74	68	103	44	201	66	201	261	65	184	209	59	2
Effective base	207	34	22	45	11	93	20	72	107	16	71	92	22	2
Weighted Base	488	80	60	115	29	224	50	159	240	39	175	219	61	1
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	22	20	35	10	84	11	55	85	12	84	78	34	*
	34%	27%	34%	31%	35%	38%	21%	34%	35%	30%	48%	36%	55%	46%
Delivery time (when you receive your mail delivery)	148	20	24	25	9	72	16	52	88	12	47	62	16	*
	30%	25%	40%	22%	32%	32%	32%	33%	37%	31%	27%	28%	25%	54%
Price of postage	129	32	16	34	4	74	13	32	44	6	47	54	20	*
	26%	41%	26%	30%	14%	33%	26%	20%	18%	16%	27%	24%	33%	54%
Amount / level of lost post sent	74	22	9	22	10	40	4	19	29	6	23	37	15	-
	15%	27%	16%	19%	35%	18%	9%	12%	12%	16%	13%	17%	24%	-%
Damaged mail / goods	73	19	8	28	4	47	8	27	47	8	23	48	8	-
	15%	24%	14%	25%	13%	21%	17%	17%	19%	21%	13%	22%	14%	-%
Other	68	3	12	9	10	25	13	25	33	11	22	31	6	-
	14%	4%	21%	8%	36% a	11%	26%	16%	14%	29%	13%	14%	10%	-%
Latest collection time	57	2	14	13	4	17	12	13	24	3	22	18	2	-
	12%	3%	24% a	11%	15%	8%	23%	8%	10%	9%	13%	8%	3%	-%
Collection reliability	50	7	8	12	3	22	7	22	20	2	12	13	1	-
	10%	9%	13%	10%	10%	10%	14%	14%	8%	6%	7%	6%	2%	-%
Collection time of items you are sending	36	7	*	9	3	11	2	11	18	1	18	18	5	-
	7%	9%	1%	8%	11%	5%	5%	7%	7%	3%	10%	8%	9%	-%
NET: Any problem	488	80	60	115	29	224	50	159	240	39	175	219	61	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	492	206	165	58	2	320	260	216	309	237	10
Effective base	207	81	77	17	2	126	108	94	121	96	4
Weighted Base	488	200	195	44	1	287	260	229	285	229	1
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	64	74	26	-	95	98	75	103	70	1
	34%	32%	38%	60% a	-%	33%	38%	33%	36%	31%	65%
Delivery time (when you receive your mail delivery)	148	65	65	16	*	102	78	73	97	57	1
	30%	33%	33%	36%	32%	35%	30%	32%	34%	25%	84%
Price of postage	129	58	75	21	*	53	62	71	71	61	*
	26%	29%	38%	47%	32%	18%	24%	31% a	25%	26%	37%
Amount / level of lost post sent	74	39	29	14	-	35	41	40	40	39	*
	15%	19%	15%	33%	-%	12%	16%	17%	14%	17%	36%
Damaged mail / goods	73	37	35	6	-	51	51	49	40	51	*
	15%	18%	18%	15%	-%	18%	20%	21%	14%	23%	6%
Other	68	31	29	4	1	42	36	28	38	32	-
	14%	15%	15%	10%	68%	15%	14%	12%	13%	14%	-%
Latest collection time	57	23	25	2	-	26	23	24	34	19	*
	12%	11%	13%	4%	-%	9%	9%	10%	12%	8%	37%
Collection reliability	50	22	19	6	-	31	15	24	29	16	*
	10%	11%	10%	13%	-%	11%	6%	10%	10%	7%	36%
Collection time of items you are sending	36	11	9	4	-	22	29	13	21	17	*
	7%	6%	5%	10%	-%	8%	11%	6%	8%	7%	8%
NET: Any problem	488	200	195	44	1	287	260	229	285	229	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	c	*d
Unweighted Base	492	115	112	115	28	16	243	207	73	50	44	10
Effective base	207	51	52	44	12	7	99	85	23	14	17	3
Weighted Base	488	124	130	106	29	18	224	206	55	32	32	8
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	39	37	47	18	11	89	64	28	17	4	3
	34%	32%	28%	44%	62%	62%	40%	31%	51% c	53% c	14%	41%
Delivery time (when you receive your mail delivery)	148	50	32	31	8	6	74	60	25	7	8	*
	30%	40%	24%	30%	28%	35%	33%	29%	45%	23%	25%	2%
Price of postage	129	46	36	42	15	13	59	54	21	3	12	-
	26%	37%	28%	40%	51%	76%	26%	26%	39%	10%	38%	-%
Amount / level of lost post sent	74	18	21	20	6	4	30	32	9	11	10	3
	15%	15%	16%	19%	21%	23%	13%	15%	16%	35%	30%	34%
Damaged mail / goods	73	25	34	18	6	5	31	48	9	*	8	3
	15%	20%	26%	17%	20%	30%	14%	23%	16%	*%	26% b	34%
Other	68	13	23	9	4	2	28	32	2	3	6	2
	14%	11%	18%	9%	12%	11%	12%	16%	3%	8%	18%	20%
Latest collection time	57	16	15	8	1	*	25	22	9	4	2	*
	12%	13%	12%	7%	5%	3%	11%	11%	16%	13%	5%	3%
Collection reliability	50	15	15	10	1	*	20	16	5	6	5	-
	10%	12%	11%	10%	5%	3%	9%	8%	9%	18%	15%	-%
Collection time of items you are sending	36	10	9	9	1	*	19	17	3	6	*	-
	7%	8%	7%	9%	4%	*%	8%	8%	6%	19%	*%	-%
NET: Any problem	488	124	130	106	29	18	224	206	55	32	32	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b		a	*b
Unweighted Base	492	397	293	435	315	274	294	381	64	1	332	67	492	143	9
Effective base	207	171	122	185	137	114	115	175	24	1	134	30	207	56	5
Weighted Base	488	394	267	425	319	264	232	408	66	*	308	66	488	140	12
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	134	90	146	105	92	82	138	28	-	83	37	167	36	3
	34%	34%	34%	34%	33%	35%	35%	34%	42%	-%	27%	56% a	34%	25%	25%
Delivery time (when you receive your mail delivery)	148	125	83	134	95	76	78	128	16	*	90	33	148	40	2
	30%	32%	31%	32%	30%	29%	34%	31%	25%	100%	29%	49% a	30%	28%	17%
Price of postage	129	104	60	115	82	66	53	115	20	*	70	24	129	37	*
	26%	26%	23%	27%	26%	25%	23%	28%	31%	100%	23%	37%	26%	26%	*%
Amount / level of lost post sent	74	60	45	66	55	42	32	64	13	-	41	13	74	27	3
	15%	15%	17%	16%	17%	16%	14%	16%	20%	-%	13%	20%	15%	20%	24%
Damaged mail / goods	73	63	47	66	58	40	38	63	5	-	55	8	73	31	3
	15%	16%	18%	16%	18%	15%	17%	15%	8%	-%	18%	12%	15%	22%	26%
Other	68	63	45	65	40	43	32	62	14	-	38	16	68	25	-
	14%	16%	17%	15%	13%	16%	14%	15%	21%	-%	12%	24%	14%	17%	-%
Latest collection time	57	36	32	40	39	14	33	45	6	*	46	3	57	21	-
	12%	9%	12%	9%	12%	5%	14%	11%	10%	100%	15%	5%	12%	15%	-%
Collection reliability	50	32	27	43	32	16	25	38	4	-	36	2	50	16	3
	10%	8%	10%	10%	10%	6%	11%	9%	6%	-%	12%	3%	10%	11%	24%
Collection time of items you are sending	36	25	24	30	21	7	17	28	1	*	23	2	36	11	-
	7%	6%	9% e	7%	7%	3%	8%	7%	2%	100%	8%	3%	7%	8%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b		a	*b
Unweighted Base	492	397	293	435	315	274	294	381	64	1	332	67	492	143	9
Effective base	207	171	122	185	137	114	115	175	24	1	134	30	207	56	5
Weighted Base	488	394	267	425	319	264	232	408	66	*	308	66	488	140	12
NET: Any problem	488	394	267	425	319	264	232	408	66	*	308	66	488	140	12
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	a	b	c	a	b	c	a	b
Unweighted Base	492	111	69	97	264	129	104	113	264	247	245
Effective base	207	37	35	34	121	52	43	42	117	89	117
Weighted Base	488	90	92	80	273	135	104	106	264	206	281
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	26	27	28	89	50	37	50	78	88	79
	34%	29%	30%	35%	33%	37%	35%	47% c	30%	43% b	28%
Delivery time (when you receive your mail delivery)	148	23	24	21	76	52	27	23	95	69	80
	30%	25%	26%	26%	28%	38%	26%	22%	36%	33%	28%
Price of postage	129	26	28	16	74	40	21	24	79	43	87
	26%	29%	30%	20%	27%	30%	21%	22%	30%	21%	31%
Amount / level of lost post sent	74	17	22	13	31	30	19	21	29	31	43
	15%	19%	24%	17%	11%	22%	19%	20%	11%	15%	15%
Damaged mail / goods	73	17	17	15	40	18	18	16	39	26	47
	15%	19%	19%	19%	15%	13%	18%	15%	15%	12%	17%
Other	68	9	17	11	42	15	21	13	31	26	43
	14%	10%	19%	14%	15%	11%	20%	12%	12%	13%	15%
Latest collection time	57	17	5	14	32	11	12	13	31	26	31
	12%	19%	5%	17%	12%	8%	12%	12%	12%	12%	11%
Collection reliability	50	14	8	15	27	7	12	19	17	22	28
	10%	15%	8%	19% c	10%	5%	12%	18% c	6%	10%	10%
Collection time of items you are sending	36	11	3	13	12	11	7	13	15	26	10
	7%	13%	4%	16% b	4%	8%	7%	12%	6%	13% b	3%
NET: Any problem	488	90	92	80	273	135	104	106	264	206	281
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 165 (continuation)

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All those who had experienced problems in the last 6 months

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	492	120	148	130	94	268	224
Effective base	207	48	56	57	50	103	107
Weighted Base	488	139	128	129	93	267	221
Delivery consistency / reliability (e.g. arrives as promised consistently)	167	48	44	51	24	92	75
	34%	34%	34%	40%	26%	34%	34%
Delivery time (when you receive your mail delivery)	148	46	49	34	20	94	54
	30%	33%	38%	26%	22%	35%	24%
Price of postage	129	37	36	33	23	74	55
	26%	27%	29%	25%	24%	28%	25%
Amount / level of lost post sent	74	25	24	11	15	49	26
	15%	18%	19%	8%	16%	18%	12%
Damaged mail / goods	73	22	22	13	15	44	29
	15%	16%	17%	10%	17%	17%	13%
Other	68	21	8	18	21	29	39
	14%	15%	6%	14%	23%	11%	18%
					b		
Latest collection time	57	12	12	25	8	24	33
	12%	9%	9%	20%	8%	9%	15%
Collection reliability	50	9	11	17	13	20	30
	10%	7%	8%	13%	14%	7%	14%
Collection time of items you are sending	36	16	9	6	5	25	11
	7%	12%	7%	5%	5%	9%	5%
NET: Any problem	488	139	128	129	93	267	221
	100%	100%	100%	100%	100%	100%	100%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	*c	d	e
Unweighted Base		492	114	378	340	71	24	57	152
Effective base		207	45	162	194	41	11	28	60
Weighted Base		488	100	388	472	12	3	1	16
Very Dissatisfied	(-2)	43	25	18	42	1	*	*	1
		9%	25% b	5%	9%	5%	5%	9%	5%
Fairly Dissatisfied	(-1)	42	12	30	41	2	-	*	2
		9%	12%	8%	9%	13%	-%	4%	11%
Neither Satisfied Nor Dissatisfied	(0)	105	31	74	101	3	*	*	4
		22%	31%	19%	21%	27%	12%	8%	23%
Fairly Satisfied	(1)	87	13	74	83	3	1	1	4
		18%	13%	19%	18%	24%	37%	45% a	28%
Very Satisfied	(2)	61	6	56	59	1	1	*	2
		13%	6%	14%	13%	12%	25%	24%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	11	122	131	2	1	*	3
		27%	11%	31% a	28%	17%	22%	11%	17%
Don't Know (DO NOT READ OUT)		16	2	14	16	*	-	-	*
		3%	2%	4%	3%	1%	-%	-%	1%
NET: Satisfied		149	18	130	142	4	2	1	7
		30%	19%	34%	30%	36%	61%	68% abe	43%
NET: Dissatisfied		85	37	48	82	2	*	*	3
		17%	37% b	12%	17%	18%	5%	13%	16%
Answered		338	87	252	325	10	2	1	13
Mean score		.2	-.4	.5 a	.2	.3	1.0	.8	.4

Columns Tested:: a,b - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		492	196	107	37	45	50	57	340	71	81
Effective base		207	117	61	22	28	24	28	194	41	22
Weighted Base		488	314	125	33	8	7	1	472	12	4
Very Dissatisfied	(-2)	43	23	17	2	*	1	*	42	1	*
		9%	7%	13%	6%	2%	9%	9%	9%	5%	6%
Fairly Dissatisfied	(-1)	42	29	10	2	1	1	*	41	2	*
		9%	9%	8%	6%	13%	9%	4%	9%	13%	1%
Neither Satisfied Nor Dissatisfied	(0)	105	66	29	7	2	2	*	101	3	*
		22%	21%	23%	20%	21%	29%	8%	21%	27%	11%
Fairly Satisfied	(1)	87	54	23	6	2	2	1	83	3	1
		18%	17%	18%	18%	25%	29%	45%	18%	24%	39%
								abg			ag
Very Satisfied	(2)	61	37	15	8	1	1	*	59	1	1
		13%	12%	12%	24%	16%	11%	24%	13%	12%	24%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	91	32	7	2	1	*	131	2	1
		27%	29%	26%	23%	22%	12%	11%	28%	17%	18%
			f								
Don't Know (DO NOT READ OUT)		16	14	1	1	*	*	-	16	*	-
		3%	5%	*%	3%	2%	*%	-%	3%	1%	-%
NET: Satisfied		149	91	37	14	3	3	1	142	4	2
		30%	29%	30%	42%	41%	40%	68%	30%	36%	63%
								abdegh			abgh
NET: Dissatisfied		85	52	27	4	1	1	*	82	2	*
		17%	17%	21%	12%	14%	18%	13%	17%	18%	7%
Answered		338	209	92	24	6	6	1	325	10	3
Mean score		.2	.2	.1	.7	.5	.3	.8	.2	.3	.9
											abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	*c	*d	e
Unweighted Base		492	240	73	23	18	55
Effective base		207	130	32	8	6	7
Weighted Base		488	340	70	10	5	17
Very Dissatisfied	(-2)	43	22	8	-	*	5
		9%	6%	12%	-%	*%	29% a
Fairly Dissatisfied	(-1)	42	27	5	1	-	3
		9%	8%	7%	10%	-%	18%
Neither Satisfied Nor Dissatisfied	(0)	105	71	14	2	2	2
		22%	21%	19%	22%	34%	14%
Fairly Satisfied	(1)	87	65	12	3	2	2
		18%	19%	17%	36%	41%	10%
Very Satisfied	(2)	61	45	11	1	*	3
		13%	13%	16%	6%	*%	18%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	97	20	3	1	2
		27%	28%	29%	26%	25%	11%
Don't Know (DO NOT READ OUT)		16	14	*	*	-	-
		3%	4%	*%	*%	-%	-%
NET: Satisfied		149	110	23	4	2	5
		30%	32%	32%	42%	41%	28%
NET: Dissatisfied		85	48	13	1	*	8
		17%	14%	19%	10%	*%	47% a
Answered		338	230	49	7	4	15
Mean score		.2	.4	.2	.5	.6	-.3

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	*b	c	*d	e	f	*g	h	*i	j	k	l	m
Unweighted Base		492	33	28	42	25	33	41	23	31	19	275	77	73	67
Effective base		207	22	20	25	13	21	30	16	19	11	170	44	51	18
Weighted Base		488	45	41	84	28	42	78	47	50	23	438	27	19	4
Very Dissatisfied	(-2)	43	2	4	11	3	8	6	4	*	1	39	2	2	*
		9%	3%	10%	13%	10%	18%	8%	9%	*%	6%	9%	6%	11%	2%
Fairly Dissatisfied	(-1)	42	8	*	5	-	*	4	6	14	2	39	2	*	*
		9%	18%	1%	6%	-%	*%	5%	13%	28%	10%	9%	8%	2%	3%
			el							efjklm					
Neither Satisfied Nor Dissatisfied	(0)	105	11	17	30	1	6	14	10	3	2	93	7	3	1
		22%	24%	40%	35%	4%	14%	18%	21%	7%	10%	21%	26%	17%	32%
					h										
Fairly Satisfied	(1)	87	6	*	11	11	10	20	7	7	8	78	5	4	*
		18%	13%	*%	13%	39%	23%	25%	14%	14%	34%	18%	18%	19%	11%
Very Satisfied	(2)	61	4	11	10	4	6	6	5	5	4	56	3	2	1
		13%	9%	28%	12%	15%	14%	8%	12%	10%	18%	13%	11%	8%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	14	8	15	9	13	22	15	20	3	118	7	7	1
		27%	32%	19%	17%	32%	30%	28%	32%	40%	14%	27%	24%	38%	35%
Don't Know (DO NOT READ OUT)		16	-	1	3	*	-	7	-	1	2	14	2	1	*
		3%	-%	2%	3%	*%	-%	9%	-%	2%	9%	3%	7%	5%	2%
NET: Satisfied		149	10	11	21	15	15	26	12	12	12	135	8	5	1
		30%	22%	28%	25%	54%	37%	34%	26%	24%	52%	31%	29%	27%	26%
NET: Dissatisfied		85	10	4	16	3	8	10	10	14	4	78	4	3	*
		17%	22%	11%	19%	10%	18%	12%	22%	28%	16%	18%	14%	13%	5%
										m					
Answered		338	31	32	66	19	29	50	32	29	18	306	19	11	3
Mean score		.2	.1	.4	.1	.7	.2	.3	.1	.1	.6	.2	.3	.2	.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		492	18	45	2	46	65	20	36	222	394	98	446	46
Effective base		207	6	19	2	24	27	8	14	99	170	38	194	14
Weighted Base		488	23	55	*	42	80	13	35	186	411	77	464	24
Very Dissatisfied	(-2)	43	*	4	-	6	2	2	4	17	41	2	42	1
		9%	*%	8%	-%	15%	2%	15%	13%	9%	10%	2%	9%	4%
Fairly Dissatisfied	(-1)	42	*	5	-	*	11	*	2	16	38	4	41	2
		9%	*%	10%	-%	1%	14%	*%	5%	9%	9%	5%	9%	7%
Neither Satisfied Nor Dissatisfied	(0)	105	4	13	-	9	14	*	17	39	83	22	99	5
		22%	16%	23%	-%	22%	17%	2%	47% eh	21%	20%	29%	21%	23%
Fairly Satisfied	(1)	87	1	5	-	9	29	5	*	31	77	10	82	5
		18%	3%	9%	-%	21%	37% bgh	37%	*%	17%	19%	13%	18%	22%
Very Satisfied	(2)	61	6	7	*	7	3	1	1	26	52	10	56	5
		13%	26%	13%	40%	18%	4%	8%	2%	14%	13%	12%	12%	22%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	11	20	-	10	21	4	11	45	110	24	128	5
		27%	50%	37%	-%	24%	26%	31%	30%	24%	27%	31%	28%	21%
Don't Know (DO NOT READ OUT)		16	1	*	*	-	-	1	1	11	10	6	16	*
		3%	4%	*%	60%	-%	-%	7%	3%	6%	3%	8%	3%	1%
NET: Satisfied		149	7	12	*	16	32	6	1	57	129	20	138	11
		30%	29%	23%	40%	38% g	40% g	45%	2%	31% g	31%	26%	30%	44%
NET: Dissatisfied		85	*	9	-	7	13	2	6	33	79	6	82	3
		17%	1%	17%	-%	16%	16%	15%	18%	18%	19%	7%	18%	11%
Answered		338	10	35	*	32	59	8	24	129	291	47	320	19
Mean score		.2	1.2	.2	2.0	.3	.4 g	.4	-.4	.2	.2	.5	.2	.7

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		492	482	10	260	123	108
Effective base		207	202	5	114	42	52
Weighted Base		488	478	10	267	88	133
Very Dissatisfied	(-2)	43	43	-	19	8	15
		9%	9%	-%	7%	9%	12%
Fairly Dissatisfied	(-1)	42	42	-	19	7	16
		9%	9%	-%	7%	8%	12%
Neither Satisfied Nor Dissatisfied	(0)	105	103	2	51	22	32
		22%	21%	22%	19%	26%	24%
Fairly Satisfied	(1)	87	85	2	54	15	18
		18%	18%	18%	20%	17%	13%
Very Satisfied	(2)	61	57	5	29	17	16
		13%	12%	47%	11%	19%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	132	1	80	18	36
		27%	28%	13%	30%	20%	27%
Don't Know (DO NOT READ OUT)		16	16	-	15	1	*
		3%	3%	-%	6%	1%	*%
NET: Satisfied		149	142	7	84	32	33
		30%	30%	65%	31%	36%	25%
NET: Dissatisfied		85	85	-	38	15	32
		17%	18%	-%	14%	17%	24%
Answered		338	330	9	172	69	97
Mean score		.2	.2	1.3	.3	.4	*

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		492	330	92	29	6	18	8	3	6	422	70	41	136	194	162
Effective base		207	167	28	5	1	6	2	2	1	196	11	8	76	92	39
Weighted Base		488	394	64	19	2	7	*	*	2	457	31	12	173	221	94
Very Dissatisfied	(-2)	43	33	8	1	-	*	*	-	*	41	2	*	5	28	10
		9%	8%	12%	6%	-%	7%	1%	-%	1%	9%	5%	4%	3%	13% a	10%
Fairly Dissatisfied	(-1)	42	34	8	-	-	*	*	-	-	42	*	*	8	27	8
		9%	9%	12%	-%	-%	4%	71%	-%	-%	9%	1%	3%	4%	12%	9%
Neither Satisfied Nor Dissatisfied	(0)	105	82	12	5	2	5	-	-	*	93	11	7	40	42	23
		22%	21%	18%	24%	86%	68%	-%	-%	12%	20%	37%	59% abi	23%	19%	24%
Fairly Satisfied	(1)	87	65	15	6	*	1	-	*	-	80	7	1	27	38	22
		18%	17%	23%	33%	*%	9%	-%	14%	-%	18%	22%	6%	16%	17%	23%
Very Satisfied	(2)	61	51	7	1	*	*	*	*	2	58	3	2	24	28	10
		13%	13%	11%	4%	13%	2%	28%	86%	85%	13%	10%	21%	14%	13%	11%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	112	14	7	*	1	-	-	*	126	7	1	56	55	22
		27%	28%	22%	34%	1%	10%	-%	-%	3%	28%	24%	7%	33%	25%	23%
Don't Know (DO NOT READ OUT)		16	16	*	-	-	*	-	-	-	16	*	*	13	3	*
		3%	4%	*%	-%	-%	1%	-%	-%	-%	4%	*%	*%	7% bc	1%	*%
NET: Satisfied		149	117	22	7	*	1	*	*	2	139	10	3	51	66	32
		30%	30%	34%	36%	14%	11%	28%	100%	85%	30%	33%	27%	29%	30%	34%
NET: Dissatisfied		85	67	16	1	-	1	*	-	*	83	2	1	13	54	18
		17%	17%	25%	6%	-%	10%	72%	-%	1%	18%	7%	7%	7%	25% a	19%
Answered		338	266	49	13	2	6	*	*	2	315	23	11	104	162	73
Mean score		.2	.3	.1	.4	.3	*	-.2	1.9	1.7	.2	.4	.4	.5 b	.1	.2

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		492	333	274	405	267	122	141	266	39	35	24	14	11	16
Effective base		207	128	114	164	113	37	60	131	11	11	6	3	2	3
Weighted Base		488	289	272	392	274	71	140	321	26	26	7	4	5	4
Very Dissatisfied	(-2)	43	33	28	40	29	10	21	38	2	1	*	-	-	*
		9%	12%	10%	10%	10%	14%	15%	12%	6%	2%	1%	-%	-%	*%
Fairly Dissatisfied	(-1)	42	23	24	35	32	5	19	31	1	3	-	-	-	*
		9%	8%	9%	9%	12%	6%	14%	10%	4%	10%	-%	-%	-%	4%
Neither Satisfied Nor Dissatisfied	(0)	105	59	45	80	47	13	10	62	6	7	3	*	*	2
		22%	20%	16%	21%	17%	18%	7%	19%	22%	28%	39%	7%	*%	57%
			f		f										
Fairly Satisfied	(1)	87	44	47	62	54	16	26	43	6	8	2	2	*	1
		18%	15%	17%	16%	20%	22%	18%	13%	23%	31%	31%	62%	3%	29%
Very Satisfied	(2)	61	36	33	49	35	15	17	31	8	3	1	1	4	*
		13%	12%	12%	13%	13%	22%	12%	10%	32%	12%	15%	31%	95%	8%
										a					
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	80	85	111	72	12	45	102	4	4	1	*	*	*
		27%	28%	31%	28%	26%	16%	32%	32%	14%	17%	15%	*%	1%	2%
Don't Know (DO NOT READ OUT)		16	13	10	14	5	1	3	14	-	-	-	-	-	-
		3%	5%	4%	3%	2%	1%	2%	4%	-%	-%	-%	-%	-%	-%
NET: Satisfied		149	80	81	112	89	31	42	74	14	11	3	3	4	1
		30%	28%	30%	28%	33%	44%	30%	23%	54%	43%	46%	92%	99%	38%
										a					
NET: Dissatisfied		85	56	52	75	61	14	40	69	3	3	*	-	-	*
		17%	19%	19%	19%	22%	20%	28%	22%	10%	12%	1%	-%	-%	4%
Answered		338	196	177	267	197	58	93	205	22	22	6	4	4	4
Mean score		.2	.1	.2	.2	.2	.4	*	*	.8	.5	.7	1.2	2.0	.4
										a					

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		492	185	17	17	15	7	10	16	33	95	105	118	63	24
Effective base		207	94	8	4	4	3	1	5	8	47	42	52	19	6
Weighted Base		488	235	20	6	5	2	2	4	8	119	98	114	54	8
Very Dissatisfied	(-2)	43	27	-	-	1	-	*	-	*	5	16	8	12	*
		9%	12%	-%	-%	25%	-%	1%	-%	*%	4%	16%	7%	22% a	*%
Fairly Dissatisfied	(-1)	42	31	*	1	*	-	-	-	-	8	8	13	5	1
		9%	13%	1%	10%	10%	-%	-%	-%	-%	7%	9%	11%	9%	7%
Neither Satisfied Nor Dissatisfied	(0)	105	39	3	*	2	1	*	1	2	31	22	18	7	2
		22%	17%	14%	3%	43%	34%	8%	36%	29%	26%	23%	15%	14%	30%
Fairly Satisfied	(1)	87	38	11	1	1	*	2	1	3	17	16	18	8	3
		18%	16%	55%	14%	12%	15%	88%	29%	40%	15%	17%	15%	14%	43%
Very Satisfied	(2)	61	24	6	3	*	1	*	1	2	10	12	21	6	*
		13%	10%	29%	56%	9%	51%	4%	13%	22%	8%	12%	18%	11%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	70	-	1	*	-	-	1	1	38	21	36	15	1
		27%	30%	-%	17%	*%	-%	-%	20%	9%	32%	22%	32%	28%	15%
Don't Know (DO NOT READ OUT)		16	5	-	-	-	-	-	*	*	10	2	1	1	-
		3%	2%	-%	-%	-%	-%	-%	1%	1%	8%	2%	1%	2%	-%
NET: Satisfied		149	62	17	4	1	2	2	2	5	27	28	39	14	4
		30%	26%	84%	70%	21%	66%	92%	43%	62% a	23%	29%	34%	25%	48%
NET: Dissatisfied		85	58	*	1	2	-	*	-	*	13	24	21	17	1
		17%	25%	1%	10%	35%	-%	1%	-%	*%	11%	25%	18%	31%	7%
Answered		338	160	20	5	5	2	2	3	8	71	75	77	38	6
Mean score		.2	*	1.1	1.4	-.3	1.2	.9	.7	.9 a	.3	*	.4	-.2	.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base		492	65	74	74	34	20	181	28	57	438	54	377	28
Effective base		207	38	33	29	10	4	80	11	23	189	18	156	9
Weighted Base		488	86	73	76	27	11	205	23	47	438	50	365	28
Very Dissatisfied	(-2)	43	11	9	2	7	-	22	-	7	29	14	31	9
		9%	13%	12%	3%	25% c	-%	11%	-%	15%	7%	27% a	9%	33%
Fairly Dissatisfied	(-1)	42	12	10	10	1	-	24	1	7	31	11	34	*
		9%	14%	14%	12%	3%	-%	12%	4%	15%	7%	22% a	9%	1%
Neither Satisfied Nor Dissatisfied	(0)	105	17	9	14	6	1	36	5	6	102	3	73	7
		22%	19%	12%	18%	21%	12%	18%	23%	12%	23%	7%	20%	25%
Fairly Satisfied	(1)	87	6	28	15	2	3	40	9	4	74	13	53	9
		18%	7%	38% a	20%	8%	28%	20%	42%	10%	17%	26%	15%	33%
Very Satisfied	(2)	61	4	7	17	1	6	29	3	3	57	5	47	2
		13%	4%	10%	23% a	3%	59%	14%	12%	7%	13%	10%	13%	7%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	33	10	18	11	*	48	4	19	130	4	111	*
		27%	38% b	14%	24%	39%	1%	24%	20%	41%	30% b	7%	31%	*%
Don't Know (DO NOT READ OUT)		16	5	*	*	-	-	5	-	1	16	*	14	-
		3%	5%	1%	*%	-%	-%	2%	-%	1%	4%	*%	4%	-%
NET: Satisfied		149	9	35	33	3	9	70	12	8	130	18	100	11
		30%	11%	48% ad	43% a	11%	87%	34%	53%	17%	30%	36%	28%	41%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base	492	65	74	74	34	20	181	28	57	438	54	377	28
Effective base	207	38	33	29	10	4	80	11	23	189	18	156	9
Weighted Base	488	86	73	76	27	11	205	23	47	438	50	365	28
NET: Dissatisfied	85	23	19	11	8	-	46	1	14	60	25	66	9
	17%	27%	25%	15%	28%	-%	22%	4%	30%	14%	50% a	18%	34%
Answered	338	49	63	58	17	10	152	18	27	292	46	240	27
Mean score	.2	-.4	.2 a	.6 ad	-.6	1.5	.2	.8	-.4	.3 b	-.3	.2	-.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		492	74	68	103	44	201	66	201	261	65	184	209	59	2
Effective base		207	34	22	45	11	93	20	72	107	16	71	92	22	2
Weighted Base		488	80	60	115	29	224	50	159	240	39	175	219	61	1
Very Dissatisfied	(-2)	43	3	15	13	10	18	11	18	21	13	15	21	11	-
		9%	4%	25% a	11%	33%	8%	21%	12%	9%	32% ab	9%	10%	18%	-%
Fairly Dissatisfied	(-1)	42	2	13	8	3	20	12	6	22	2	11	21	7	-
		9%	3%	21% a	7%	10%	9%	25%	4%	9%	5%	6%	9%	11%	-%
Neither Satisfied Nor Dissatisfied	(0)	105	13	9	22	5	42	5	35	47	4	31	29	11	-
		22%	16%	15%	19%	18%	19%	9%	22%	19%	9%	18%	13%	18%	-%
Fairly Satisfied	(1)	87	24	7	21	8	45	9	31	40	8	37	44	6	-
		18%	30%	12%	18%	27%	20%	18%	20%	17%	20%	21%	20%	10%	-%
Very Satisfied	(2)	61	17	3	17	3	33	2	17	26	7	23	23	8	-
		13%	21%	5%	15%	11%	15%	4%	11%	11%	17%	13%	11%	13%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	21	13	34	*	60	12	45	73	7	55	71	18	1
		27%	27%	21%	30% b	1%	27%	23%	28%	30%	17%	31%	32%	30%	100%
Don't Know (DO NOT READ OUT)		16	-	*	1	-	5	-	7	12	*	4	10	-	-
		3%	-%	*%	*%	-%	2%	-%	4%	5%	*%	2%	5%	-%	-%
NET: Satisfied		149	40	10	38	11	78	11	49	66	14	60	67	14	-
		30%	51% b	17%	33%	38%	35%	22%	31%	27%	37%	34%	31%	23%	-%
NET: Dissatisfied		85	5	28	21	12	38	23	25	42	15	26	42	18	-
		17%	7%	46% a	18%	43%	17%	46% a	15%	18%	37%	15%	19%	29%	-%
Answered		338	58	47	80	28	158	39	108	155	33	117	138	43	-

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	492	74	68	103	44	201	66	201	261	65	184	209	59	2
Effective base	207	34	22	45	11	93	20	72	107	16	71	92	22	2
Weighted Base	488	80	60	115	29	224	50	159	240	39	175	219	61	1
Mean score	.2	.8 b	-.6	.3	-.3	.4 b	-.5	.2	.2	-.2	.4	.2	-.1	-

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		492	206	165	58	2	320	260	216	309	237	10
Effective base		207	81	77	17	2	126	108	94	121	96	4
Weighted Base		488	200	195	44	1	287	260	229	285	229	1
Very Dissatisfied	(-2)	43	25	14	8	-	33	28	18	19	19	-
		9%	13%	7%	19%	-%	12%	11%	8%	7%	8%	-%
Fairly Dissatisfied	(-1)	42	19	23	5	-	23	22	23	23	21	-
		9%	9%	12%	10%	-%	8%	8%	10%	8%	9%	-%
Neither Satisfied Nor Dissatisfied	(0)	105	31	29	1	-	58	39	39	56	40	*
		22%	16%	15%	2%	-%	20%	15%	17%	20%	17%	24%
Fairly Satisfied	(1)	87	44	47	11	-	44	46	49	49	40	*
		18%	22%	24%	26%	-%	15%	18%	21%	17%	18%	31%
Very Satisfied	(2)	61	28	25	1	-	36	30	32	43	25	*
		13%	14%	13%	3%	-%	13%	12%	14%	15%	11%	39%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	48	54	17	1	80	85	64	86	71	*
		27%	24%	28%	40%	100%	28%	33%	28%	30%	31%	6%
Don't Know (DO NOT READ OUT)		16	5	3	-	-	13	10	5	9	13	-
		3%	2%	1%	-%	-%	5%	4%	2%	3%	6%	-%
NET: Satisfied		149	72	72	13	-	80	76	80	92	65	1
		30%	36%	37%	29%	-%	28%	29%	35%	32%	28%	70%
NET: Dissatisfied		85	44	37	13	-	56	50	41	42	40	-
		17%	22%	19%	29%	-%	20%	19%	18%	15%	17%	-%
Answered		338	147	138	26	-	194	164	160	189	145	1
Mean score		.2	.2	.3	-.3	-	.1	.2	.3	.4	.2	1.2

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	*d	*e	a	b	a	b	c	*d
Unweighted Base		492	115	112	115	28	16	243	207	73	50	44	10
Effective base		207	51	52	44	12	7	99	85	23	14	17	3
Weighted Base		488	124	130	106	29	18	224	206	55	32	32	8
Very Dissatisfied	(-2)	43	5	7	8	4	-	9	16	3	6	6	2
		9%	4%	5%	8%	12%	-%	4%	8%	5%	20%	19%	20%
Fairly Dissatisfied	(-1)	42	12	13	7	3	3	20	17	*	3	3	*
		9%	10%	10%	6%	10%	17%	9%	8%	1%	9%	10%	2%
Neither Satisfied Nor Dissatisfied	(0)	105	21	25	14	1	1	41	41	8	6	11	6
		22%	17%	19%	13%	3%	3%	18%	20%	15%	19%	34%	77%
Fairly Satisfied	(1)	87	31	28	21	4	3	44	34	12	6	4	*
		18%	25%	22%	20%	13%	16%	20%	17%	22%	19%	12%	*%
Very Satisfied	(2)	61	17	18	22	1	*	30	22	13	8	4	*
		13%	14%	14%	20%	5%	2%	13%	11%	24%	25%	11%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	36	35	34	16	11	70	63	19	2	1	-
		27%	29%	27%	32%	56%	61%	31%	30%	34% c	8%	3%	-%
Don't Know (DO NOT READ OUT)		16	2	5	*	-	-	10	13	*	*	3	-
		3%	2%	4%	*%	-%	-%	5%	6%	*%	*%	10%	-%
NET: Satisfied		149	48	46	43	5	3	74	56	25	14	7	*
		30%	39%	35%	40%	18%	18%	33%	27%	46%	44%	23%	1%
NET: Dissatisfied		85	17	20	15	7	3	28	34	3	9	9	2
		17%	14%	15%	14%	23%	17%	13%	16%	6%	29%	30% a	22%
Answered		338	86	91	72	13	7	144	131	37	29	27	8
Mean score		.2	.5	.4	.6	-.3	.1	.5	.2	.9 c	.2	-.2	-.4

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b		a	*b
Unweighted Base		492	397	293	435	315	274	294	381	64	1	332	67	492	143	9
Effective base		207	171	122	185	137	114	115	175	24	1	134	30	207	56	5
Weighted Base		488	394	267	425	319	264	232	408	66	*	308	66	488	140	12
Very Dissatisfied	(-2)	43	40	33	40	36	26	23	36	11	-	11	23	43	23	*
		9%	10%	12%	9%	11%	10%	10%	9%	17%	-%	4%	35% a	9%	16%	1%
Fairly Dissatisfied	(-1)	42	38	22	41	31	21	17	41	3	-	23	13	42	14	1
		9%	10%	8%	10%	10%	8%	7%	10%	5%	-%	7%	19% a	9%	10%	9%
Neither Satisfied Nor Dissatisfied	(0)	105	87	37	91	47	47	40	87	5	*	40	15	105	13	6
		22%	22%	14%	21%	15%	18%	17%	21%	7%	100%	13%	22%	22%	9%	56%
Fairly Satisfied	(1)	87	68	46	75	58	50	40	74	12	-	68	6	87	31	3
		18%	17%	17%	18%	18%	19%	17%	18%	18%	-%	22%	9%	18%	22%	26%
Very Satisfied	(2)	61	42	39	53	47	34	38	45	8	-	56	-	61	25	-
		13%	11%	14%	12%	15%	13%	16%	11%	13%	-%	18% b	-%	13%	18%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	106	80	112	91	78	68	111	26	-	98	9	133	34	1
		27%	27%	30%	26%	29%	30%	29%	27%	40%	-%	32% b	14%	27%	24%	8%
Don't Know (DO NOT READ OUT)		16	13	10	14	9	9	5	14	-	-	12	1	16	1	-
		3%	3%	4%	3%	3%	3%	2%	3%	-%	-%	4%	1%	3%	*%	-%
NET: Satisfied		149	110	85	128	105	83	78	119	21	-	123	6	149	56	3
		30%	28%	32%	30%	33%	32%	34%	29%	31%	-%	40% b	9%	30%	40%	26%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b		a	*b
Unweighted Base	492	397	293	435	315	274	294	381	64	1	332	67	492	143	9
Effective base	207	171	122	185	137	114	115	175	24	1	134	30	207	56	5
Weighted Base	488	394	267	425	319	264	232	408	66	*	308	66	488	140	12
NET: Dissatisfied	85	78	55	81	67	47	40	77	14	-	34	35	85	37	1
	17%	20%	21%	19%	21%	18%	17%	19%	22%	-%	11%	54% a	17%	26%	10%
Answered	338	275	177	299	219	177	159	283	40	*	198	56	338	105	11
Mean score	.2	.1	.2	.2	.2	.2	.3	.2	.1	-	.7 b	-.9	.2	.2	.2

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	a	b	c	a	b	c	a	b
Unweighted Base		492	111	69	97	264	129	104	113	264	247	245
Effective base		207	37	35	34	121	52	43	42	117	89	117
Weighted Base		488	90	92	80	273	135	104	106	264	206	281
Very Dissatisfied	(-2)	43	8	15	9	22	11	15	9	19	23	19
		9%	8%	16%	12%	8%	8%	14%	9%	7%	11%	7%
Fairly Dissatisfied	(-1)	42	6	9	6	27	9	13	6	23	13	29
		9%	7%	10%	8%	10%	6%	13%	6%	9%	6%	10%
Neither Satisfied Nor Dissatisfied	(0)	105	22	9	9	68	28	18	18	61	39	65
		22%	25%	10%	11%	25%	20%	18%	17%	23%	19%	23%
Fairly Satisfied	(1)	87	25	15	21	44	23	16	27	42	36	51
		18%	27%	17%	26%	16%	17%	16%	25%	16%	18%	18%
Very Satisfied	(2)	61	11	13	17	30	14	15	18	27	31	30
		13%	13%	15%	21%	11%	10%	14%	17%	10%	15%	11%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	15	30	18	69	46	23	26	82	54	79
		27%	16%	32%	23%	25%	34%	22%	25%	31%	26%	28%
Don't Know (DO NOT READ OUT)		16	3	1	-	12	4	3	2	11	9	8
		3%	3%	1%	-%	4%	3%	3%	2%	4%	4%	3%
NET: Satisfied		149	36	29	38	74	37	31	44	69	68	81
		30%	40%	31%	47%	27%	27%	30%	42%	26%	33%	29%
					b							
NET: Dissatisfied		85	14	24	16	49	20	28	15	41	37	48
		17%	15%	26%	19%	18%	15%	27%	14%	16%	18%	17%
Answered		338	72	62	62	192	84	78	78	171	144	195
Mean score		.2	.4	.1	.5	.2	.2	.1	.5	.2	.3	.2

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 166 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		492	120	148	130	94	268	224
Effective base		207	48	56	57	50	103	107
Weighted Base		488	139	128	129	93	267	221
Very Dissatisfied	(-2)	43	19	12	5	7	31	12
		9%	13%	9%	4%	8%	12%	5%
Fairly Dissatisfied	(-1)	42	9	18	6	9	27	15
		9%	6%	14%	5%	10%	10%	7%
Neither Satisfied Nor Dissatisfied	(0)	105	31	21	26	28	51	53
		22%	22%	16%	20%	30%	19%	24%
Fairly Satisfied	(1)	87	24	25	25	13	49	38
		18%	17%	19%	19%	15%	18%	17%
Very Satisfied	(2)	61	18	17	18	9	35	27
		13%	13%	14%	14%	9%	13%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)		133	39	31	41	23	69	64
		27%	28%	24%	32%	25%	26%	29%
Don't Know (DO NOT READ OUT)		16	1	4	9	3	5	12
		3%	1%	3%	7%	3%	2%	5%
NET: Satisfied		149	42	42	43	22	84	65
		30%	30%	33%	33%	24%	31%	29%
NET: Dissatisfied		85	27	30	11	17	58	27
		17%	20%	24%	8%	18%	22%	12%
				c				
Answered		338	100	93	79	66	193	146
Mean score		.2	.1	.2	.6	.1	.2	.4
					d			

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	*c	d	e
Unweighted Base		492	114	378	340	71	24	57	152
Effective base		207	45	162	194	41	11	28	60
Weighted Base		488	100	388	472	12	3	1	16
Very Dissatisfied	(-2)	20	6	14	20	-	*	*	*
		4%	6%	4%	4%	-%	5%	1%	1%
Fairly Dissatisfied	(-1)	20	3	17	20	-	-	*	*
		4%	3%	4%	4%	-%	-%	7%	*%
Neither Satisfied Nor Dissatisfied	(0)	68	26	42	65	3	*	*	3
		14%	26%	11%	14%	21%	10%	17%	19%
			b						
Fairly Satisfied	(1)	144	32	112	139	4	1	*	5
		29%	32%	29%	29%	34%	31%	32%	33%
Very Satisfied	(2)	136	13	123	130	4	1	*	6
		28%	13%	32%	28%	33%	45%	37%	36%
				a					
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	12	72	82	1	*	*	2
		17%	12%	18%	17%	12%	9%	6%	11%
Don't Know (DO NOT READ OUT)		16	8	9	16	-	-	-	-
		3%	8%	2%	3%	-%	-%	-%	-%
NET: Satisfied		280	45	235	269	8	2	1	11
		57%	45%	60%	57%	68%	76%	69%	69%
NET: Dissatisfied		40	9	31	40	-	*	*	*
		8%	9%	8%	8%	-%	5%	8%	1%
					e				
Answered		388	80	308	374	11	2	1	14
Mean score		.9	.5	1.0	.9	1.1	1.2	1.0	1.1
				a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		492	196	107	37	45	50	57	340	71	81
Effective base		207	117	61	22	28	24	28	194	41	22
Weighted Base		488	314	125	33	8	7	1	472	12	4
Very Dissatisfied	(-2)	20	10	10	-	-	*	*	20	-	*
		4%	3%	8%	-%	-%	2%	1%	4%	-%	4%
Fairly Dissatisfied	(-1)	20	11	9	-	-	-	*	20	-	*
		4%	3%	8%	-%	-%	-%	7%	4%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	68	45	19	1	1	2	*	65	3	*
		14%	14%	15%	4%	14%	25%	17%	14%	21%	12%
							c				
Fairly Satisfied	(1)	144	91	34	13	3	2	*	139	4	1
		29%	29%	27%	40%	33%	34%	32%	29%	34%	31%
Very Satisfied	(2)	136	89	27	14	3	2	*	130	4	2
		28%	28%	21%	44%	38%	32%	37%	28%	33%	43%
					b						
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	56	24	2	1	*	*	82	1	*
		17%	18%	19%	6%	15%	7%	6%	17%	12%	8%
Don't Know (DO NOT READ OUT)		16	12	2	2	-	-	-	16	-	-
		3%	4%	2%	7%	-%	-%	-%	3%	-%	-%
NET: Satisfied		280	180	61	28	6	4	1	269	8	3
		57%	57%	49%	84%	72%	66%	69%	57%	68%	74%
					abg	b					b
NET: Dissatisfied		40	21	19	-	-	*	*	40	-	*
		8%	7%	16%	-%	-%	2%	8%	8%	-%	6%
				dh							
Answered		388	246	99	29	7	6	1	374	11	3
Mean score		.9	1.0	.6	1.5	1.3	1.0	1.0	.9	1.1	1.2
			b		abg	b				b	

Columns Tested:: a,b,c,d,e,f,g,h,i

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	*c	*d	e
Unweighted Base		492	240	73	23	18	55
Effective base		207	130	32	8	6	7
Weighted Base		488	340	70	10	5	17
Very Dissatisfied	(-2)	20	14	6	-	-	*
		4%	4%	8%	-%	-%	*%
Fairly Dissatisfied	(-1)	20	13	3	-	*	3
		4%	4%	4%	-%	*%	18%
Neither Satisfied Nor Dissatisfied	(0)	68	49	3	-	1	5
		14%	14%	5%	-%	14%	31%
Fairly Satisfied	(1)	144	97	19	7	3	3
		29%	28%	28%	76%	65%	20%
Very Satisfied	(2)	136	95	21	2	1	4
		28%	28%	30%	21%	21%	21%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	60	16	*	-	2
		17%	18%	24%	4%	-%	11%
Don't Know (DO NOT READ OUT)		16	13	*	-	-	-
		3%	4%	1%	-%	-%	-%
NET: Satisfied		280	192	41	9	4	7
		57%	56%	58%	96%	86%	41%
NET: Dissatisfied		40	27	9	-	*	3
		8%	8%	13%	-%	*%	18%
Answered		388	268	53	9	5	15
Mean score		.9	.9	.9	1.2	1.1	.5

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	*b	c	*d	e	f	*g	h	*i	j	k	l	m
Unweighted Base		492	33	28	42	25	33	41	23	31	19	275	77	73	67
Effective base		207	22	20	25	13	21	30	16	19	11	170	44	51	18
Weighted Base		488	45	41	84	28	42	78	47	50	23	438	27	19	4
Very Dissatisfied	(-2)	20	4	2	7	-	-	6	-	-	*	19	-	1	-
		4%	8%	5%	8%	-%	-%	8% k	-%	-%	*%	4%	-%	6%	-%
Fairly Dissatisfied	(-1)	20	3	4	6	-	*	2	-	4	-	19	1	-	*
		4%	7%	10%	7%	-%	*%	3%	-%	8%	-%	4%	4%	-%	*%
Neither Satisfied Nor Dissatisfied	(0)	68	3	6	17	*	7	13	2	10	5	63	2	3	1
		14%	7%	14%	20%	1%	16%	17%	4%	19%	22%	14%	6%	13%	14%
Fairly Satisfied	(1)	144	18	12	24	14	8	18	17	10	6	126	10	6	1
		29%	41%	28%	28%	50%	20%	22%	36%	20%	25%	29%	39%	29%	35%
Very Satisfied	(2)	136	8	13	15	8	16	18	22	12	10	122	9	4	1
		28%	19%	30%	18%	29%	39%	23%	46%	24%	42%	28%	34%	21%	28%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	8	4	15	4	10	18	2	12	1	75	3	5	1
		17%	19%	10%	17%	16%	25%	23%	4%	25%	2%	17%	11%	25%	22%
Don't Know (DO NOT READ OUT)		16	-	1	-	1	-	3	4	2	2	13	2	1	*
		3%	-%	2%	-%	4%	-%	4%	9%	4%	9%	3%	7%	6%	1%
NET: Satisfied		280	27	24	39	22	25	35	39	22	15	248	20	10	3
		57%	60%	59%	46%	79%	59%	45%	83%	44%	67%	57%	72% cfhl	50%	62%
NET: Dissatisfied		40	7	6	13	-	*	8	-	4	*	38	1	1	*
		8%	14% m	14%	16% m	-%	*%	11%	-%	8%	*%	9%	4%	6%	*%
Answered		388	37	36	69	22	32	57	41	35	21	349	22	13	3
Mean score		.9	.7	.8	.5	1.4	1.3 cf	.7	1.5	.8	1.2	.9	1.2 acf	.9	1.2 c

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		492	18	45	2	46	65	20	36	222	394	98	446	46
Effective base		207	6	19	2	24	27	8	14	99	170	38	194	14
Weighted Base		488	23	55	*	42	80	13	35	186	411	77	464	24
Very Dissatisfied	(-2)	20	-	7	-	1	*	-	4	7	18	1	20	-
		4%	-%	13%	-%	3%	*%	-%	13%	4%	4%	2%	4%	-%
Fairly Dissatisfied	(-1)	20	-	4	-	*	3	*	4	6	20	*	19	1
		4%	-%	7%	-%	1%	4%	*%	11%	3%	5%	*%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	68	4	6	-	2	13	3	3	32	61	6	65	3
		14%	16%	11%	-%	5%	17%	21%	7%	17%	15%	8%	14%	13%
Fairly Satisfied	(1)	144	4	17	-	18	26	4	7	55	123	21	136	7
		29%	16%	30%	-%	43%	33%	29%	19%	30%	30%	27%	29%	31%
Very Satisfied	(2)	136	3	13	*	16	21	3	12	49	107	29	130	6
		28%	14%	23%	40%	39%	27%	21%	34%	26%	26%	37%	28%	25%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	11	9	*	4	13	3	5	32	66	17	77	6
		17%	49%	16%	60%	10%	17%	23%	13%	17%	16%	23%	17%	25%
Don't Know (DO NOT READ OUT)		16	1	*	-	-	3	1	1	4	14	2	16	*
		3%	6%	*%	-%	-%	3%	7%	3%	2%	4%	3%	4%	1%
NET: Satisfied		280	7	29	*	34	48	7	19	104	230	50	266	13
		57%	30%	53%	40%	82% bh	60%	49%	52%	56%	56%	64%	57%	57%
NET: Dissatisfied		40	-	11	-	2	3	*	8	13	39	1	39	1
		8%	-%	20%	-%	4%	4%	*%	24%	7%	9%	2%	8%	4%
Answered		388	10	46	*	38	64	9	30	150	330	58	370	18
Mean score		.9	1.0	.5	2.0	1.3 b	1.0	1.0	.6	.9	.8	1.3 a	.9	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		492	482	10	260	123	108
Effective base		207	202	5	114	42	52
Weighted Base		488	478	10	267	88	133
Very Dissatisfied	(-2)	20	20	-	3	5	12
		4%	4%	-%	1%	6%	9%
							a
Fairly Dissatisfied	(-1)	20	20	-	8	10	3
		4%	4%	-%	3%	11%	2%
Neither Satisfied Nor Dissatisfied	(0)	68	65	3	31	8	29
		14%	14%	28%	12%	9%	22%
Fairly Satisfied	(1)	144	139	5	82	32	29
		29%	29%	47%	31%	37%	22%
Very Satisfied	(2)	136	134	2	82	19	35
		28%	28%	18%	31%	22%	26%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	83	1	48	13	22
		17%	17%	7%	18%	15%	16%
Don't Know (DO NOT READ OUT)		16	16	-	13	1	3
		3%	3%	-%	5%	1%	2%
NET: Satisfied		280	273	7	164	51	64
		57%	57%	65%	61%	59%	49%
NET: Dissatisfied		40	40	-	11	15	14
		8%	8%	-%	4%	17%	11%
						a	
Answered		388	379	9	206	74	108
Mean score		.9	.9	.9	1.1	.7	.7
					bc		

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		492	330	92	29	6	18	8	3	6	422	70	41	136	194	162
Effective base		207	167	28	5	1	6	2	2	1	196	11	8	76	92	39
Weighted Base		488	394	64	19	2	7	*	*	2	457	31	12	173	221	94
Very Dissatisfied	(-2)	20	14	6	-	-	-	-	-	*	20	*	*	1	13	6
		4%	4%	9%	-%	-%	-%	-%	-%	1%	4%	*%	*%	1%	6%	6%
Fairly Dissatisfied	(-1)	20	16	2	*	-	2	-	-	-	18	2	2	8	8	4
		4%	4%	3%	*%	-%	32%	-%	-%	-%	4%	7%	19%	5%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	68	50	13	4	-	-	*	-	*	63	5	*	18	32	18
		14%	13%	21%	22%	-%	-%	71%	-%	11%	14%	15%	3%	10%	14%	19%
Fairly Satisfied	(1)	144	120	14	5	2	2	*	-	-	135	9	4	46	74	23
		29%	31%	23%	28%	86%	22%	1%	-%	-%	30%	29%	30%	27%	34%	25%
Very Satisfied	(2)	136	119	10	2	*	3	*	*	2	129	7	6	60	58	17
		28%	30%	16%	10%	14%	44%	28%	100%	89%	28%	24%	47%	35%	26%	18%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	60	16	6	-	*	-	-	-	77	7	*	34	26	23
		17%	15%	26%	34%	-%	2%	-%	-%	-%	17%	21%	1%	20%	12%	24%
Don't Know (DO NOT READ OUT)		16	14	2	1	-	-	-	-	-	15	1	-	5	8	3
		3%	4%	2%	6%	-%	-%	-%	-%	-%	3%	4%	-%	3%	4%	3%
NET: Satisfied		280	239	24	7	2	5	*	*	2	264	16	9	107	133	41
		57%	61%	38%	38%	100%	66%	29%	100%	89%	58%	53%	77%	62%	60%	43%
			b													
NET: Dissatisfied		40	30	8	*	-	2	-	-	*	38	2	2	9	21	10
		8%	8%	12%	*%	-%	32%	-%	-%	1%	8%	8%	19%	5%	10%	11%
Answered		388	319	45	12	2	7	*	*	2	365	23	12	134	186	69
Mean score		.9	1.0	.5	.8	1.1	.8	.6	2.0	1.8	.9	.9	1.1	1.2	.8	.6
			b								b			bc		

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		492	333	274	405	267	122	141	266	39	35	24	14	11	16
Effective base		207	128	114	164	113	37	60	131	11	11	6	3	2	3
Weighted Base		488	289	272	392	274	71	140	321	26	26	7	4	5	4
Very Dissatisfied	(-2)	20	11	19	20	17	2	6	17	3	*	-	-	-	-
		4%	4%	7%	5%	6%	3%	4%	5%	11%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	20	16	16	20	9	3	8	17	1	-	*	*	-	2
		4%	5%	6%	5%	3%	4%	6%	5%	6%	-%	1%	1%	-%	46%
Neither Satisfied Nor Dissatisfied	(0)	68	31	30	52	35	11	8	47	*	4	*	-	-	*
		14%	11%	11%	13%	13%	15%	6%	15%	1%	15%	1%	-%	-%	10%
Fairly Satisfied	(1)	144	88	66	112	86	18	45	85	8	8	4	2	4	1
		29%	31%	24%	28%	31%	25%	32%	26%	29%	30%	58%	48%	94%	34%
Very Satisfied	(2)	136	81	69	101	71	24	36	73	9	14	2	2	*	*
		28%	28%	25%	26%	26%	34%	26%	23%	36%	55% a	26%	52%	6%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	49	57	72	42	7	29	68	3	*	1	-	-	*
		17%	17%	21%	18%	16%	9%	20%	21%	13%	*%	15%	-%	-%	2%
Don't Know (DO NOT READ OUT)		16	13	15	16	13	7	9	15	1	-	-	-	-	-
		3%	5%	5%	4%	5%	10%	7%	5%	4%	-%	-%	-%	-%	-%
NET: Satisfied		280	169	135	212	157	42	80	158	17	22	6	4	5	2
		57%	59%	49%	54%	57%	59%	58%	49%	66%	85% a	83%	99%	100%	42%
NET: Dissatisfied		40	27	35	40	26	4	14	33	4	*	*	*	-	2
		8%	9%	13%	10%	10%	6%	10%	10%	17%	1%	1%	1%	-%	46%
Answered		388	227	200	304	219	57	102	238	21	26	6	4	5	4
Mean score		.9	.9	.7	.8	.8	1.0	.9	.8	.9	1.4	1.3	1.5	1.1	*

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		492	185	17	17	15	7	10	16	33	95	105	118	63	24
Effective base		207	94	8	4	4	3	1	5	8	47	42	52	19	6
Weighted Base		488	235	20	6	5	2	2	4	8	119	98	114	54	8
Very Dissatisfied	(-2)	20	14	3	-	-	-	*	-	*	1	6	2	12	-
		4%	6%	14%	-%	-%	-%	1%	-%	*%	1%	6%	2%	21% ac	-%
Fairly Dissatisfied	(-1)	20	9	-	-	*	-	-	-	-	4	12	4	*	-
		4%	4%	-%	-%	1%	-%	-%	-%	-%	3%	12%	3%	*%	-%
Neither Satisfied Nor Dissatisfied	(0)	68	33	1	-	*	-	*	*	*	15	6	14	15	1
		14%	14%	5%	-%	10%	-%	2%	7%	4%	12%	6%	13%	28% b	16%
Fairly Satisfied	(1)	144	68	9	1	3	1	2	2	5	38	28	32	9	5
		29%	29%	43%	22%	54%	48%	94%	59%	65% a	32%	28%	28%	16%	61%
Very Satisfied	(2)	136	57	8	4	*	1	*	1	3	23	30	40	8	1
		28%	24%	38%	61%	10%	49%	4%	33%	30%	19%	31%	35%	14%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	41	-	1	*	*	-	*	*	32	11	17	10	1
		17%	18%	-%	17%	1%	3%	-%	1%	1%	27%	12%	15%	19%	13%
Don't Know (DO NOT READ OUT)		16	12	-	-	1	-	-	-	-	6	4	5	1	-
		3%	5%	-%	-%	24%	-%	-%	-%	-%	5%	5%	4%	2%	-%
NET: Satisfied		280	125	16	5	3	2	2	4	8	61	58	72	16	5
		57%	53%	81%	83%	64%	97%	97%	92%	95% a	51%	59% d	63% d	30%	71%
NET: Dissatisfied		40	23	3	-	*	-	*	-	*	4	18	6	12	-
		8%	10%	14%	-%	1%	-%	1%	-%	*%	4%	18% ac	5%	21% a	-%
Answered		388	182	20	5	3	2	2	4	8	80	82	92	43	7
Mean score		.9	.8	.9	1.7	1.0	1.5	1.0	1.3	1.3	1.0 d	.8 d	1.1 d	*	.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base		492	65	74	74	34	20	181	28	57	438	54	377	28
Effective base		207	38	33	29	10	4	80	11	23	189	18	156	9
Weighted Base		488	86	73	76	27	11	205	23	47	438	50	365	28
Very Dissatisfied	(-2)	20	2	6	1	7	-	12	-	5	11	9	12	7
		4%	3%	8%	2%	26% ac	-%	6%	-%	11%	2%	19% a	3%	27%
Fairly Dissatisfied	(-1)	20	3	5	1	*	-	6	-	3	20	-	16	4
		4%	3%	7%	1%	*%	-%	3%	-%	6%	5%	-%	4%	15%
Neither Satisfied Nor Dissatisfied	(0)	68	10	3	15	6	1	31	2	2	56	12	44	8
		14%	12%	4%	19%	23%	12%	15%	9%	4%	13%	24%	12%	30%
Fairly Satisfied	(1)	144	28	31	21	4	2	61	13	11	130	14	109	2
		29%	32%	42%	28%	14%	19%	30%	59%	25%	30%	27%	30%	9%
Very Satisfied	(2)	136	12	19	28	5	7	56	4	10	123	13	96	5
		28%	14%	26%	37% a	18%	70%	28%	19%	23%	28%	25%	26%	19%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	22	7	9	4	-	25	3	14	81	2	72	-
		17%	25%	10%	12%	15%	-%	12%	13%	31% a	19%	5%	20%	-%
Don't Know (DO NOT READ OUT)		16	10	1	1	1	-	13	-	*	16	-	16	-
		3%	11%	2%	1%	4%	-%	6%	-%	*%	4%	-%	4%	-%
NET: Satisfied		280	39	50	50	9	9	117	18	22	254	26	205	8
		57%	46%	68% d	65%	32%	88%	57%	79%	47%	58%	53%	56%	28%
NET: Dissatisfied		40	5	12	3	7	-	18	-	8	31	9	28	12
		8%	6%	16%	3%	26% c	-%	9%	-%	17%	7%	19%	8%	42%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base	492	65	74	74	34	20	181	28	57	438	54	377	28
Effective base	207	38	33	29	10	4	80	11	23	189	18	156	9
Weighted Base	488	86	73	76	27	11	205	23	47	438	50	365	28
Answered	388	55	64	67	22	11	167	20	32	340	48	276	28
Mean score	.9	.8	.8	1.1 d	*	1.6	.9	1.1	.6	1.0 b	.4	.9	-.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		492	74	68	103	44	201	66	201	261	65	184	209	59	2
Effective base		207	34	22	45	11	93	20	72	107	16	71	92	22	2
Weighted Base		488	80	60	115	29	224	50	159	240	39	175	219	61	1
Very Dissatisfied	(-2)	20	-	13	8	5	11	6	7	10	6	11	17	11	-
		4%	-%	23% a	7%	18%	5%	12%	4%	4%	16%	6%	8%	19%	-%
Fairly Dissatisfied	(-1)	20	2	3	10	-	6	3	9	9	-	10	9	7	-
		4%	2%	5%	8%	-%	3%	6%	6%	4%	-%	6%	4%	11%	-%
Neither Satisfied Nor Dissatisfied	(0)	68	3	2	3	11	32	3	11	26	5	21	26	12	-
		14%	4%	4%	3%	38% a	14%	6%	7%	11%	13%	12%	12%	19%	-%
Fairly Satisfied	(1)	144	24	21	31	6	69	17	52	76	8	45	51	5	-
		29%	31%	35%	27%	21%	31%	34%	32%	32%	20%	25%	23%	8%	-%
Very Satisfied	(2)	136	35	7	35	6	65	7	48	62	15	45	57	22	-
		28%	44% b	11%	31%	23%	29%	13%	30%	26%	38%	26%	26%	35%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	14	9	22	*	33	9	22	48	5	34	49	5	1
		17%	18%	16%	19%	1%	15%	19%	14%	20%	13%	20%	22%	8%	100%
Don't Know (DO NOT READ OUT)		16	1	4	6	-	8	4	11	8	-	10	10	-	-
		3%	1%	7%	5%	-%	4%	9%	7%	4%	-%	6%	5%	-%	-%
NET: Satisfied		280	60	27	67	13	133	24	99	139	23	90	108	26	-
		57%	75% b	46%	58%	44%	60%	47%	62%	58%	58%	51%	49%	43%	-%
NET: Dissatisfied		40	2	16	18	5	17	9	16	19	6	21	26	18	-
		8%	2%	27% a	16%	18%	8%	19%	10%	8%	16%	12%	12%	30% ab	-%
Answered		388	64	46	88	29	182	36	126	184	34	131	160	56	-

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	492	74	68	103	44	201	66	201	261	65	184	209	59	2
Effective base	207	34	22	45	11	93	20	72	107	16	71	92	22	2
Weighted Base	488	80	60	115	29	224	50	159	240	39	175	219	61	1
Mean score	.9	1.4 b	.1	.9	.3	.9	.4	1.0	.9	.7	.8	.8	.3	-

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		492	206	165	58	2	320	260	216	309	237	10
Effective base		207	81	77	17	2	126	108	94	121	96	4
Weighted Base		488	200	195	44	1	287	260	229	285	229	1
Very Dissatisfied	(-2)	20	15	10	4	-	11	16	11	8	10	-
		4%	8%	5%	10%	-%	4%	6%	5%	3%	5%	-%
Fairly Dissatisfied	(-1)	20	5	4	1	-	16	14	7	14	11	-
		4%	3%	2%	1%	-%	5%	5%	3%	5%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	68	27	26	12	-	31	30	32	39	23	*
		14%	13%	13%	27%	-%	11%	12%	14%	14%	10%	22%
Fairly Satisfied	(1)	144	62	63	11	-	87	60	70	76	67	*
		29%	31%	32%	26%	-%	30%	23%	31%	27%	29%	1%
Very Satisfied	(2)	136	53	57	11	-	80	67	64	80	60	1
		28%	27%	30%	26%	-%	28%	26%	28%	28%	26%	78%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	28	30	4	1	49	57	37	57	45	-
		17%	14%	16%	10%	100%	17%	22%	16%	20%	20%	-%
Don't Know (DO NOT READ OUT)		16	10	5	-	-	13	15	8	12	11	-
		3%	5%	2%	-%	-%	5%	6%	4%	4%	5%	-%
NET: Satisfied		280	115	121	23	-	168	127	134	156	127	1
		57%	57%	62%	52%	-%	58%	49%	59%	55%	56%	78%
NET: Dissatisfied		40	21	13	5	-	27	30	18	21	21	-
		8%	10%	7%	11%	-%	9%	12%	8%	7%	9%	-%
Answered		388	162	160	40	-	225	187	184	216	172	1
Mean score		.9	.8	1.0	.6	-	.9	.8	.9	1.0	.9	1.6

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	*d	*e	a	b	a	b	c	*d
Unweighted Base		492	115	112	115	28	16	243	207	73	50	44	10
Effective base		207	51	52	44	12	7	99	85	23	14	17	3
Weighted Base		488	124	130	106	29	18	224	206	55	32	32	8
Very Dissatisfied	(-2)	20	5	7	4	-	-	6	8	2	6	6	3
		4%	4%	5%	4%	-%	-%	3%	4%	4%	20%	19%	38%
Fairly Dissatisfied	(-1)	20	4	1	4	1	1	9	4	*	5	2	-
		4%	3%	1%	3%	2%	3%	4%	2%	1%	14%	6%	-%
Neither Satisfied Nor Dissatisfied	(0)	68	18	16	12	10	8	33	22	8	2	6	*
		14%	15%	12%	12%	34%	44%	15%	10%	15%	7%	18%	4%
Fairly Satisfied	(1)	144	37	41	35	5	1	68	66	14	9	5	2
		29%	30%	31%	33%	17%	8%	30%	32%	25%	28%	17%	21%
Very Satisfied	(2)	136	37	36	37	9	5	55	52	24	7	9	*
		28%	30%	27%	34%	32%	30%	25%	25%	44%	22%	29%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	20	23	12	4	3	44	44	6	3	4	3
		17%	17%	18%	11%	15%	15%	20%	21%	11%	8%	12%	34%
Don't Know (DO NOT READ OUT)		16	2	7	2	-	-	9	11	*	-	-	-
		3%	2%	6%	2%	-%	-%	4%	5%	*%	-%	-%	-%
NET: Satisfied		280	74	76	72	14	7	123	117	38	16	14	2
		57%	60%	58%	68%	49%	38%	55%	57%	70%	50%	46%	24%
NET: Dissatisfied		40	9	8	8	1	1	15	12	3	11	8	3
		8%	7%	6%	8%	2%	3%	7%	6%	5%	35% a	25%	38%
Answered		388	101	100	92	25	15	171	151	49	29	28	5
Mean score		.9	1.0	1.0	1.0	.9	.8	.9	1.0	1.2 bc	.2	.3	-.7

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b		a	*b
Unweighted Base		492	397	293	435	315	274	294	381	64	1	332	67	492	143	9
Effective base		207	171	122	185	137	114	115	175	24	1	134	30	207	56	5
Weighted Base		488	394	267	425	319	264	232	408	66	*	308	66	488	140	12
Very Dissatisfied	(-2)	20	17	13	17	15	8	11	17	6	-	1	16	20	11	3
		4%	4%	5%	4%	5%	3%	5%	4%	10%	-%	*%	25% a	4%	8%	26%
Fairly Dissatisfied	(-1)	20	18	12	20	14	7	11	17	2	-	7	2	20	4	2
		4%	5%	4%	5%	4%	3%	5%	4%	3%	-%	2%	3%	4%	3%	15%
Neither Satisfied Nor Dissatisfied	(0)	68	52	36	61	41	48	31	63	15	-	24	16	68	14	-
		14%	13%	14%	14%	13%	18%	14%	15%	23%	-%	8%	25% a	14%	10%	-%
Fairly Satisfied	(1)	144	122	66	128	96	70	64	129	10	*	103	16	144	35	1
		29%	31%	25%	30%	30%	27%	27%	32%	15%	100%	33%	24%	29%	25%	9%
Very Satisfied	(2)	136	107	83	120	90	79	75	108	22	-	110	8	136	52	5
		28%	27%	31%	28%	28%	30%	32%	27%	34%	-%	36% b	12%	28%	37%	41%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	63	46	63	50	42	37	62	10	-	55	7	83	19	1
		17%	16%	17%	15%	16%	16%	16%	15%	15%	-%	18%	10%	17%	13%	8%
Don't Know (DO NOT READ OUT)		16	15	11	15	13	10	3	12	*	-	8	1	16	6	-
		3%	4%	4%	4%	4%	4%	1%	3%	1%	-%	3%	1%	3%	4%	-%
NET: Satisfied		280	228	149	248	186	149	138	237	32	*	213	24	280	87	6
		57%	58%	56%	58%	58%	56%	60%	58%	49%	100%	69% b	36%	57%	62%	50%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b		a	*b
Unweighted Base	492	397	293	435	315	274	294	381	64	1	332	67	492	143	9
Effective base	207	171	122	185	137	114	115	175	24	1	134	30	207	56	5
Weighted Base	488	394	267	425	319	264	232	408	66	*	308	66	488	140	12
NET: Dissatisfied	40	35	24	37	29	15	22	34	8	-	7	18	40	15	5
	8%	9%	9%	9%	9%	6%	10%	8%	12%	-%	2%	28% a	8%	11%	41%
Answered	388	316	209	346	256	212	192	334	55	*	245	58	388	116	11
Mean score	.9	.9	.9	.9	.9	1.0	.9	.9	.7	1.0	1.3 b	-.1	.9	1.0	.3

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	a	b	c	a	b	c	a	b
Unweighted Base		492	111	69	97	264	129	104	113	264	247	245
Effective base		207	37	35	34	121	52	43	42	117	89	117
Weighted Base		488	90	92	80	273	135	104	106	264	206	281
Very Dissatisfied	(-2)	20	3	11	8	5	7	6	6	9	15	5
		4%	3%	11%	10%	2%	5%	5%	5%	3%	7%	2%
					b							
Fairly Dissatisfied	(-1)	20	7	3	2	13	6	2	7	11	8	13
		4%	8%	4%	2%	5%	4%	2%	7%	4%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	68	6	8	7	41	20	13	13	41	18	50
		14%	7%	9%	8%	15%	15%	13%	12%	16%	9%	18%
Fairly Satisfied	(1)	144	27	22	20	85	39	27	35	75	67	77
		29%	30%	24%	25%	31%	29%	26%	33%	28%	32%	27%
Very Satisfied	(2)	136	29	30	28	76	32	30	26	75	60	76
		28%	32%	32%	35%	28%	24%	29%	24%	28%	29%	27%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	12	18	14	44	24	21	16	46	32	51
		17%	14%	20%	18%	16%	18%	20%	15%	17%	16%	18%
Don't Know (DO NOT READ OUT)		16	6	-	1	10	6	6	3	7	7	10
		3%	6%	-%	1%	4%	4%	6%	3%	3%	3%	3%
NET: Satisfied		280	56	52	48	160	71	57	61	150	127	153
		57%	62%	56%	60%	59%	53%	54%	57%	57%	61%	54%
NET: Dissatisfied		40	10	14	10	18	13	7	13	20	22	18
		8%	11%	15%	12%	6%	10%	7%	12%	8%	11%	6%
Answered		388	72	74	65	219	104	77	87	211	167	220
Mean score		.9	1.0	.8	.9	1.0	.8	1.0	.8	.9	.9	.9

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 167 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		492	120	148	130	94	268	224
Effective base		207	48	56	57	50	103	107
Weighted Base		488	139	128	129	93	267	221
Very Dissatisfied	(-2)	20	7	6	2	5	13	7
		4%	5%	5%	2%	5%	5%	3%
Fairly Dissatisfied	(-1)	20	5	9	3	4	13	7
		4%	3%	7%	3%	4%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	68	8	17	20	22	25	42
		14%	6%	14%	16%	24%	10%	19%
						a		a
Fairly Satisfied	(1)	144	47	37	39	20	85	59
		29%	34%	29%	31%	21%	32%	27%
Very Satisfied	(2)	136	37	36	37	26	73	63
		28%	27%	28%	29%	28%	27%	28%
Have not Contacted / Not Applicable (DO NOT READ OUT)		83	27	18	23	15	45	38
		17%	20%	14%	18%	16%	17%	17%
Don't Know (DO NOT READ OUT)		16	8	4	3	1	12	5
		3%	6%	3%	3%	2%	4%	2%
NET: Satisfied		280	84	73	77	46	158	122
		57%	61%	57%	60%	49%	59%	55%
NET: Dissatisfied		40	12	15	5	8	27	14
		8%	8%	12%	4%	9%	10%	6%
Answered		388	104	106	102	76	210	178
Mean score		.9	1.0	.8	1.0	.8	.9	.9

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 168

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: SUMMARY TABLE

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99)

		Aspects	
		Professionalism and handling of any query / complaint	The staff being polite and courteous
Significance Level: 95%		a	b
Unweighted Base		492	492
Effective base		207	207
Weighted Base		488	488
Very Dissatisfied	(-2)	43 9%	20 4%
Fairly Dissatisfied	(-1)	42 9%	20 4%
Neither Satisfied Nor Dissatisfied	(0)	105 22% b	68 14%
Fairly Satisfied	(1)	87 18%	144 29% a
Very Satisfied	(2)	61 13%	136 28% a
Have not Contacted / Not Applicable (DO NOT READ OUT)		133 27% b	83 17%
Don't Know (DO NOT READ OUT)		16 3%	16 3%
NET: Satisfied		149 30%	280 57% a
NET: Dissatisfied		85 17% b	40 8%
Answered		338	388
Mean score		.2	.9 a

Columns Tested:: a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	*c	d	e
Unweighted Base		380	94	286	247	62	19	52	133
Effective base		156	38	119	146	35	8	24	50
Weighted Base		355	89	266	341	10	2	1	13
Very Dissatisfied	(-2)	43	25	18	42	1	*	*	1
		12%	28%	7%	12%	6%	7%	10%	6%
			b						
Fairly Dissatisfied	(-1)	42	12	30	41	2	-	*	2
		12%	14%	11%	12%	16%	-%	5%	13%
Neither Satisfied Nor Dissatisfied	(0)	105	31	74	101	3	*	*	4
		30%	35%	28%	30%	33%	15%	9%	28%
					d	d			
Fairly Satisfied	(1)	87	13	74	83	3	1	1	4
		25%	14%	28%	24%	29%	47%	50%	34%
								a	
Very Satisfied	(2)	61	6	56	59	1	1	*	2
		17%	6%	21%	17%	14%	31%	26%	18%
				a					
Don't Know (DO NOT READ OUT)		16	2	14	16	*	-	-	*
		5%	2%	5%	5%	2%	-%	-%	1%
NET: Satisfied		149	18	130	142	4	2	1	7
		42%	21%	49%	42%	44%	78%	77%	51%
				a				abe	
NET: Dissatisfied		85	37	48	82	2	*	*	3
		24%	42%	18%	24%	22%	7%	14%	19%
			b						
Answered		338	87	252	325	10	2	1	13
Mean score		.2	-.4	.5	.2	.3	1.0	.8	.4
				a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	*c	d	e	f	g	h	i
Unweighted Base		380	140	79	28	38	43	52	247	62	71
Effective base		156	87	46	17	23	20	24	146	35	17
Weighted Base		355	223	93	26	6	6	1	341	10	3
Very Dissatisfied	(-2)	43	23	17	2	*	1	*	42	1	*
		12%	10%	18%	8%	2%	10%	10%	12%	6%	8%
Fairly Dissatisfied	(-1)	42	29	10	2	1	1	*	41	2	*
		12%	13%	11%	7%	16%	10%	5%	12%	16%	2%
Neither Satisfied Nor Dissatisfied	(0)	105	66	29	7	2	2	*	101	3	*
		30%	30%	31%	26%	27%	33%	9%	30%	33%	13%
			f	f			f		f	f	
Fairly Satisfied	(1)	87	54	23	6	2	2	1	83	3	1
		25%	24%	24%	24%	31%	33%	50%	24%	29%	48%
								abg			g
Very Satisfied	(2)	61	37	15	8	1	1	*	59	1	1
		17%	16%	16%	31%	21%	13%	26%	17%	14%	30%
Don't Know (DO NOT READ OUT)		16	14	1	1	*	*	-	16	*	-
		5%	6%	1%	4%	2%	*%	-%	5%	2%	-%
NET: Satisfied		149	91	37	14	3	3	1	142	4	2
		42%	41%	40%	54%	52%	46%	77%	42%	44%	78%
								abegh			abegh
NET: Dissatisfied		85	52	27	4	1	1	*	82	2	*
		24%	23%	29%	15%	18%	21%	14%	24%	22%	9%
Answered		338	209	92	24	6	6	1	325	10	3
Mean score		.2	.2	.1	.7	.5	.3	.8	.2	.3	.9
											abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	*c	*d	e
Unweighted Base		380	177	57	19	14	49
Effective base		156	98	24	5	4	6
Weighted Base		355	244	49	7	4	15
Very Dissatisfied	(-2)	43	22	8	-	*	5
		12%	9%	16%	-%	*%	33%
Fairly Dissatisfied	(-1)	42	27	5	1	-	3
		12%	11%	10%	13%	-%	20%
Neither Satisfied Nor Dissatisfied	(0)	105	71	14	2	2	2
		30%	29%	27%	30%	45%	16%
Fairly Satisfied	(1)	87	65	12	3	2	2
		25%	27%	24%	48%	54%	11%
Very Satisfied	(2)	61	45	11	1	*	3
		17%	19%	22%	8%	1%	20%
Don't Know (DO NOT READ OUT)		16	14	*	*	-	-
		5%	6%	*%	*%	-%	-%
NET: Satisfied		149	110	23	4	2	5
		42%	45%	46%	57%	55%	31%
NET: Dissatisfied		85	48	13	1	*	8
		24%	20%	26%	13%	*%	53%
Answered		338	230	49	7	4	15
Mean score		.2	.4	.2	.5	.6	-.3

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted Base		380	24	21	36	18	25	31	18	22	17	212	61	50	57
Effective base		156	15	15	22	9	14	23	11	14	10	130	36	38	14
Weighted Base		355	31	33	69	19	29	57	32	30	20	320	21	12	3
Very Dissatisfied	(-2)	43	2	4	11	3	8	6	4	*	1	39	2	2	*
		12%	5%	12%	16%	14%	26%	11%	14%	*%	7%	12%	8%	18%	3%
Fairly Dissatisfied	(-1)	42	8	*	5	-	*	4	6	14	2	39	2	*	*
		12%	27%	1%	8%	-%	1%	6%	18%	46%	11%	12%	11%	3%	5%
Neither Satisfied Nor Dissatisfied	(0)	105	11	17	30	1	6	14	10	3	2	93	7	3	1
		30%	36%	50%	43%	6%	21%	24%	30%	11%	11%	29%	35%	28%	50%
Fairly Satisfied	(1)	87	6	*	11	11	10	20	7	7	8	78	5	4	*
		25%	19%	*%	15%	58%	33%	35%	20%	23%	40%	24%	24%	30%	18%
Very Satisfied	(2)	61	4	11	10	4	6	6	5	5	4	56	3	2	1
		17%	13%	34%	15%	22%	20%	11%	17%	17%	21%	18%	14%	13%	22%
Don't Know (DO NOT READ OUT)		16	-	1	3	*	-	7	-	1	2	14	2	1	*
		5%	-%	3%	4%	1%	-%	12%	-%	3%	10%	4%	9%	7%	2%
NET: Satisfied		149	10	11	21	15	15	26	12	12	12	135	8	5	1
		42%	33%	34%	30%	79%	53%	46%	37%	40%	60%	42%	38%	43%	40%
NET: Dissatisfied		85	10	4	16	3	8	10	10	14	4	78	4	3	*
		24%	32%	13%	23%	14%	26%	17%	32%	46%	18%	24%	19%	22%	8%
Answered		338	31	32	66	19	29	50	32	29	18	306	19	11	3
Mean score		.2	.1	.4	.1	.7	.2	.3	.1	.1	.6	.2	.3	.2	.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base		380	13	31	2	38	48	15	26	177	304	76	343	37
Effective base		156	5	12	2	19	20	6	10	76	128	30	146	10
Weighted Base		355	11	35	*	32	59	9	25	140	301	53	336	19
Very Dissatisfied	(-2)	43	*	4	-	6	2	2	4	17	41	2	42	1
		12%	1%	12%	-%	20%	3%	21%	18%	12%	14%	3%	12%	4%
Fairly Dissatisfied	(-1)	42	*	5	-	*	11	*	2	16	38	4	41	2
		12%	*%	15%	-%	1%	19%	*%	8%	11%	13%	7%	12%	9%
Neither Satisfied Nor Dissatisfied	(0)	105	4	13	-	9	14	*	17	39	83	22	99	5
		30%	32%	37%	-%	29%	23%	4%	67%	28%	27%	41%	30%	29%
Fairly Satisfied	(1)	87	1	5	-	9	29	5	*	31	77	10	82	5
		25%	6%	15%	-%	27%	50% h	53%	*%	22%	26%	19%	24%	28%
Very Satisfied	(2)	61	6	7	*	7	3	1	1	26	52	10	56	5
		17%	52%	21%	40%	23%	5%	11%	3%	18%	17%	18%	17%	28%
Don't Know (DO NOT READ OUT)		16	1	*	*	-	-	1	1	11	10	6	16	*
		5%	8%	*%	60%	-%	-%	11%	4%	8%	3%	11%	5%	1%
NET: Satisfied		149	7	12	*	16	32	6	1	57	129	20	138	11
		42%	59%	36%	40%	50%	55%	65%	4%	41%	43%	37%	41%	56%
NET: Dissatisfied		85	*	9	-	7	13	2	6	33	79	6	82	3
		24%	1%	27%	-%	21%	22%	21%	26%	24%	26%	10%	25%	14%
Answered		338	10	35	*	32	59	8	24	129	291	47	320	19
Mean score		.2	1.2	.2	2.0	.3	.4	.4	-.4	.2	.2	.5	.2	.7

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		380	374	6	191	106	83
Effective base		156	152	4	82	35	40
Weighted Base		355	346	9	188	70	97
Very Dissatisfied	(-2)	43	43	-	19	8	15
		12%	12%	-%	10%	12%	16%
Fairly Dissatisfied	(-1)	42	42	-	19	7	16
		12%	12%	-%	10%	10%	17%
Neither Satisfied Nor Dissatisfied	(0)	105	103	2	51	22	32
		30%	30%	25%	27%	32%	33%
Fairly Satisfied	(1)	87	85	2	54	15	18
		25%	25%	20%	29%	21%	18%
Very Satisfied	(2)	61	57	5	29	17	16
		17%	16%	55%	16%	24%	16%
Don't Know (DO NOT READ OUT)		16	16	-	15	1	*
		5%	5%	-%	8%	1%	*%
NET: Satisfied		149	142	7	84	32	33
		42%	41%	75%	45%	45%	34%
NET: Dissatisfied		85	85	-	38	15	32
		24%	25%	-%	20%	22%	33%
Answered		338	330	9	172	69	97
Mean score		.2	.2	1.3	.3	.4	*

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		380	239	78	25	5	17	8	3	5	317	63	38	90	149	141
Effective base		156	119	25	6	1	5	2	2	1	144	13	8	50	69	38
Weighted Base		355	282	49	13	2	6	*	*	2	331	24	11	117	165	73
Very Dissatisfied	(-2)	43	33	8	1	-	*	*	-	*	41	2	*	5	28	10
		12%	12%	16%	9%	-%	7%	1%	-%	1%	12%	7%	4%	5%	17% a	13%
Fairly Dissatisfied	(-1)	42	34	8	-	-	*	*	-	-	42	*	*	8	27	8
		12%	12%	16%	-%	-%	4%	71%	-%	-%	13%	2%	3%	6%	16%	11%
Neither Satisfied Nor Dissatisfied	(0)	105	82	12	5	2	5	-	-	*	93	11	7	40	42	23
		30%	29%	24%	36%	86%	75%	-%	-%	12%	28%	49%	63% bi	34%	25%	32%
Fairly Satisfied	(1)	87	65	15	6	*	1	-	*	-	80	7	1	27	38	22
		25%	23%	30%	50%	*%	10%	-%	14%	-%	24%	29%	6%	23%	23%	30%
Very Satisfied	(2)	61	51	7	1	*	*	*	*	2	58	3	2	24	28	10
		17%	18%	14%	5%	13%	2%	28%	86%	87%	18%	13%	23%	20%	17%	14%
Don't Know (DO NOT READ OUT)		16	16	*	-	-	*	-	-	-	16	*	*	13	3	*
		5%	6%	*%	-%	-%	1%	-%	-%	-%	5%	*%	*%	11% bc	2%	*%
NET: Satisfied		149	117	22	7	*	1	*	*	2	139	10	3	51	66	32
		42%	41%	44%	55%	14%	12%	28%	100%	87%	42%	43%	29%	43%	40%	44%
NET: Dissatisfied		85	67	16	1	-	1	*	-	*	83	2	1	13	54	18
		24%	24%	32%	9%	-%	11%	72%	-%	1%	25%	9%	8%	11%	33% a	24%
Answered		338	266	49	13	2	6	*	*	2	315	23	11	104	162	73
Mean score		.2	.3	.1	.4	.3	*	-.2	1.9	1.7	.2	.4	.4	.5 b	.1	.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		380	255	203	309	209	104	110	182	34	34	22	12	10	15
Effective base		156	98	80	124	85	30	47	93	9	11	5	3	2	3
Weighted Base		355	209	187	281	202	59	95	219	22	22	6	4	4	4
Very Dissatisfied	(-2)	43	33	28	40	29	10	21	38	2	1	*	-	-	*
		12%	16%	15%	14%	14%	17%	22%	17%	7%	3%	1%	-%	-%	*%
Fairly Dissatisfied	(-1)	42	23	24	35	32	5	19	31	1	3	-	-	-	*
		12%	11%	13%	12%	16%	8%	20%	14%	5%	12%	-%	-%	-%	4%
Neither Satisfied Nor Dissatisfied	(0)	105	59	45	80	47	13	10	62	6	7	3	*	*	2
		30%	28%	24%	29%	23%	21%	11%	28%	25%	34%	45%	7%	*%	58%
			f		f										
Fairly Satisfied	(1)	87	44	47	62	54	16	26	43	6	8	2	2	*	1
		25%	21%	25%	22%	27%	27%	27%	19%	26%	37%	36%	62%	3%	30%
Very Satisfied	(2)	61	36	33	49	35	15	17	31	8	3	1	1	4	*
		17%	17%	18%	18%	17%	26%	17%	14%	37%	14%	18%	31%	97%	8%
Don't Know (DO NOT READ OUT)		16	13	10	14	5	1	3	14	-	-	-	-	-	-
		5%	6%	6%	5%	3%	2%	3%	6%	-%	-%	-%	-%	-%	-%
NET: Satisfied		149	80	81	112	89	31	42	74	14	11	3	3	4	1
		42%	39%	43%	40%	44%	53%	45%	34%	63%	52%	54%	93%	100%	38%
NET: Dissatisfied		85	56	52	75	61	14	40	69	3	3	*	-	-	*
		24%	27%	28%	27%	30%	24%	42%	32%	12%	15%	1%	-%	-%	4%
Answered		338	196	177	267	197	58	93	205	22	22	6	4	4	4
Mean score		.2	.1	.2	.2	.2	.4	*	*	.8	.5	.7	1.2	2.0	.4

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		380	132	17	15	14	7	10	14	31	67	80	89	53	20
Effective base		156	67	8	3	4	3	1	3	7	35	32	39	15	5
Weighted Base		355	165	20	5	5	2	2	3	8	81	77	78	39	6
Very Dissatisfied	(-2)	43	27	-	-	1	-	*	-	*	5	16	8	12	*
		12%	17%	-%	-%	25%	-%	1%	-%	*%	6%	20%	10%	31%	*%
														a	
Fairly Dissatisfied	(-1)	42	31	*	1	*	-	-	-	-	8	8	13	5	1
		12%	19%	1%	12%	10%	-%	-%	-%	-%	10%	11%	16%	13%	9%
Neither Satisfied Nor Dissatisfied	(0)	105	39	3	*	2	1	*	1	2	31	22	18	7	2
		30%	24%	14%	4%	43%	34%	8%	45%	31%	38%	29%	23%	19%	35%
Fairly Satisfied	(1)	87	38	11	1	1	*	2	1	3	17	16	18	8	3
		25%	23%	55%	17%	12%	15%	88%	37%	44%	21%	21%	22%	20%	51%
Very Satisfied	(2)	61	24	6	3	*	1	*	1	2	10	12	21	6	*
		17%	14%	29%	68%	9%	51%	4%	17%	24%	12%	16%	27%	15%	5%
Don't Know (DO NOT READ OUT)		16	5	-	-	-	-	-	*	*	10	2	1	1	-
		5%	3%	-%	-%	-%	-%	-%	1%	1%	12%	2%	2%	2%	-%
NET: Satisfied		149	62	17	4	1	2	2	2	5	27	28	39	14	4
		42%	38%	84%	85%	21%	66%	92%	54%	68%	34%	37%	49%	35%	56%
NET: Dissatisfied		85	58	*	1	2	-	*	-	*	13	24	21	17	1
		24%	35%	1%	12%	36%	-%	1%	-%	*%	16%	31%	26%	43%	9%
			h												
Answered		338	160	20	5	5	2	2	3	8	71	75	77	38	6
Mean score		.2	*	1.1	1.4	-.3	1.2	.9	.7	.9	.3	*	.4	-.2	.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	*d	*e	a	*b	c	a	b	a	*b
Unweighted Base		380	42	59	64	26	18	145	25	38	334	46	284	25
Effective base		156	22	28	24	7	4	63	9	13	141	16	117	9
Weighted Base		355	54	63	58	17	10	156	18	28	308	46	253	27
Very Dissatisfied	(-2)	43	11	9	2	7	-	22	-	7	29	14	31	9
		12%	21%	14%	3%	41%	-%	14%	-%	25%	9%	30% a	12%	33%
Fairly Dissatisfied	(-1)	42	12	10	10	1	-	24	1	7	31	11	34	*
		12%	22%	16%	16%	6%	-%	16%	5%	25%	10%	24%	14%	1%
Neither Satisfied Nor Dissatisfied	(0)	105	17	9	14	6	1	36	5	6	102	3	73	7
		30%	31%	14%	24%	35%	12%	23%	29%	20%	33% b	7%	29%	25%
Fairly Satisfied	(1)	87	6	28	15	2	3	40	9	4	74	13	53	9
		25%	11%	44% a	27%	13%	28%	26%	52%	16%	24%	28%	21%	33%
Very Satisfied	(2)	61	4	7	17	1	6	29	3	3	57	5	47	2
		17%	7%	12%	30%	6%	59%	19%	15%	12%	18%	11%	19%	7%
Don't Know (DO NOT READ OUT)		16	5	*	*	-	-	5	-	1	16	*	14	-
		5%	9%	1%	*%	-%	-%	3%	-%	2%	5%	*%	5%	-%
NET: Satisfied		149	9	35	33	3	9	70	12	8	130	18	100	11
		42%	17%	56% a	56% a	19%	88%	44%	67%	28%	42%	39%	40%	41%
NET: Dissatisfied		85	23	19	11	8	-	46	1	14	60	25	66	9
		24%	43%	29%	20%	47%	-%	29%	5%	50%	19%	54% a	26%	34%
Answered		338	49	63	58	17	10	152	18	27	292	46	240	27
Mean score		.2	-.4	.2	.6 a	-.6	1.5	.2	.8	-.4	.3 b	-.3	.2	-.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		380	62	53	78	40	156	53	157	189	55	141	151	43
Effective base		156	26	17	31	11	70	15	53	79	14	51	65	16
Weighted Base		355	58	47	81	28	163	39	114	168	33	120	148	43
Very Dissatisfied	(-2)	43	3	15	13	10	18	11	18	21	13	15	21	11
		12%	5%	32% a	16%	34%	11%	27%	16%	12%	39% b	13%	14%	25%
Fairly Dissatisfied	(-1)	42	2	13	8	3	20	12	6	22	2	11	21	7
		12%	4%	27% a	9%	10%	12%	32%	6%	13%	6%	9%	14%	16%
Neither Satisfied Nor Dissatisfied	(0)	105	13	9	22	5	42	5	35	47	4	31	29	11
		30%	22%	19%	27%	18%	26%	12%	30%	28%	11%	26%	19%	26%
Fairly Satisfied	(1)	87	24	7	21	8	45	9	31	40	8	37	44	6
		25%	40%	15%	25%	28%	28%	23%	27%	24%	24%	30%	30%	15%
Very Satisfied	(2)	61	17	3	17	3	33	2	17	26	7	23	23	8
		17%	29%	7%	21%	11%	20%	6%	15%	16%	20%	19%	16%	18%
Don't Know (DO NOT READ OUT)		16	-	*	1	-	5	-	7	12	*	4	10	-
		5%	-%	*%	1%	-%	3%	-%	6%	7%	*%	3%	7%	-%
NET: Satisfied		149	40	10	38	11	78	11	49	66	14	60	67	14
		42%	69% b	22%	47%	39%	48%	29%	43%	39%	44%	50%	45%	33%
NET: Dissatisfied		85	5	28	21	12	38	23	25	42	15	26	42	18
		24%	9%	59% a	26%	44%	23%	60% a	22%	25%	45%	21%	28%	41%
Answered		338	58	47	80	28	158	39	108	155	33	117	138	43
Mean score		.2	.8 b	-.6	.3	-.3	.4 b	-.5	.2	.2	-.2	.4	.2	-.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		380	167	125	44	242	189	167	232	173	9
Effective base		156	63	57	12	96	74	70	90	70	4
Weighted Base		355	152	140	26	207	175	165	199	157	1
Very Dissatisfied	(-2)	43	25	14	8	33	28	18	19	19	-
		12%	17%	10%	31%	16%	16%	11%	9%	12%	-%
Fairly Dissatisfied	(-1)	42	19	23	5	23	22	23	23	21	-
		12%	12%	17%	17%	11%	12%	14%	11%	13%	-%
Neither Satisfied Nor Dissatisfied	(0)	105	31	29	1	58	39	39	56	40	*
		30%	21%	20%	4%	28%	22%	23%	28%	25%	26%
Fairly Satisfied	(1)	87	44	47	11	44	46	49	49	40	*
		25%	29%	33%	42%	21%	26%	29%	25%	26%	33%
Very Satisfied	(2)	61	28	25	1	36	30	32	43	25	*
		17%	18%	18%	6%	17%	17%	19%	22%	16%	41%
Don't Know (DO NOT READ OUT)		16	5	3	-	13	10	5	9	13	-
		5%	3%	2%	-%	6%	6%	3%	5%	8%	-%
NET: Satisfied		149	72	72	13	80	76	80	92	65	1
		42%	47%	51%	48%	39%	43%	49%	46%	41%	74%
NET: Dissatisfied		85	44	37	13	56	50	41	42	40	-
		24%	29%	27%	48%	27%	28%	25%	21%	25%	-%
Answered		338	147	138	26	194	164	160	189	145	1
Mean score		.2	.2	.3	-.3	.1	.2	.3	.4	.2	1.2

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	*d	*e	a	b	a	b	c	*d
Unweighted Base		380	84	83	90	16	9	176	151	59	46	42	10
Effective base		156	37	38	31	8	4	70	62	16	13	17	3
Weighted Base		355	88	96	72	13	7	154	143	37	29	31	8
Very Dissatisfied	(-2)	43	5	7	8	4	-	9	16	3	6	6	2
		12%	6%	7%	12%	28%	-%	6%	11%	7%	22%	20%	20%
Fairly Dissatisfied	(-1)	42	12	13	7	3	3	20	17	*	3	3	*
		12%	14%	14%	10%	24%	45%	13%	12%	1%	9%	11%	2%
Neither Satisfied Nor Dissatisfied	(0)	105	21	25	14	1	1	41	41	8	6	11	6
		30%	23%	26%	19%	7%	8%	27%	28%	22%	21%	35%	77%
Fairly Satisfied	(1)	87	31	28	21	4	3	44	34	12	6	4	*
		25%	36%	29%	30%	30%	40%	29%	24%	33%	21%	12%	*%
Very Satisfied	(2)	61	17	18	22	1	*	30	22	13	8	4	*
		17%	19%	19%	30%	11%	6%	19%	15%	36%	27%	11%	1%
Don't Know (DO NOT READ OUT)		16	2	5	*	-	-	10	13	*	*	3	-
		5%	2%	5%	*%	-%	-%	7%	9%	*%	*%	11%	-%
NET: Satisfied		149	48	46	43	5	3	74	56	25	14	7	*
		42%	55%	48%	60%	42%	47%	48%	39%	69% c	48%	24%	1%
NET: Dissatisfied		85	17	20	15	7	3	28	34	3	9	9	2
		24%	19%	20%	21%	52%	45%	18%	23%	8%	31%	31%	22%
Answered		338	86	91	72	13	7	144	131	37	29	27	8
Mean score		.2	.5	.4	.6	-.3	.1	.5	.2	.9 c	.2	-.2	-.4

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b		a	*b
Unweighted Base		380	303	219	335	233	202	229	283	46	1	250	56	380	118	8
Effective base		156	126	88	138	97	80	85	129	16	1	97	25	156	42	5
Weighted Base		355	288	186	313	228	186	164	296	40	*	210	57	355	106	11
Very Dissatisfied	(-2)	43	40	33	40	36	26	23	36	11	-	11	23	43	23	*
		12%	14%	18%	13%	16%	14%	14%	12%	28%	-%	5%	40% a	12%	21%	1%
Fairly Dissatisfied	(-1)	42	38	22	41	31	21	17	41	3	-	23	13	42	14	1
		12%	13%	12%	13%	14%	11%	10%	14%	8%	-%	11%	22%	12%	13%	10%
Neither Satisfied Nor Dissatisfied	(0)	105	87	37	91	47	47	40	87	5	*	40	15	105	13	6
		30%	30%	20%	29%	21%	25%	25%	29%	12%	100%	19%	26%	30%	12%	61%
Fairly Satisfied	(1)	87	68	46	75	58	50	40	74	12	-	68	6	87	31	3
		25%	24%	25%	24%	25%	27%	25%	25%	30%	-%	32% b	10%	25%	29%	28%
Very Satisfied	(2)	61	42	39	53	47	34	38	45	8	-	56	-	61	25	-
		17%	15%	21%	17%	21%	18%	23%	15%	21%	-%	27% b	-%	17%	23%	-%
Don't Know (DO NOT READ OUT)		16	13	10	14	9	9	5	14	-	-	12	1	16	1	-
		5%	5%	5%	4%	4%	5%	3%	5%	-%	-%	6%	2%	5%	1%	-%
NET: Satisfied		149	110	85	128	105	83	78	119	21	-	123	6	149	56	3
		42%	38%	45%	41%	46%	45%	48%	40%	52%	-%	59% b	10%	42%	53%	28%
NET: Dissatisfied		85	78	55	81	67	47	40	77	14	-	34	35	85	37	1
		24%	27%	29%	26%	29%	25%	24%	26%	36%	-%	16%	62% a	24%	35%	11%
Answered		338	275	177	299	219	177	159	283	40	*	198	56	338	105	11
Mean score		.2	.1	.2	.2	.2	.2	.3	.2	.1	-	.7 b	-.9	.2	.2	.2

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	a	b	c	a	b	c	a	b
Unweighted Base		380	96	50	83	208	88	83	98	193	197	183
Effective base		156	32	23	32	91	35	36	35	83	67	90
Weighted Base		355	75	62	62	204	89	81	80	182	152	202
Very Dissatisfied	(-2)	43	8	15	9	22	11	15	9	19	23	19
		12%	10%	24%	15%	11%	13%	18%	12%	10%	15%	10%
Fairly Dissatisfied	(-1)	42	6	9	6	27	9	13	6	23	13	29
		12%	8%	14%	10%	13%	10%	16%	7%	12%	9%	14%
Neither Satisfied Nor Dissatisfied	(0)	105	22	9	9	68	28	18	18	61	39	65
		30%	30%	14%	14%	34%	31%	23%	23%	33%	26%	32%
						a						
Fairly Satisfied	(1)	87	25	15	21	44	23	16	27	42	36	51
		25%	33%	25%	33%	22%	25%	20%	33%	23%	24%	25%
Very Satisfied	(2)	61	11	13	17	30	14	15	18	27	31	30
		17%	15%	22%	28%	15%	16%	19%	22%	15%	21%	15%
Don't Know (DO NOT READ OUT)		16	3	1	-	12	4	3	2	11	9	8
		5%	4%	1%	-%	6%	5%	4%	2%	6%	6%	4%
NET: Satisfied		149	36	29	38	74	37	31	44	69	68	81
		42%	48%	46%	61%	36%	41%	39%	56%	38%	44%	40%
					b							
NET: Dissatisfied		85	14	24	16	49	20	28	15	41	37	48
		24%	18%	39%	25%	24%	23%	34%	19%	23%	24%	24%
Answered		338	72	62	62	192	84	78	78	171	144	195
Mean score		.2	.4	.1	.5	.2	.2	.1	.5	.2	.3	.2

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 169 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		380	90	118	97	75	208	172
Effective base		156	36	43	43	38	78	81
Weighted Base		355	101	97	88	69	198	157
Very Dissatisfied	(-2)	43	19	12	5	7	31	12
		12%	19%	12%	5%	10%	16%	8%
Fairly Dissatisfied	(-1)	42	9	18	6	9	27	15
		12%	9%	19%	7%	14%	14%	10%
Neither Satisfied Nor Dissatisfied	(0)	105	31	21	26	28	51	53
		30%	30%	21%	29%	40%	26%	34%
Fairly Satisfied	(1)	87	24	25	25	13	49	38
		25%	24%	26%	28%	19%	25%	24%
Very Satisfied	(2)	61	18	17	18	9	35	27
		17%	17%	18%	21%	12%	18%	17%
Don't Know (DO NOT READ OUT)		16	1	4	9	3	5	12
		5%	1%	4%	10%	4%	2%	7%
NET: Satisfied		149	42	42	43	22	84	65
		42%	41%	43%	49%	32%	42%	41%
NET: Dissatisfied		85	27	30	11	17	58	27
		24%	27%	31%	12%	24%	29%	17%
				c				
Answered		338	100	93	79	66	193	146
Mean score		.2	.1	.2	.6	.1	.2	.4

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	*c	d	e
Unweighted Base		423	97	326	285	62	22	54	138
Effective base		177	38	139	166	36	10	26	53
Weighted Base		404	88	316	390	11	2	1	14
Very Dissatisfied	(-2)	20	6	14	20	-	*	*	*
		5%	7%	4%	5%	-%	6%	1%	1%
Fairly Dissatisfied	(-1)	20	3	17	20	-	-	*	*
		5%	3%	5%	5%	-%	-%	7%	1%
Neither Satisfied Nor Dissatisfied	(0)	68	26	42	65	3	*	*	3
		17%	30%	13%	17%	23%	11%	18%	21%
			b						
Fairly Satisfied	(1)	144	32	112	139	4	1	*	5
		36%	36%	35%	36%	39%	34%	34%	38%
Very Satisfied	(2)	136	13	123	130	4	1	*	6
		34%	15%	39%	33%	38%	49%	40%	40%
				a					
Don't Know (DO NOT READ OUT)		16	8	9	16	-	-	-	-
		4%	9%	3%	4%	-%	-%	-%	-%
NET: Satisfied		280	45	235	269	8	2	1	11
		69%	51%	74%	69%	77%	83%	73%	78%
				a					
NET: Dissatisfied		40	9	31	40	-	*	*	*
		10%	10%	10%	10%	-%	6%	8%	2%
					be				
Answered		388	80	308	374	11	2	1	14
Mean score		.9	.5	1.0	.9	1.1	1.2	1.0	1.1
				a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		423	163	87	35	38	46	54	285	62	76
Effective base		177	99	51	21	24	22	26	166	36	20
Weighted Base		404	258	101	31	7	6	1	390	11	3
Very Dissatisfied	(-2)	20	10	10	-	-	*	*	20	-	*
		5%	4%	10%	-%	-%	2%	1%	5%	-%	4%
Fairly Dissatisfied	(-1)	20	11	9	-	-	-	*	20	-	*
		5%	4%	9%	-%	-%	-%	7%	5%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	68	45	19	1	1	2	*	65	3	*
		17%	17%	19%	4%	16%	27%	18%	17%	23%	14%
							c				
Fairly Satisfied	(1)	144	91	34	13	3	2	*	139	4	1
		36%	35%	33%	42%	39%	36%	34%	36%	39%	34%
Very Satisfied	(2)	136	89	27	14	3	2	*	130	4	2
		34%	35%	26%	46%	45%	34%	40%	33%	38%	46%
Don't Know (DO NOT READ OUT)		16	12	2	2	-	-	-	16	-	-
		4%	5%	2%	7%	-%	-%	-%	4%	-%	-%
NET: Satisfied		280	180	61	28	6	4	1	269	8	3
		69%	70%	60%	89%	84%	71%	73%	69%	77%	80%
					b	b					
NET: Dissatisfied		40	21	19	-	-	*	*	40	-	*
		10%	8%	19%	-%	-%	2%	8%	10%	-%	6%
				acdh					h		
Answered		388	246	99	29	7	6	1	374	11	3
Mean score		.9	1.0	.6	1.5	1.3	1.0	1.0	.9	1.1	1.2
			b		abg	b				b	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	*c	*d	e
Unweighted Base		423	202	62	20	18	52
Effective base		177	111	27	7	6	6
Weighted Base		404	281	53	9	5	15
Very Dissatisfied	(-2)	20	14	6	-	-	*
		5%	5%	11%	-%	-%	*%
Fairly Dissatisfied	(-1)	20	13	3	-	*	3
		5%	5%	5%	-%	*%	20%
Neither Satisfied Nor Dissatisfied	(0)	68	49	3	-	1	5
		17%	18%	7%	-%	14%	35%
Fairly Satisfied	(1)	144	97	19	7	3	3
		36%	34%	36%	79%	65%	22%
Very Satisfied	(2)	136	95	21	2	1	4
		34%	34%	40%	21%	21%	23%
Don't Know (DO NOT READ OUT)		16	13	*	-	-	-
		4%	5%	1%	-%	-%	-%
NET: Satisfied		280	192	41	9	4	7
		69%	68%	76%	100%	86%	45%
NET: Dissatisfied		40	27	9	-	*	3
		10%	9%	16%	-%	*%	20%
Answered		388	268	53	9	5	15
Mean score		.9	.9	.9	1.2	1.1	.5

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted Base		423	27	24	38	21	27	33	22	26	18	236	69	60	58
Effective base		177	18	17	23	12	16	23	15	16	11	146	42	46	13
Weighted Base		404	37	37	69	23	32	60	45	37	22	363	24	14	3
Very Dissatisfied	(-2)	20	4	2	7	-	-	6	-	-	*	19	-	1	-
		5%	10%	5%	10% k	-%	-%	10% k	-%	-%	*%	5%	-%	8%	-%
Fairly Dissatisfied	(-1)	20	3	4	6	-	*	2	-	4	-	19	1	-	*
		5%	8%	11%	9%	-%	*%	4%	-%	11%	-%	5%	4%	-%	*%
Neither Satisfied Nor Dissatisfied	(0)	68	3	6	17	*	7	13	2	10	5	63	2	3	1
		17%	9%	16%	25% k	1%	22%	22%	4%	26%	22%	17%	7%	17%	19%
Fairly Satisfied	(1)	144	18	12	24	14	8	18	17	10	6	126	10	6	1
		36%	51%	32%	34%	59%	26%	29%	38%	27%	25%	35%	44%	39%	44%
Very Satisfied	(2)	136	8	13	15	8	16	18	22	12	10	122	9	4	1
		34%	23%	34%	22%	35%	52%	30%	48%	31%	43%	34%	38%	28%	36%
Don't Know (DO NOT READ OUT)		16	-	1	-	1	-	3	4	2	2	13	2	1	*
		4%	-%	3%	-%	5%	-%	5%	10%	6%	9%	4%	8%	8%	2%
NET: Satisfied		280	27	24	39	22	25	35	39	22	15	248	20	10	3
		69%	74%	65%	56%	94%	78%	59%	86%	58%	69%	68%	81% c	67%	80%
NET: Dissatisfied		40	7	6	13	-	*	8	-	4	*	38	1	1	*
		10%	18%	16%	19% m	-%	*%	14%	-%	11%	*%	11%	4%	8%	*%
Answered		388	37	36	69	22	32	57	41	35	21	349	22	13	3
Mean score		.9	.7	.8	.5	1.4	1.3	.7	1.5	.8	1.2	.9	1.2 cf	.9	1.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base		423	15	35	1	41	56	17	30	193	343	80	385	38
Effective base		177	6	15	1	22	23	7	11	86	147	31	167	11
Weighted Base		404	12	46	*	38	67	10	31	154	345	60	387	18
Very Dissatisfied	(-2)	20	-	7	-	1	*	-	4	7	18	1	20	-
		5%	-%	15%	-%	3%	*%	-%	14%	5%	5%	2%	5%	-%
Fairly Dissatisfied	(-1)	20	-	4	-	*	3	*	4	6	20	*	19	1
		5%	-%	9%	-%	1%	4%	*%	13%	4%	6%	*%	5%	5%
Neither Satisfied Nor Dissatisfied	(0)	68	4	6	-	2	13	3	3	32	61	6	65	3
		17%	30%	13%	-%	5%	20%	27%	9%	21%	18%	11%	17%	18%
Fairly Satisfied	(1)	144	4	17	-	18	26	4	7	55	123	21	136	7
		36%	31%	36%	-%	48%	40%	37%	22%	36%	36%	35%	35%	42%
Very Satisfied	(2)	136	3	13	*	16	21	3	12	49	107	29	130	6
		34%	27%	27%	100%	43%	32%	27%	39%	32%	31%	48%	34%	34%
Don't Know (DO NOT READ OUT)		16	1	*	-	-	3	1	1	4	14	2	16	*
		4%	11%	*%	-%	-%	4%	10%	4%	3%	4%	3%	4%	1%
NET: Satisfied		280	7	29	*	34	48	7	19	104	230	50	266	13
		69%	58%	63%	100%	91% h	72%	64%	60%	68%	67%	83%	69%	76%
NET: Dissatisfied		40	-	11	-	2	3	*	8	13	39	1	39	1
		10%	-%	24%	-%	4%	5%	*%	27%	9%	11%	3%	10%	5%
Answered		388	10	46	*	38	64	9	30	150	330	58	370	18
Mean score		.9	1.0	.5	2.0	1.3	1.0	1.0	.6	.9	.8	1.3 a	.9	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		423	415	8	219	109	94
Effective base		177	173	5	96	38	44
Weighted Base		404	395	9	219	74	111
Very Dissatisfied	(-2)	20	20	-	3	5	12
		5%	5%	-%	1%	7%	10%
							a
Fairly Dissatisfied	(-1)	20	20	-	8	10	3
		5%	5%	-%	4%	13%	2%
Neither Satisfied Nor Dissatisfied	(0)	68	65	3	31	8	29
		17%	16%	30%	14%	10%	26%
Fairly Satisfied	(1)	144	139	5	82	32	29
		36%	35%	51%	38%	43%	26%
Very Satisfied	(2)	136	134	2	82	19	35
		34%	34%	19%	37%	26%	32%
Don't Know (DO NOT READ OUT)		16	16	-	13	1	3
		4%	4%	-%	6%	1%	3%
NET: Satisfied		280	273	7	164	51	64
		69%	69%	70%	75%	69%	58%
					c		
NET: Dissatisfied		40	40	-	11	15	14
		10%	10%	-%	5%	20%	13%
						a	
Answered		388	379	9	206	74	108
Mean score		.9	.9	.9	1.1	.7	.7
					bc		

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		423	278	79	27	6	16	8	3	6	357	66	39	107	171	145
Effective base		177	140	25	6	1	5	2	2	1	164	14	8	60	80	38
Weighted Base		404	333	47	13	2	7	*	*	2	380	24	12	139	194	71
Very Dissatisfied	(-2)	20	14	6	-	-	-	-	-	*	20	*	*	1	13	6
		5%	4%	13%	-%	-%	-%	-%	-%	1%	5%	*%	*%	1%	7%	8%
Fairly Dissatisfied	(-1)	20	16	2	*	-	2	-	-	-	18	2	2	8	8	4
		5%	5%	4%	1%	-%	33%	-%	-%	-%	5%	10%	19%	6%	4%	6%
Neither Satisfied Nor Dissatisfied	(0)	68	50	13	4	-	-	*	-	*	63	5	*	18	32	18
		17%	15%	29%	33%	-%	-%	71%	-%	11%	17%	19%	3%	13%	16%	25%
Fairly Satisfied	(1)	144	120	14	5	2	2	*	-	-	135	9	4	46	74	23
		36%	36%	31%	43%	86%	22%	1%	-%	-%	36%	37%	30%	33%	38%	33%
Very Satisfied	(2)	136	119	10	2	*	3	*	*	2	129	7	6	60	58	17
		34%	36%	21%	15%	14%	45%	28%	100%	89%	34%	30%	47%	43%	30%	24%
Don't Know (DO NOT READ OUT)		16	14	2	1	-	-	-	-	-	15	1	-	5	8	3
		4%	4%	3%	9%	-%	-%	-%	-%	-%	4%	5%	-%	4%	4%	4%
NET: Satisfied		280	239	24	7	2	5	*	*	2	264	16	9	107	133	41
		69%	72%	52%	58%	100%	67%	29%	100%	89%	69%	67%	77%	77% c	68%	57%
NET: Dissatisfied		40	30	8	*	-	2	-	-	*	38	2	2	9	21	10
		10%	9%	16%	1%	-%	33%	-%	-%	1%	10%	10%	19%	7%	11%	14%
Answered		388	319	45	12	2	7	*	*	2	365	23	12	134	186	69
Mean score		.9	1.0 b	.5	.8	1.1	.8	.6	2.0	1.8	.9	.9	1.1	1.2 c	.8	.6

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		423	287	229	345	233	113	125	214	36	34	21	14	11	15
Effective base		177	112	91	140	97	33	52	109	9	11	5	3	2	3
Weighted Base		404	240	215	320	231	64	111	253	23	26	6	4	5	4
Very Dissatisfied	(-2)	20	11	19	20	17	2	6	17	3	*	-	-	-	-
		5%	5%	9%	6%	7%	3%	5%	7%	13%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	20	16	16	20	9	3	8	17	1	-	*	*	-	2
		5%	7%	7%	6%	4%	4%	7%	7%	6%	-%	1%	1%	-%	47%
Neither Satisfied Nor Dissatisfied	(0)	68	31	30	52	35	11	8	47	*	4	*	-	-	*
		17%	13%	14%	16%	15%	17%	7%	19%	1%	15%	1%	-%	-%	10%
Fairly Satisfied	(1)	144	88	66	112	86	18	45	85	8	8	4	2	4	1
		36%	37%	31%	35%	37%	28%	40%	34%	33%	30%	68%	48%	94%	35%
Very Satisfied	(2)	136	81	69	101	71	24	36	73	9	14	2	2	*	*
		34%	34%	32%	32%	31%	38%	32%	29%	42%	55%	30%	52%	6%	8%
Don't Know (DO NOT READ OUT)		16	13	15	16	13	7	9	15	1	-	-	-	-	-
		4%	6%	7%	5%	6%	11%	8%	6%	5%	-%	-%	-%	-%	-%
NET: Satisfied		280	169	135	212	157	42	80	158	17	22	6	4	5	2
		69%	71%	63%	66%	68%	66%	72%	62%	75%	85%	98%	99%	100%	43%
NET: Dissatisfied		40	27	35	40	26	4	14	33	4	*	*	*	-	2
		10%	11%	16%	12%	11%	7%	12%	13%	19%	1%	1%	1%	-%	47%
Answered		388	227	200	304	219	57	102	238	21	26	6	4	5	4
Mean score		.9	.9	.7	.8	.8	1.0	.9	.8	.9	1.4	1.3	1.5	1.1	*

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		423	155	17	16	14	6	10	15	31	73	91	104	54	23
Effective base		177	78	8	3	4	3	1	4	8	38	38	45	16	5
Weighted Base		404	194	20	5	5	2	2	4	8	86	86	97	44	7
Very Dissatisfied	(-2)	20	14	3	-	-	-	*	-	*	1	6	2	12	-
		5%	7%	14%	-%	-%	-%	1%	-%	*%	1%	7%	2%	26% ac	-%
Fairly Dissatisfied	(-1)	20	9	-	-	*	-	-	-	-	4	12	4	*	-
		5%	5%	-%	-%	1%	-%	-%	-%	-%	4%	14%	4%	*%	-%
Neither Satisfied Nor Dissatisfied	(0)	68	33	1	-	*	-	*	*	*	15	6	14	15	1
		17%	17%	5%	-%	10%	-%	2%	7%	4%	17%	7%	15%	35% b	19%
Fairly Satisfied	(1)	144	68	9	1	3	1	2	2	5	38	28	32	9	5
		36%	35%	43%	27%	55%	50%	94%	60%	66%	44%	32%	34%	20%	70%
Very Satisfied	(2)	136	57	8	4	*	1	*	1	3	23	30	40	8	1
		34%	30%	38%	73%	10%	50%	4%	33%	31%	26%	35%	41%	17%	12%
Don't Know (DO NOT READ OUT)		16	12	-	-	1	-	-	-	-	6	4	5	1	-
		4%	6%	-%	-%	24%	-%	-%	-%	-%	7%	5%	5%	2%	-%
NET: Satisfied		280	125	16	5	3	2	2	4	8	61	58	72	16	5
		69%	65%	81%	100%	65%	100%	97%	93%	96%	71% d	67% d	74% d	37%	81%
NET: Dissatisfied		40	23	3	-	*	-	*	-	*	4	18	6	12	-
		10%	12%	14%	-%	1%	-%	1%	-%	*%	5%	21% c	6%	27% ac	-%
Answered		388	182	20	5	3	2	2	4	8	80	82	92	43	7
Mean score		.9	.8	.9	1.7	1.0	1.5	1.0	1.3	1.3	1.0 d	.8	1.1 d	*	.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	*d	*e	a	*b	c	a	b	a	*b
Unweighted Base		423	50	67	68	28	20	160	26	46	374	49	317	28
Effective base		177	28	30	27	8	4	71	10	16	161	17	133	9
Weighted Base		404	65	66	67	23	11	180	20	32	357	48	292	28
Very Dissatisfied	(-2)	20	2	6	1	7	-	12	-	5	11	9	12	7
		5%	4%	9%	2%	30%	-%	7%	-%	16%	3%	19% a	4%	27%
Fairly Dissatisfied	(-1)	20	3	5	1	*	-	6	-	3	20	-	16	4
		5%	4%	8%	2%	*%	-%	3%	-%	9%	6%	-%	5%	15%
Neither Satisfied Nor Dissatisfied	(0)	68	10	3	15	6	1	31	2	2	56	12	44	8
		17%	16%	4%	22%	27%	12%	17%	10%	6%	16%	25%	15%	30%
Fairly Satisfied	(1)	144	28	31	21	4	2	61	13	11	130	14	109	2
		36%	43%	46%	32%	16%	19%	34%	68%	36%	37%	29%	37%	9%
Very Satisfied	(2)	136	12	19	28	5	7	56	4	10	123	13	96	5
		34%	18%	29%	42%	21%	70%	31%	22%	33%	35%	26%	33%	19%
Don't Know (DO NOT READ OUT)		16	10	1	1	1	-	13	-	*	16	-	16	-
		4%	15% c	2%	1%	5%	-%	7%	-%	1%	5%	-%	5%	-%
NET: Satisfied		280	39	50	50	9	9	117	18	22	254	26	205	8
		69%	61%	76%	74%	38%	88%	65%	90%	68%	71%	55%	70%	28%
NET: Dissatisfied		40	5	12	3	7	-	18	-	8	31	9	28	12
		10%	8%	18%	4%	31%	-%	10%	-%	25%	9%	19%	10%	42%
Answered		388	55	64	67	22	11	167	20	32	340	48	276	28
Mean score		.9	.8	.8	1.1	*	1.6	.9	1.1	.6	1.0 b	.4	.9	-.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		423	66	59	89	42	175	58	179	219	61	159	174	56
Effective base		177	29	18	38	11	80	16	63	92	15	59	74	21
Weighted Base		404	66	50	94	29	191	41	137	192	34	141	170	56
Very Dissatisfied	(-2)	20	-	13	8	5	11	6	7	10	6	11	17	11
		5%	-%	27% a	9%	18%	6%	15%	5%	5%	19%	8%	10%	20%
Fairly Dissatisfied	(-1)	20	2	3	10	-	6	3	9	9	-	10	9	7
		5%	3%	5%	10%	-%	3%	8%	6%	5%	-%	7%	5%	12%
Neither Satisfied Nor Dissatisfied	(0)	68	3	2	3	11	32	3	11	26	5	21	26	12
		17%	5%	4%	3%	38% a	17%	8%	8%	14%	15%	15%	15%	21%
Fairly Satisfied	(1)	144	24	21	31	6	69	17	52	76	8	45	51	5
		36%	37%	41%	34%	21%	36%	42%	38%	40%	23%	32% c	30% c	8%
Very Satisfied	(2)	136	35	7	35	6	65	7	48	62	15	45	57	22
		34%	54% b	13%	38%	23%	34%	16%	35%	32%	44%	32%	34%	39%
Don't Know (DO NOT READ OUT)		16	1	4	6	-	8	4	11	8	-	10	10	-
		4%	2%	9%	6%	-%	4%	11%	8%	4%	-%	7%	6%	-%
NET: Satisfied		280	60	27	67	13	133	24	99	139	23	90	108	26
		69%	91% b	54%	71%	44%	70%	58%	72%	72%	67%	64%	64%	47%
NET: Dissatisfied		40	2	16	18	5	17	9	16	19	6	21	26	18
		10%	3%	32% a	19%	18%	9%	23%	12%	10%	19%	15%	15%	32%
Answered		388	64	46	88	29	182	36	126	184	34	131	160	56
Mean score		.9	1.4 b	.1	.9	.3	.9	.4	1.0	.9	.7	.8	.8	.3

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c
Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		423	183	144	54	274	215	188	264	202	10
Effective base		177	69	66	15	110	85	80	105	81	4
Weighted Base		404	173	164	40	238	202	192	228	183	1
Very Dissatisfied	(-2)	20	15	10	4	11	16	11	8	10	-
		5%	9%	6%	11%	5%	8%	6%	3%	6%	-%
Fairly Dissatisfied	(-1)	20	5	4	1	16	14	7	14	11	-
		5%	3%	2%	1%	7%	7%	3%	6%	6%	-%
Neither Satisfied Nor Dissatisfied	(0)	68	27	26	12	31	30	32	39	23	*
		17%	15%	16%	29%	13%	15%	17%	17%	13%	22%
Fairly Satisfied	(1)	144	62	63	11	87	60	70	76	67	*
		36%	36%	38%	29%	37%	30%	36%	33%	37%	1%
Very Satisfied	(2)	136	53	57	11	80	67	64	80	60	1
		34%	31%	35%	29%	34%	33%	33%	35%	33%	78%
Don't Know (DO NOT READ OUT)		16	10	5	-	13	15	8	12	11	-
		4%	6%	3%	-%	6%	7%	4%	5%	6%	-%
NET: Satisfied		280	115	121	23	168	127	134	156	127	1
		69%	67%	73%	58%	70%	63%	70%	68%	69%	78%
NET: Dissatisfied		40	21	13	5	27	30	18	21	21	-
		10%	12%	8%	13%	11%	15%	9%	9%	12%	-%
Answered		388	162	160	40	225	187	184	216	172	1
Mean score		.9	.8	1.0	.6	.9	.8	.9	1.0	.9	1.6

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	*d	*e	a	b	a	b	c	*d
Unweighted Base		423	101	99	104	25	14	206	179	67	46	40	8
Effective base		177	44	44	38	10	5	83	72	20	12	16	2
Weighted Base		404	103	107	94	25	15	180	162	49	29	28	5
Very Dissatisfied	(-2)	20	5	7	4	-	-	6	8	2	6	6	3
		5%	5%	6%	5%	-%	-%	3%	5%	4%	22%	22%	57%
Fairly Dissatisfied	(-1)	20	4	1	4	1	1	9	4	*	5	2	-
		5%	4%	1%	4%	2%	4%	5%	2%	1%	16%	6%	-%
Neither Satisfied Nor Dissatisfied	(0)	68	18	16	12	10	8	33	22	8	2	6	*
		17%	18%	15%	13%	40%	51%	18%	13%	17%	8%	20%	7%
Fairly Satisfied	(1)	144	37	41	35	5	1	68	66	14	9	5	2
		36%	36%	38%	38%	19%	10%	38%	40%	29%	31%	19%	32%
Very Satisfied	(2)	136	37	36	37	9	5	55	52	24	7	9	*
		34%	35%	33%	39%	38%	35%	31%	32%	49%	24%	32%	5%
Don't Know (DO NOT READ OUT)		16	2	7	2	-	-	9	11	*	-	-	-
		4%	2%	7%	2%	-%	-%	5%	7%	*%	-%	-%	-%
NET: Satisfied		280	74	76	72	14	7	123	117	38	16	14	2
		69%	72%	71%	76%	57%	45%	68%	72%	78%	55%	52%	37%
NET: Dissatisfied		40	9	8	8	1	1	15	12	3	11	8	3
		10%	9%	7%	8%	2%	4%	8%	8%	5%	38%	28%	57%
											a	a	
Answered		388	101	100	92	25	15	171	151	49	29	28	5
Mean score		.9	1.0	1.0	1.0	.9	.8	.9	1.0	1.2	.2	.3	-.7
										bc			

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b		a	*b
Unweighted Base		423	339	249	374	270	235	258	324	59	1	289	59	423	129	8
Effective base		177	144	102	158	115	95	99	149	21	1	116	26	177	49	5
Weighted Base		404	331	220	362	269	222	195	346	56	*	253	59	404	122	11
Very Dissatisfied	(-2)	20	17	13	17	15	8	11	17	6	-	1	16	20	11	3
		5%	5%	6%	5%	6%	4%	6%	5%	11%	-%	*%	28% a	5%	9%	29%
Fairly Dissatisfied	(-1)	20	18	12	20	14	7	11	17	2	-	7	2	20	4	2
		5%	5%	5%	6%	5%	3%	6%	5%	3%	-%	3%	3%	5%	4%	17%
Neither Satisfied Nor Dissatisfied	(0)	68	52	36	61	41	48	31	63	15	-	24	16	68	14	-
		17%	16%	16%	17%	15%	22%	16%	18%	27%	-%	10%	28% a	17%	12%	-%
Fairly Satisfied	(1)	144	122	66	128	96	70	64	129	10	*	103	16	144	35	1
		36%	37%	30%	35%	36%	32%	33%	37%	17%	100%	41%	27%	36%	29%	10%
Very Satisfied	(2)	136	107	83	120	90	79	75	108	22	-	110	8	136	52	5
		34%	32%	37%	33%	34%	35%	38%	31%	40%	-%	44% b	13%	34%	42%	45%
Don't Know (DO NOT READ OUT)		16	15	11	15	13	10	3	12	*	-	8	1	16	6	-
		4%	5%	5%	4%	5%	4%	1%	3%	1%	-%	3%	1%	4%	5%	-%
NET: Satisfied		280	228	149	248	186	149	138	237	32	*	213	24	280	87	6
		69%	69%	67%	68%	69%	67%	71%	69%	58%	100%	84% b	40%	69%	71%	55%
NET: Dissatisfied		40	35	24	37	29	15	22	34	8	-	7	18	40	15	5
		10%	11%	11%	10%	11%	7%	12%	10%	14%	-%	3%	31% a	10%	12%	45%
Answered		388	316	209	346	256	212	192	334	55	*	245	58	388	116	11
Mean score		.9	.9	.9	.9	.9	1.0	.9	.9	.7	1.0	1.3 b	-.1	.9	1.0	.3

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	a	b	c	a	b	c	a	b
Unweighted Base		423	102	56	88	230	104	90	103	221	212	211
Effective base		177	34	27	33	104	42	37	37	99	75	103
Weighted Base		404	78	74	66	228	110	83	90	218	174	230
Very Dissatisfied	(-2)	20	3	11	8	5	7	6	6	9	15	5
		5%	4%	14%	12%	2%	7%	7%	6%	4%	8%	2%
					b							
Fairly Dissatisfied	(-1)	20	7	3	2	13	6	2	7	11	8	13
		5%	9%	4%	3%	6%	5%	2%	8%	5%	4%	5%
Neither Satisfied Nor Dissatisfied	(0)	68	6	8	7	41	20	13	13	41	18	50
		17%	8%	11%	10%	18%	18%	16%	14%	19%	10%	22%
												a
Fairly Satisfied	(1)	144	27	22	20	85	39	27	35	75	67	77
		36%	35%	30%	31%	37%	35%	32%	39%	34%	38%	33%
Very Satisfied	(2)	136	29	30	28	76	32	30	26	75	60	76
		34%	37%	40%	43%	33%	29%	36%	29%	34%	34%	33%
Don't Know (DO NOT READ OUT)		16	6	-	1	10	6	6	3	7	7	10
		4%	7%	-%	2%	4%	5%	7%	4%	3%	4%	4%
NET: Satisfied		280	56	52	48	160	71	57	61	150	127	153
		69%	72%	70%	73%	70%	65%	68%	68%	69%	73%	67%
NET: Dissatisfied		40	10	14	10	18	13	7	13	20	22	18
		10%	13%	19%	15%	8%	12%	9%	14%	9%	13%	8%
Answered		388	72	74	65	219	104	77	87	211	167	220
Mean score		.9	1.0	.8	.9	1.0	.8	1.0	.8	.9	.9	.9

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 171 (continuation)

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects: The staff being polite and courteous

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		423	102	129	109	83	231	192
Effective base		177	41	48	49	43	88	91
Weighted Base		404	112	110	106	78	221	183
Very Dissatisfied	(-2)	20	7	6	2	5	13	7
		5%	6%	6%	2%	6%	6%	4%
Fairly Dissatisfied	(-1)	20	5	9	3	4	13	7
		5%	4%	8%	3%	5%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	68	8	17	20	22	25	42
		17%	7%	16%	19%	29%	12%	23%
						a		a
Fairly Satisfied	(1)	144	47	37	39	20	85	59
		36%	42%	34%	37%	26%	38%	32%
Very Satisfied	(2)	136	37	36	37	26	73	63
		34%	33%	33%	35%	33%	33%	34%
Don't Know (DO NOT READ OUT)		16	8	4	3	1	12	5
		4%	7%	4%	3%	2%	5%	3%
NET: Satisfied		280	84	73	77	46	158	122
		69%	76%	67%	73%	59%	71%	67%
NET: Dissatisfied		40	12	15	5	8	27	14
		10%	10%	14%	5%	11%	12%	7%
Answered		388	104	106	102	76	210	178
Mean score		.9	1.0	.8	1.0	.8	.9	.9

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 172

QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects (excluding Have not Contacted / Not Applicable): SUMMARY TABLE

Base: All using RM (QV4=1) who have had problems with RM in the last 6 months (QRM4=1-9,11-12,99) excluding Have not Contacted / Not Applicable

		Aspects	
		Professionalism and handling of any query / complaint	The staff being polite and courteous
Significance Level: 95%		a	b
Unweighted Base		380	423
Effective base		156	177
Weighted Base		355	404
Very Dissatisfied	(-2)	43 12% b	20 5%
Fairly Dissatisfied	(-1)	42 12% b	20 5%
Neither Satisfied Nor Dissatisfied	(0)	105 30% b	68 17%
Fairly Satisfied	(1)	87 25%	144 36% a
Very Satisfied	(2)	61 17%	136 34% a
Don't Know (DO NOT READ OUT)		16 5%	16 4%
NET: Satisfied		149 42%	280 69% a
NET: Dissatisfied		85 24% b	40 10%
Answered		338	388
Mean score		.2	.9 a

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2073	1047	1026	1473	338	76	186	600
Effective base		830	411	432	764	207	32	110	264
Weighted Base		1914	813	1100	1830	70	9	5	84
Very low	(-2)	28	12	15	27	*	*	*	*
		1%	2%	1%	2%	*%	1%	2%	*%
								be	
Quite low	(-1)	68	23	45	67	*	*	*	*
		4%	3%	4%	4%	*%	*%	*%	*%
					be				
Neither low nor high	(0)	325	135	190	313	11	*	1	12
		17%	17%	17%	17%	16%	3%	19%	15%
					c			c	
Quite high	(1)	779	336	443	745	28	4	2	34
		41%	41%	40%	41%	40%	47%	40%	41%
Very high	(2)	708	305	403	673	30	4	2	36
		37%	37%	37%	37%	42%	48%	38%	43%
Don't Know (DO NOT READ OUT)		6	2	4	5	1	-	*	1
		*%	*%	*%	*%	1%	-%	1%	1%
NET: High		1487	641	846	1417	58	8	4	70
		78%	79%	77%	77%	82%	95%	78%	84%
							ad		a
NET: Low		95	35	60	95	*	*	*	1
		5%	4%	5%	5%	1%	2%	3%	1%
					be				
Answered		1908	812	1096	1825	69	9	5	83
Mean score		1.1	1.1	1.1	1.1	1.3	1.4	1.1	1.3
						a	a		a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2073	852	416	205	207	207	186	1473	338	262
Effective base		830	455	215	123	130	108	110	764	207	69
Weighted Base		1914	1191	476	163	44	35	5	1830	70	13
Very low	(-2)	28	9	19	-	-	*	*	27	*	*
		1%	1%	4%	-%	-%	*%	2%	2%	*%	2%
				acdgh				h			
Quite low	(-1)	68	43	23	2	*	*	*	67	*	*
		4%	4%	5%	1%	1%	*%	*%	4%	*%	*%
			h	defh					h		
Neither low nor high	(0)	325	206	78	28	8	3	1	313	11	1
		17%	17%	16%	17%	19%	9%	19%	17%	16%	9%
			e			ei		e	e		
Quite high	(1)	779	477	213	54	18	15	2	745	28	6
		41%	40%	45%	33%	40%	42%	40%	41%	40%	44%
				c							
Very high	(2)	708	452	143	78	17	17	2	673	30	6
		37%	38%	30%	48%	39%	47%	38%	37%	42%	45%
			b		abg		bg			b	b
Don't Know (DO NOT READ OUT)		6	4	*	1	*	*	*	5	1	*
		*%	*%	*%	1%	1%	1%	1%	*%	1%	*%
NET: High		1487	929	356	132	35	31	4	1417	58	12
		78%	78%	75%	81%	79%	89%	78%	77%	82%	89%
							abdfg				abfg
NET: Low		95	51	41	2	*	*	*	95	*	*
		5%	4%	9%	1%	1%	1%	3%	5%	1%	2%
			h	acdefhi					deh		
Answered		1908	1187	476	162	43	35	5	1825	69	13
Mean score		1.1	1.1	.9	1.3	1.2	1.4	1.1	1.1	1.3	1.3
			b		bg	b	abfg		b	abg	bg

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2073	792	237	79	49	200
Effective base		830	436	99	27	8	34
Weighted Base		1914	1153	224	36	19	57
Very low	(-2)	28	10	11	1	-	*
		1%	1%	5%	2%	-%	*%
				a			
Quite low	(-1)	68	48	7	-	1	2
		4%	4%	3%	-%	5%	3%
Neither low nor high	(0)	325	201	44	4	2	6
		17%	17%	19%	11%	9%	11%
Quite high	(1)	779	470	94	18	6	24
		41%	41%	42%	50%	29%	42%
Very high	(2)	708	419	68	13	11	24
		37%	36%	30%	36%	58%	43%
Don't Know (DO NOT READ OUT)		6	4	*	-	-	*
		*%	*%	*%	-%	-%	1%
NET: High		1487	890	162	32	17	48
		78%	77%	72%	87%	86%	85%
NET: Low		95	58	19	1	1	2
		5%	5%	8%	2%	5%	3%
Answered		1908	1149	224	36	19	56
Mean score		1.1	1.1	.9	1.2	1.4	1.3
							b

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2073	126	120	177	80	122	165	119	110	109	1128	328	332	285
Effective base		830	82	79	97	50	79	100	79	62	65	659	201	226	103
Weighted Base		1914	160	154	313	88	152	283	251	141	143	1684	115	77	38
Very low	(-2)	28	2	3	7	-	-	9	1	*	2	24	2	2	*
		1%	1%	2%	2%	-%	-%	3%	*%	*%	2%	1%	2%	2%	*%
Quite low	(-1)	68	8	8	22	-	2	3	3	13	3	62	4	1	1
		4%	5%	5%	7%	-%	2%	1%	1%	10%	2%	4%	4%	1%	1%
					flm					defgjlm					
Neither low nor high	(0)	325	24	21	60	15	36	45	30	29	34	294	13	14	4
		17%	15%	13%	19%	17%	24%	16%	12%	20%	23%	17%	11%	19%	11%
							km				km	k		k	
Quite high	(1)	779	67	56	118	43	62	133	113	48	48	688	47	32	12
		41%	42%	36%	38%	49%	40%	47%	45%	34%	34%	41%	41%	41%	32%
						m		m							
Very high	(2)	708	60	65	102	30	52	93	103	50	56	611	49	28	20
		37%	37%	42%	33%	34%	34%	33%	41%	36%	39%	36%	42%	36%	54%
															acdefhjl
Don't Know (DO NOT READ OUT)		6	-	2	3	-	-	-	*	*	-	6	-	*	*
		*%	-%	1%	1%	-%	-%	-%	*%	*%	-%	*%	-%	*%	*%
NET: High		1487	127	121	220	73	114	226	216	99	105	1299	96	59	33
		78%	79%	78%	70%	83%	75%	80%	86%	70%	73%	77%	84%	77%	87%
									ch				chj		cehijl
NET: Low		95	9	11	29	-	2	12	4	13	5	86	6	3	1
		5%	6%	7%	9%	-%	2%	4%	2%	10%	3%	5%	5%	4%	2%
				m	deglm					degm					
Answered		1908	160	152	309	88	152	283	250	141	143	1679	115	76	38
Mean score		1.1	1.1	1.1	.9	1.2	1.1	1.1	1.3	1.0	1.1	1.1	1.2	1.1	1.4
									ch				c		abcefhijkl

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Industry									Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial		Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h		a	b	a	b
Unweighted Base		2073	73	169	18	233	296	111	139	947		1625	448	1884	189
Effective base		830	28	68	6	87	121	49	58	420		657	184	781	58
Weighted Base		1914	67	166	13	225	392	63	130	747		1586	328	1832	82
Very low	(-2)	28	-	4	-	2	1	3	6	9		22	6	28	*
		1%	-%	3%	-%	1%	*%	4% e	4% e	1%		1%	2%	2%	*%
Quite low	(-1)	68	2	8	-	10	14	-	5	25		62	6	67	1
		4%	3%	5%	-%	4%	3%	-%	4%	3%		4%	2%	4%	1%
Neither low nor high	(0)	325	12	31	-	44	68	10	24	116		279	46	310	15
		17%	18%	19%	-%	19%	17%	15%	19%	16%		18%	14%	17%	18%
Quite high	(1)	779	20	75	8	80	137	24	68	320		638	140	749	30
		41%	30%	45%	59%	36%	35%	38%	52% de	43%		40%	43%	41%	36%
Very high	(2)	708	33	47	5	88	173	26	27	273		579	129	672	36
		37%	49% g	29%	38%	39% g	44% bg	41% g	20%	37% g		37%	39%	37%	44%
Don't Know (DO NOT READ OUT)		6	-	-	*	1	-	1	*	3		5	1	6	-
		*%	-%	-%	3%	*%	-%	2%	*%	*%		*%	*%	*%	-%
NET: High		1487	53	122	13	168	310	50	95	593		1218	269	1421	66
		78%	79%	74%	97%	75%	79%	79%	73%	79%		77%	82%	78%	81%
NET: Low		95	2	13	-	12	14	3	10	35		84	12	95	1
		5%	3%	8%	-%	5%	4%	4%	8%	5%		5%	4%	5%	1%
Answered		1908	67	166	13	224	392	62	129	744		1581	327	1826	82
Mean score		1.1	1.3 g	.9	1.4	1.1	1.2 bg	1.1	.8	1.1 g		1.1	1.2	1.1	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2073	2023	50	1289	373	408
Effective base		830	805	25	529	122	179
Weighted Base		1914	1861	52	1228	261	424
Very low	(-2)	28	28	-	6	9	12
		1%	1%	-%	*%	4%	3%
						a	a
Quite low	(-1)	68	67	*	35	14	19
		4%	4%	1%	3%	5%	4%
Neither low nor high	(0)	325	311	14	207	39	78
		17%	17%	27%	17%	15%	18%
Quite high	(1)	779	762	17	504	101	173
		41%	41%	33%	41%	39%	41%
Very high	(2)	708	688	20	470	96	141
		37%	37%	38%	38%	37%	33%
Don't Know (DO NOT READ OUT)		6	6	*	6	1	-
		*%	*%	1%	*%	*%	-%
NET: High		1487	1450	37	974	197	314
		78%	78%	71%	79%	76%	74%
NET: Low		95	95	*	41	23	31
		5%	5%	1%	3%	9%	7%
						a	a
Answered		1908	1856	52	1222	260	424
Mean score		1.1	1.1	1.1	1.1	1.0	1.0
					c		

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2073	1627	311	70	16	25	10	6	8	1938	135	65	879	748	446
Effective base		830	725	87	11	3	7	3	2	2	812	19	8	412	314	106
Weighted Base		1914	1658	202	31	13	8	*	*	2	1859	54	24	979	678	256
Very low	(-2)	28	18	10	*	-	*	-	-	*	28	*	*	3	15	10
		1%	1%	5% ai	*%	-%	1%	-%	-%	*%	1%	*%	*%	*%	2% a	4% a
Quite low	(-1)	68	62	6	*	-	*	*	-	-	67	*	*	39	23	6
		4%	4%	3%	*%	-%	6%	1%	-%	-%	4%	1%	2%	4%	3%	2%
Neither low nor high	(0)	325	288	26	10	*	*	*	-	*	315	10	1	165	123	37
		17%	17%	13%	31%	1%	4%	66%	-%	1%	17%	19%	2%	17%	18%	14%
Quite high	(1)	779	673	88	9	2	6	*	*	*	762	17	9	373	300	106
		41%	41%	44%	29%	20%	70%	28%	11%	16%	41%	32%	36%	38%	44%	41%
Very high	(2)	708	610	72	12	10	2	*	*	2	682	26	14	394	217	98
		37%	37%	36%	40%	80%	19%	2%	89%	83%	37%	48%	59%	40% b	32%	38%
Don't Know (DO NOT READ OUT)		6	6	*	-	-	*	*	-	-	6	*	*	5	1	*
		*%	*%	*%	-%	-%	*%	3%	-%	-%	*%	*%	*%	*%	*%	*%
NET: High		1487	1284	160	21	12	7	*	*	2	1444	43	22	767	517	204
		78%	77%	79%	68%	99%	89%	30%	100%	99%	78%	80%	95%	78%	76%	79%
NET: Low		95	79	15	*	-	1	*	-	*	95	1	1	42	37	16
		5%	5%	8%	*%	-%	7%	1%	-%	*%	5%	1%	2%	4%	6%	6%
Answered		1908	1651	202	31	13	8	*	*	2	1853	54	23	974	677	256
Mean score		1.1	1.1	1.0	1.1	1.8	1.0	.3	1.9	1.8	1.1	1.3	1.5	1.1 b	1.0	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base		2073	1419	838	1604	817	366	480	1263	125	83	57	25	29	22
Effective base		830	518	316	605	332	119	175	529	36	20	9	6	4	5
Weighted Base		1914	1160	725	1414	800	228	408	1230	89	47	24	7	12	6
Very low	(-2)	28	18	20	25	25	3	6	22	3	*	-	-	-	*
		1%	2%	3%	2%	3%	1%	1%	2%	3%	*%	-%	-%	-%	1%
Quite low	(-1)	68	43	34	59	18	7	19	58	*	*	-	*	-	*
		4%	4%	5%	4%	2%	3%	5%	5%	1%	*%	-%	*%	-%	*%
Neither low nor high	(0)	325	191	113	225	138	32	64	195	14	9	5	*	*	1
		17%	17%	16%	16%	17%	14%	16%	16%	16%	20%	22%	1%	*%	26%
Quite high	(1)	779	452	315	578	331	95	167	517	29	18	7	3	3	2
		41%	39%	43%	41%	41%	42%	41%	42%	32%	39%	29%	37%	23%	43%
Very high	(2)	708	452	242	524	288	90	153	435	43	19	12	5	9	2
		37%	39%	33%	37%	36%	40%	37%	35%	48%	40%	49%	62%	77%	29%
Don't Know (DO NOT READ OUT)		6	3	1	3	*	1	*	3	-	-	-	-	-	*
		*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%
NET: High		1487	904	557	1103	619	185	319	952	71	37	19	7	12	4
		78%	78%	77%	78%	77%	81%	78%	77%	80%	80%	78%	99%	100%	73%
NET: Low		95	61	53	84	42	10	25	80	3	*	-	*	-	*
		5%	5%	7%	6%	5%	4%	6%	7%	4%	1%	-%	*%	-%	1%
Answered		1908	1157	723	1412	800	227	408	1227	89	47	24	7	12	6
Mean score		1.1	1.1	1.0	1.1	1.0	1.2	1.1	1.0	1.2	1.2	1.3	1.6	1.8	1.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		2073	653	44	37	31	15	18	19	52	573	327	410	252	42
Effective base		830	294	14	7	9	6	3	5	14	259	124	153	62	9
Weighted Base		1914	717	37	21	12	5	3	5	14	633	286	347	129	20
Very low	(-2)	28	24	-	1	*	*	*	-	*	4	4	8	9	1
		1%	3%	-%	3%	*%	1%	*%	-%	1%	1%	1%	2%	7% a	3%
Quite low	(-1)	68	18	-	*	*	-	-	-	-	22	20	7	10	*
		4%	2%	-%	*%	*%	-%	-%	-%	-%	3%	7% c	2%	8%	*%
Neither low nor high	(0)	325	120	12	2	1	2	*	1	4	98	40	60	26	2
		17%	17%	32%	10%	12%	38%	10%	22%	26%	15%	14%	17%	20%	9%
Quite high	(1)	779	306	10	5	6	1	3	1	4	269	100	162	39	9
		41%	43%	28%	25%	47%	14%	87%	20%	33%	42%	35%	47% d	30%	43%
Very high	(2)	708	250	15	13	5	3	*	3	6	240	120	110	46	9
		37%	35%	40%	62%	41%	46%	3%	58%	41%	38%	42%	32%	35%	45%
Don't Know (DO NOT READ OUT)		6	*	-	-	*	-	-	-	-	-	2	1	*	-
		*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	1%	*%	*%	-%
NET: High		1487	555	25	18	11	3	3	4	10	509	220	272	84	18
		78%	77%	68%	87%	87%	60%	90%	78%	74%	80% d	77%	78%	65%	89%
NET: Low		95	42	-	1	*	*	*	-	*	26	24	15	19	1
		5%	6%	-%	3%	*%	1%	*%	-%	1%	4%	8%	4%	15% ac	3%
Answered		1908	717	37	21	12	5	3	5	14	633	284	346	129	20
Mean score		1.1	1.0	1.1	1.4	1.3	1.0	.9	1.4	1.1	1.1 d	1.1	1.0	.8	1.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2073	282	170	224	110	31	488	65	258	1954	119	1554	50
Effective base		830	145	77	77	28	7	214	24	96	789	42	590	18
Weighted Base		1914	344	174	208	59	14	550	52	197	1798	116	1359	56
Very low	(-2)	28	9	8	2	5	1	14	1	10	13	14	20	5
		1%	3%	5%	1%	8%	7%	2%	1%	5%	1%	13% a	2%	8% a
Quite low	(-1)	68	6	4	3	5	-	17	*	*	62	6	52	7
		4%	2%	2%	1%	8%	-%	3%	*%	*%	3%	5%	4%	12%
Neither low nor high	(0)	325	59	24	38	17	*	101	4	33	314	11	219	6
		17%	17%	14%	18%	29%	*%	18%	8%	17%	17%	9%	16%	10%
Quite high	(1)	779	142	85	80	19	5	225	22	84	736	43	559	19
		41%	41%	49%	38%	32%	37%	41%	41%	43%	41%	37%	41%	35%
Very high	(2)	708	128	53	86	14	8	193	26	69	667	42	505	19
		37%	37%	30%	41%	23%	55%	35%	49%	35%	37%	36%	37%	35%
Don't Know (DO NOT READ OUT)		6	*	*	-	-	-	*	*	*	6	-	3	-
		*%	*%	*%	-%	-%	-%	*%	*%	*%	*%	-%	*%	-%
NET: High		1487	270	138	166	33	13	418	47	154	1402	85	1064	39
		78%	78% d	79% d	80% d	55%	92%	76%	91%	78%	78%	73%	78%	69%
NET: Low		95	15	12	5	9	1	31	1	11	75	20	73	11
		5%	4%	7%	2%	16% ac	7%	6%	1%	5%	4%	17% a	5%	20% a
Answered		1908	344	174	208	59	14	550	52	197	1792	116	1356	56
Mean score		1.1	1.1 d	1.0	1.2 d	.5	1.3	1.0	1.4	1.0	1.1 b	.8	1.1	.8

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2073	181	168	286	70	652	165	537	1272	173	443	702	140	2
Effective base		830	77	56	114	17	277	56	181	468	45	167	265	49	2
Weighted Base		1914	196	122	265	57	680	120	444	1043	123	399	609	141	1
Very low	(-2)	28	1	16	9	7	13	12	8	17	6	7	19	9	-
		1%	1%	13% a	3%	13%	2%	10% a	2%	2%	5%	2%	3%	6%	-%
Quite low	(-1)	68	6	1	12	4	16	1	33	36	7	29	22	21	*
		4%	3%	1%	4%	7%	2%	1%	7% b	3%	6%	7%	4%	15% b	54%
Neither low nor high	(0)	325	28	15	34	4	125	13	73	170	15	65	98	14	*
		17%	14%	12%	13%	6%	18%	11%	16%	16%	12%	16%	16%	10%	46%
Quite high	(1)	779	82	49	112	18	282	49	174	406	53	170	268	56	-
		41%	41%	40%	42%	32%	41%	41%	39%	39%	43%	43%	44%	40%	-%
Very high	(2)	708	79	41	98	23	243	44	155	412	42	127	200	41	-
		37%	40%	33%	37%	41%	36%	37%	35%	39%	34%	32%	33%	29%	-%
Don't Know (DO NOT READ OUT)		6	*	-	*	-	*	-	1	2	*	1	1	*	-
		*%	*%	-%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%
NET: High		1487	161	90	210	42	525	94	328	818	95	297	468	97	-
		78%	82%	74%	79%	73%	77%	78%	74%	78%	77%	75%	77%	69%	-%
NET: Low		95	7	18	21	11	29	13	41	53	14	35	41	29	*
		5%	4%	14% a	8%	20%	4%	11% a	9%	5%	11%	9%	7%	21% ab	54%
Answered		1908	196	122	265	57	680	120	442	1041	123	397	608	141	1
Mean score		1.1	1.2 b	.8	1.1	.8	1.1	.9	1.0	1.1	.9	1.0	1.0	.7	-.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2073	573	523	163	2	1402	814	700	1223	937	27
Effective base		830	227	216	61	2	515	306	288	456	350	4
Weighted Base		1914	552	527	148	1	1156	704	702	1054	795	8
Very low	(-2)	28	19	16	4	-	18	20	13	16	9	-
		1%	3%	3%	3%	-%	2%	3%	2%	2%	1%	-%
Quite low	(-1)	68	16	15	9	*	43	32	18	48	34	-
		4%	3%	3%	6%	32%	4%	5%	3%	5%	4%	-%
Neither low nor high	(0)	325	91	92	14	1	191	106	119	162	137	*
		17%	16%	18%	10%	68%	17%	15%	17%	15%	17%	4%
Quite high	(1)	779	236	223	79	-	450	311	295	433	323	1
		41%	43%	42%	54%	-%	39%	44%	42%	41%	41%	16%
Very high	(2)	708	190	180	40	-	451	234	257	393	291	7
		37%	34%	34%	27%	-%	39%	33%	37%	37%	37%	80%
Don't Know (DO NOT READ OUT)		6	*	-	-	-	3	1	*	2	1	-
		*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	-%
NET: High		1487	426	403	120	-	901	545	552	826	614	8
		78%	77%	77%	81%	-%	78%	77%	79%	78%	77%	96%
NET: Low		95	34	31	14	*	61	51	31	63	43	-
		5%	6%	6%	9%	32%	5%	7%	4%	6%	5%	-%
Answered		1908	551	527	148	1	1153	702	702	1052	793	8
Mean score		1.1	1.0	1.0	1.0	-.3	1.1	1.0	1.1	1.1	1.1	1.8

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2073	370	338	348	69	44	1050	874	118	58	57	22
Effective base		830	142	146	138	34	21	384	327	43	16	24	6
Weighted Base		1914	347	352	337	91	53	887	741	101	40	47	14
Very low	(-2)	28	6	4	5	-	-	10	11	5	5	9	*
		1%	2%	1%	2%	-%	-%	1%	2%	5%	13%	18%	2%
Quite low	(-1)	68	15	*	16	9	8	40	24	5	8	2	-
		4%	4%	*%	5%	10%	14%	5%	3%	5%	19%	4%	-%
			b		b	b	b						
Neither low nor high	(0)	325	53	62	60	10	3	131	132	13	8	8	6
		17%	15%	18%	18%	11%	6%	15%	18%	13%	21%	16%	43%
Quite high	(1)	779	149	159	137	40	33	373	295	37	7	20	2
		41%	43%	45%	41%	45%	62%	42%	40%	37%	17%	44%	17%
Very high	(2)	708	123	126	119	31	10	331	278	40	12	8	5
		37%	35%	36%	35%	34%	18%	37%	37%	40%	30%	16%	38%
Don't Know (DO NOT READ OUT)		6	*	*	-	-	-	2	1	*	-	*	-
		*%	*%	*%	-%	-%	-%	*%	*%	*%	-%	1%	-%
NET: High		1487	272	285	256	72	42	704	573	77	19	28	7
		78%	78%	81%	76%	79%	80%	79%	77%	76%	47%	60%	55%
										b			
NET: Low		95	21	5	21	9	8	50	35	10	13	11	*
		5%	6%	1%	6%	10%	14%	6%	5%	10%	32%	23%	2%
			b		b	b	b						
Answered		1908	347	352	337	91	53	885	739	101	40	46	14
Mean score		1.1	1.1	1.1	1.0	1.0	.8	1.1	1.1	1.0	.3	.4	.9
										c			

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2073	1838	1184	1902	1254	1279	1014	1836	206	5	1767	94	492	1581
Effective base		830	732	449	760	484	496	381	748	74	3	691	43	207	624
Weighted Base		1914	1652	980	1716	1093	1078	811	1712	195	4	1591	97	488	1426
Very low	(-2)	28	23	17	26	22	9	13	25	6	-	2	25	26	2
		1%	1%	2%	1%	2%	1%	2%	1%	3%	-%	*%	26% a	5% b	*%
Quite low	(-1)	68	60	38	65	52	43	34	64	14	-	21	19	57	11
		4%	4%	4%	4%	5%	4%	4%	4%	7%	-%	1%	19% a	12% b	1%
Neither low nor high	(0)	325	277	127	278	158	176	111	284	28	-	186	29	150	175
		17%	17%	13%	16%	14%	16%	14%	17%	14%	-%	12%	30% a	31% b	12%
Quite high	(1)	779	685	421	719	446	442	348	708	100	1	698	13	174	605
		41%	41%	43%	42%	41%	41%	43%	41%	51%	30%	44% b	13%	36%	42%
Very high	(2)	708	603	376	625	413	407	303	627	47	3	678	11	79	629
		37%	36%	38%	36%	38%	38%	37% c	37% c	24%	70%	43% b	11%	16%	44% a
Don't Know (DO NOT READ OUT)		6	3	1	3	1	1	1	3	-	-	6	*	1	5
		*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%
NET: High		1487	1288	797	1344	859	849	651	1335	147	4	1376	24	253	1234
		78%	78%	81%	78%	79%	79%	80%	78%	75%	100%	87% b	24%	52%	87% a
NET: Low		95	83	55	91	74	52	47	90	20	-	23	44	83	12
		5%	5%	6%	5%	7%	5%	6%	5%	10%	-%	1%	45% a	17% b	1%
Answered		1908	1649	978	1713	1092	1077	810	1709	195	4	1585	97	486	1421
Mean score		1.1	1.1	1.1	1.1	1.1	1.1	1.1 c	1.1 c	.9	1.7	1.3 b	-.4	.5	1.3 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2073	366	18	143	295	230	1207	619	201	202	1556	945	1128
Effective base		830	136	8	47	117	85	511	227	87	71	637	329	502
Weighted Base		1914	342	16	117	291	199	1170	528	192	199	1449	732	1181
Very low	(-2)	28	16	*	1	16	11	9	8	8	8	10	17	11
		1%	5%	1%	1%	6%	5%	1%	1%	4%	4%	1%	2%	1%
							bc			c	c			
Quite low	(-1)	68	11	-	10	11	7	31	30	8	29	25	34	34
		4%	3%	-%	9%	4%	4%	3%	6%	4%	15%	2%	5%	3%
									b		ac			
Neither low nor high	(0)	325	35	3	18	30	27	223	71	35	34	239	115	210
		17%	10%	21%	15%	10%	13%	19%	13%	18%	17%	17%	16%	18%
Quite high	(1)	779	133	7	51	115	75	474	224	90	69	603	301	478
		41%	39%	48%	44%	40%	38%	40%	43%	47%	35%	42%	41%	40%
Very high	(2)	708	148	5	37	118	79	429	193	50	59	566	265	444
		37%	43%	31%	31%	41%	40%	37%	37%	26%	30%	39%	36%	38%
												a		
Don't Know (DO NOT READ OUT)		6	-	*	*	-	*	4	2	*	*	6	2	4
		*%	-%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%
NET: High		1487	280	12	88	234	154	902	418	140	128	1169	566	921
		78%	82%	78%	75%	80%	78%	77%	79%	73%	64%	81%	77%	78%
												b		
NET: Low		95	27	*	11	27	18	40	38	16	38	36	50	45
		5%	8%	1%	10%	9%	9%	3%	7%	8%	19%	2%	7%	4%
							b		b	c	c			
Answered		1908	342	16	117	291	199	1166	526	191	199	1444	731	1177
Mean score		1.1	1.1	1.1	1.0	1.1	1.0	1.1	1.1	.9	.7	1.2	1.0	1.1
												ab		

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 173 (continuation)

QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects: The quality of the mail services provided by Royal Mail in the last 12 months

Base: All using RM (QV4=1)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2073	449	567	555	502	1016	1057
Effective base		830	169	212	210	256	376	461
Weighted Base		1914	474	478	478	484	952	962
Very low	(-2)	28	10	10	4	4	20	8
		1%	2%	2%	1%	1%	2%	1%
Quite low	(-1)	68	28	9	18	13	37	31
		4%	6%	2%	4%	3%	4%	3%
			b					
Neither low nor high	(0)	325	54	86	85	100	140	185
		17%	11%	18%	18%	21%	15%	19%
						a		
Quite high	(1)	779	208	183	199	189	391	388
		41%	44%	38%	42%	39%	41%	40%
Very high	(2)	708	175	186	170	176	361	347
		37%	37%	39%	36%	36%	38%	36%
Don't Know (DO NOT READ OUT)		6	*	3	1	1	4	2
		*%	*%	1%	*%	*%	*%	*%
NET: High		1487	383	369	370	366	752	735
		78%	81%	77%	77%	76%	79%	76%
NET: Low		95	37	19	22	17	56	39
		5%	8%	4%	5%	4%	6%	4%
Answered		1908	474	475	477	482	948	959
Mean score		1.1	1.1	1.1	1.1	1.1	1.1	1.1

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	*c	d	e
Unweighted Base		323	141	182	193	53	22	55	130
Effective base		109	78	33	96	18	8	20	26
Weighted Base		40	26	14	37	2	*	*	3
Very good	(2)	2	2	1	2	*	*	*	*
		6%	6%	5%	5%	7%	9%	29% a	9%
Fairly good	(1)	8	4	5	8	1	*	*	1
		21%	14%	34% a	21%	24%	22%	17%	24%
Neither good nor poor	(0)	11	8	3	11	*	*	*	*
		29%	31%	24%	30% d	12%	15%	8%	12%
Fairly poor	(-1)	7	3	4	6	1	*	*	1
		18%	13%	27%	17%	34%	37%	15%	33%
Very poor	(-2)	6	5	1	6	*	*	-	*
		16%	21% b	5%	15%	19%	10%	-%	16%
Don't know		5	4	1	4	*	*	*	*
		12%	15%	6%	12%	4%	7%	31% abe	6%
NET: Good		11	5	5	10	1	*	*	1
		26%	20%	39%	26%	31%	31%	46%	32%
NET: Poor		13	9	5	12	1	*	*	1
		33%	34%	32%	32%	52% d	47%	15%	49% d
Answered		35	22	13	33	2	*	*	3
Mean score		-.2	-.3	.1	-.2	-.3	-.2	.9	-.3

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	*c	*d	e	f	g	h	i
Unweighted Base		323	124	40	29	22	53	55	193	53	77
Effective base		109	69	16	16	14	14	20	96	18	18
Weighted Base		40	28	6	3	1	2	*	37	2	1
Very good	(2)	2	2	*	*	*	*	*	2	*	*
		6%	6%	3%	5%	11%	6%	29% abg	5%	7%	17%
Fairly good	(1)	8	5	2	1	*	*	*	8	1	*
		21%	17%	30%	34%	26%	23%	17%	21%	24%	20%
Neither good nor poor	(0)	11	9	1	1	*	*	*	11	*	*
		29%	33% ef	16%	26%	32%	6%	8%	30% f	12%	12%
Fairly poor	(-1)	7	5	1	1	*	1	*	6	1	*
		18%	16%	14%	24%	14%	41% ag	15%	17%	34%	28%
Very poor	(-2)	6	5	1	-	*	*	-	6	*	*
		16%	16% f	21% f	-%	9%	20%	-%	15%	19%	6%
Don't know		5	3	1	*	*	*	*	4	*	*
		12%	11%	16%	10%	6%	4%	31% aegh	12%	4%	16%
NET: Good		11	7	2	1	*	1	*	10	1	*
		26%	23%	33%	39%	38%	29%	46% a	26%	31%	37%
NET: Poor		13	9	2	1	*	1	*	12	1	*
		33%	32%	35%	24%	24%	61% afg	15%	32%	52% f	35%
Answered		35	25	5	3	1	2	*	33	2	*
Mean score		-.2	-.2	-.2	.2	.2	-.5	.9	-.2	-.3	.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Turnover					GOR (QC3)
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	Northern Ireland
Significance Level: 95%			a	b	*c	*d	e	
Unweighted Base		323	82	51	18	12	36	323
Effective base		109	37	8	10	6	6	109
Weighted Base		40	17	3	*	*	2	40
Very good	(2)	2	1	*	*	*	*	2
		6%	8%	4%	23%	18%	5%	6%
Fairly good	(1)	8	4	1	*	*	*	8
		21%	22%	17%	28%	33%	6%	21%
Neither good nor poor	(0)	11	6	*	*	*	1	11
		29%	33%	9%	2%	6%	46%	29%
Fairly poor	(-1)	7	3	1	*	*	1	7
		18%	17%	20%	30%	20%	38%	18%
Very poor	(-2)	6	2	1	*	-	*	6
		16%	13%	46%	7%	-%	3%	16%
Don't know		5	1	*	*	*	*	5
		12%	7%	4%	11%	22%	1%	12%
NET: Good		11	5	1	*	*	*	11
		26%	30%	21%	50%	52%	11%	26%
NET: Poor		13	5	2	*	*	1	13
		33%	30%	66%	36%	20%	42%	33%
Answered		35	16	3	*	*	2	35
Mean score		-.2	-.1	-.9	.3	.6	-.3	-.2

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base		323	18	23	2	23	44	13	26	163	224	99	284	39
Effective base		109	6	10	2	8	15	6	10	51	87	23	101	16
Weighted Base		40	2	4	*	3	4	2	3	20	31	9	38	2
Very good	(2)	2	*	1	*	*	*	-	*	1	2	*	2	*
		6%	8%	15%	34%	2%	3%	-%	3%	5%	6%	5%	5%	12%
Fairly good	(1)	8	*	1	-	1	1	*	*	4	7	2	8	1
		21%	4%	23%	-%	53%	26%	19%	10%	20%	22%	18%	20%	36%
Neither good nor poor	(0)	11	1	*	-	1	*	1	2	6	8	4	11	*
		29%	28%	5%	-%	34%	8%	41%	58%	31%	26%	39%	29%	29%
Fairly poor	(-1)	7	*	1	*	*	1	*	*	4	5	2	7	*
		18%	1%	27%	66%	5%	12%	5%	9%	22%	17%	19%	18%	19%
Very poor	(-2)	6	1	1	-	*	2	*	1	2	5	1	6	-
		16%	56%	14%	-%	1%	36% h	7%	19%	9%	17%	9%	16%	-%
Don't know		5	*	1	-	*	1	1	*	3	4	1	5	*
		12%	3%	17%	-%	4%	15%	29%	*%	13%	12%	10%	12%	4%
NET: Good		11	*	1	*	2	1	*	*	5	8	2	10	1
		26%	12%	37%	34%	55%	30%	19%	13%	25%	27%	23%	25%	49%
NET: Poor		13	1	2	*	*	2	*	1	6	11	3	13	*
		33%	57%	41%	66%	6%	48%	12%	28%	31%	35%	28%	34%	19%
Answered		35	2	3	*	3	4	1	3	17	27	8	34	2
Mean score		-.2	-1.0	*	*	.5	-.6	*	-.3	-.1	-.2	-.1	-.2	.4 a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		323	313	10	191	88	44
Effective base		109	103	6	68	22	22
Weighted Base		40	38	2	27	5	8
Very good	(2)	2	2	*	1	*	1
		6%	5%	13%	3%	7%	12%
Fairly good	(1)	8	8	-	5	1	2
		21%	22%	-%	19%	27%	24%
Neither good nor poor	(0)	11	11	1	9	1	2
		29%	28%	48%	33%	11%	26%
					b		
Fairly poor	(-1)	7	7	*	5	1	1
		18%	18%	23%	17%	21%	17%
Very poor	(-2)	6	6	*	5	1	1
		16%	16%	8%	17%	21%	7%
Don't know		5	5	*	3	1	1
		12%	12%	8%	11%	13%	14%
NET: Good		11	10	*	6	2	3
		26%	27%	13%	22%	34%	36%
NET: Poor		13	13	*	9	2	2
		33%	33%	32%	34%	42%	24%
Answered		35	34	1	24	5	7
Mean score		-.2	-.2	-.2	-.3	-.2	.2

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		323	224	51	17	5	10	9	5	2	275	48	31	109	115	99
Effective base		109	92	13	4	3	4	2	2	2	105	13	12	62	33	18
Weighted Base		40	35	4	*	*	*	*	*	*	39	1	*	19	16	5
Very good	(2)	2	2	*	*	*	*	*	*	*	2	*	*	1	1	*
		6%	5%	3%	13%	42%	30%	9%	6%	100%	5%	27% ai	38% abi	4%	7%	7%
Fairly good	(1)	8	7	2	*	-	*	-	-	-	8	*	*	4	3	2
		21%	19%	36% k	61%	-%	1%	-%	-%	-%	21%	27%	*%	19%	18%	34%
Neither good nor poor	(0)	11	11	1	*	*	*	*	*	-	11	*	*	7	4	1
		29%	31%	16%	1%	57%	4%	72%	79%	-%	29%	19%	33%	35%	26%	16%
Fairly poor	(-1)	7	6	1	*	*	*	*	-	-	7	*	*	3	3	1
		18%	17%	24%	12%	1%	62%	9%	-%	-%	18%	19%	25%	15%	19%	23%
Very poor	(-2)	6	6	*	*	-	-	-	-	-	6	*	-	4	3	*
		16%	18%	1%	7%	-%	-%	-%	-%	-%	16%	3%	-%	19% c	17%	2%
Don't know		5	4	1	*	-	*	*	*	-	5	*	*	2	2	1
		12%	11%	20%	6%	-%	4%	10%	15%	-%	12%	5%	4%	8%	13%	18%
NET: Good		11	8	2	*	*	*	*	*	*	10	*	*	4	4	2
		26%	24%	38%	74%	42%	31%	9%	6%	100%	26%	54% ai	38%	23%	25%	41%
NET: Poor		13	12	1	*	*	*	*	-	-	13	*	*	6	6	1
		33%	35%	25%	19%	1%	62%	9%	-%	-%	34%	22%	25%	34%	36%	25%
Answered		35	31	4	*	*	*	*	*	*	35	1	*	17	14	4
Mean score		-.2	-.3	.2	.6	.8	*	.1	.1	2.0	-.2	.6	.5	-.3	-.2	.3

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base		323	235	124	258	140	79	68	154	26	19	16	17	12	14
Effective base		109	65	21	72	40	15	14	55	10	7	3	3	6	3
Weighted Base		40	25	11	27	13	5	5	23	3	1	1	*	*	*
Very good	(2)	2	1	1	1	1	*	1	1	*	*	*	*	*	*
		6%	2%	6%	4%	7%	6%	13%	3%	4%	19%	6%	5%	66%	6%
Fairly good	(1)	8	5	2	6	4	*	*	5	*	*	*	*	*	*
		21%	22%	18%	21%	26%	7%	9%	21%	16%	60%	1%	*%	5%	1%
Neither good nor poor	(0)	11	6	3	6	1	1	1	6	1	*	*	*	-	*
		29%	25%	23%	23%	11%	28%	20%	25%	21%	*%	4%	1%	-%	6%
Fairly poor	(-1)	7	5	3	6	4	1	1	4	1	*	*	*	*	*
		18%	21%	31%	22%	29%	26%	13%	19%	34%	17%	13%	89%	11%	71%
Very poor	(-2)	6	4	2	5	2	2	2	4	1	*	*	-	-	-
		16%	16%	16%	18%	14%	33%	35%	19%	19%	4%	16%	-%	-%	-%
Don't know		5	3	1	3	2	*	1	3	*	-	*	*	*	*
		12%	13%	5%	12%	13%	1%	11%	12%	5%	-%	60%	5%	18%	15%
NET: Good		11	6	3	7	4	1	1	5	1	1	*	*	*	*
		26%	24%	25%	24%	33%	13%	22%	24%	20%	79%	7%	6%	71%	7%
NET: Poor		13	9	5	11	6	3	3	9	1	*	*	*	*	*
		33%	38%	48%	40%	43%	58%	47%	38%	53%	21%	29%	89%	11%	71%
Answered		35	22	11	24	12	5	5	20	3	1	*	*	*	*
Mean score		-.2	-.3	-.3	-.3	-.2	-.7	-.5	-.4	-.5	.7	-.8	-.8	1.5	-.7

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base		323	82	12	7	8	3	19	9	31	80	62	58	30	28
Effective base		109	33	4	4	3	2	2	3	5	35	22	12	11	6
Weighted Base		40	12	1	*	*	*	*	*	*	12	7	7	1	*
Very good	(2)	2	1	*	*	*	-	-	*	*	*	*	1	*	*
		6%	5%	6%	47%	58%	-%	-%	79%	17%	1%	3%	8%	8%	5%
Fairly good	(1)	8	3	*	*	*	*	*	*	*	2	2	2	*	*
		21%	27%	11%	1%	22%	70%	4%	2%	39%	17%	24%	24%	15%	24%
Neither good nor poor	(0)	11	1	*	*	-	-	*	-	*	2	2	3	*	*
		29%	10%	12%	53%	-%	-%	73%	-%	18%	16%	27%	35%	14%	1%
Fairly poor	(-1)	7	3	*	-	*	*	-	*	*	3	1	2	*	*
		18%	28%	63%	-%	13%	29%	-%	19%	20%	23%	11%	29%	33%	17%
Very poor	(-2)	6	2	-	-	*	-	-	-	-	4	1	*	*	-
		16%	16%	-%	-%	4%	-%	-%	-%	-%	30% c	19%	*%	12%	-%
Don't know		5	2	*	-	*	*	*	-	*	1	1	*	*	*
		12%	14%	8%	-%	2%	1%	23%	-%	6%	13%	17%	3%	18%	53%
NET: Good		11	4	*	*	*	*	*	*	*	2	2	2	*	*
		26%	32%	17%	47%	80%	70%	4%	81%	56%	18%	27%	32%	23%	29%
NET: Poor		13	5	*	-	*	*	-	*	*	6	2	2	1	*
		33%	44%	63%	-%	17%	29%	-%	19%	20%	53%	30%	30%	45%	17%
Answered		35	10	1	*	*	*	*	*	*	10	6	7	1	*
Mean score		-.2	-.3	-.4	.9	1.2	.4	*	1.4	.6	-.7	-.2	.1 a	-.3	.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	*b	c	*d	*e	a	*b	c	a	b	a	b
Unweighted Base		323	36	28	40	14	22	90	17	33	262	61	217	41
Effective base		109	14	9	15	5	10	26	10	11	100	9	69	3
Weighted Base		40	5	4	3	1	*	8	1	4	37	3	26	1
Very good	(2)	2	*	1	*	*	*	1	*	-	2	1	1	*
		6%	1%	15%	6%	6%	43%	9%	32%	-%	4%	17%	4%	2%
Fairly good	(1)	8	1	1	1	*	*	3	*	*	8	*	6	*
		21%	21%	19%	36%	52%	4%	40% c	14%	2%	22%	9%	22%	1%
Neither good nor poor	(0)	11	*	*	1	*	*	1	*	1	11	*	6	-
		29%	6%	8%	22%	9%	4%	8%	15%	16%	31%	4%	24%	-%
Fairly poor	(-1)	7	2	1	1	*	*	2	*	2	7	*	6	*
		18%	31%	34%	20%	31%	10%	18%	29%	50% a	19%	3%	22%	4%
Very poor	(-2)	6	1	-	*	*	-	1	-	1	6	-	5	-
		16%	28%	-%	9%	2%	-%	7%	-%	28%	17%	-%	19%	-%
Don't know		5	1	1	*	*	*	1	*	*	2	2	2	1
		12%	12%	24%	6%	1%	39%	18%	9%	5%	7%	67% a	9%	93% a
NET: Good		11	1	1	1	1	*	4	*	*	10	1	7	*
		26%	22%	34%	43%	58%	47%	49% c	47%	2%	26%	26%	25%	3%
NET: Poor		13	3	1	1	*	*	2	*	3	13	*	11	*
		33%	59%	34%	29%	33%	10%	25%	29%	78% a	36% b	3%	42%	4%
Answered		35	5	3	3	1	*	7	1	4	34	1	24	*
Mean score		-.2	-.7	.2	.1	.3	1.3	.3 c	.5	-1.1	-.2	1.3 a	-.3	.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		323	27	47	43	42	82	58	99	200	66	81	96	48
Effective base		109	12	7	13	11	30	11	11	59	9	7	19	6
Weighted Base		40	2	2	4	*	9	4	6	23	6	5	10	5
Very good	(2)	2	*	1	*	*	*	1	*	*	*	1	1	*
		6%	6%	26%	5%	16%	4%	14%	5%	2%	3%	14%	6%	1%
Fairly good	(1)	8	1	*	1	*	3	*	1	5	2	*	2	*
		21%	37%	16%	30%	13%	33%	11%	16%	23%	32%	9%	19%	6%
Neither good nor poor	(0)	11	*	*	*	*	1	*	3	6	2	2	2	2
		29%	9%	11%	11%	4%	13%	6%	50%	24%	32%	43%	23%	41%
Fairly poor	(-1)	7	1	1	2	*	3	1	1	5	1	1	3	1
		18%	31%	46%	45%	41%	29%	28%	15%	22%	20%	25%	32%	16%
Very poor	(-2)	6	*	*	*	*	2	*	1	4	1	*	2	2
		16%	16%	*%	9%	8%	19%	1%	10%	16%	12%	5%	17%	34%
Don't know		5	*	*	*	*	*	2	*	3	*	*	*	*
		12%	*%	1%	*%	19%	1%	41% a	3%	13%	1%	4%	3%	2%
NET: Good		11	1	1	1	*	3	1	1	6	2	1	3	*
		26%	43%	42%	35%	28%	37%	25%	21%	24%	35%	23%	25%	8%
NET: Poor		13	1	1	2	*	5	1	2	9	2	1	5	2
		33%	47%	46%	54%	49%	49%	29%	26%	38%	32%	29%	48%	50%
Answered		35	2	2	4	*	9	2	6	20	6	5	10	5
Mean score		-.2	-.1	.2	-.2	-.1	-.3	.2	-.1	-.3	-.1	*	-.4	-.8

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		323	105	82	54	203	98	99	170	145	10
Effective base		109	26	24	9	62	20	32	47	38	3
Weighted Base		40	9	8	3	24	11	10	20	17	*
Very good	(2)	2	1	*	1	1	1	1	1	*	*
		6%	10%	3%	18%	2%	6%	8%	4%	2%	18%
Fairly good	(1)	8	3	2	*	5	2	3	5	3	*
		21%	29%	28%	14%	23%	18%	32%	22%	17%	61%
Neither good nor poor	(0)	11	1	1	*	6	3	1	4	5	*
		29%	11%	10%	12%	26%	24%	13%	22%	28%	2%
Fairly poor	(-1)	7	1	3	1	5	3	3	5	4	*
		18%	15%	36%	26%	22%	32%	28%	24%	24%	18%
Very poor	(-2)	6	1	1	1	4	2	2	4	3	*
		16%	15%	18%	30%	17%	17%	18%	21%	16%	2%
Don't know		5	2	*	*	2	*	*	1	2	-
		12%	19%	4%	1%	10%	2%	1%	6%	13%	-%
NET: Good		11	3	3	1	6	3	4	5	3	*
		26%	39%	32%	31%	25%	25%	40%	26%	20%	78%
NET: Poor		13	3	4	2	9	5	5	9	7	*
		33%	31%	54%	56%	39%	49%	46%	46%	39%	19%
Answered		35	7	8	3	22	10	10	19	15	*
Mean score		-.2	*	-.4	-.4	-.3	-.4	-.2	-.4	-.4	.7

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base		323	50	51	53	11	5	154	136	23	18	12	6
Effective base		109	12	13	16	3	3	44	33	5	8	2	2
Weighted Base		40	4	5	5	1	*	19	15	1	1	1	*
Very good	(2)	2	*	*	1	*	-	1	*	*	*	*	*
		6%	6%	4%	12%	49%	-%	4%	2%	51%	34%	8%	18%
Fairly good	(1)	8	*	2	1	-	*	4	3	*	*	*	-
		21%	9%	41%	21%	-%	1%	22%	18%	21%	38%	10%	-%
Neither good nor poor	(0)	11	1	*	1	*	-	4	4	*	*	*	*
		29%	18%	8%	12%	*%	-%	22%	28%	5%	10%	6%	*%
Fairly poor	(-1)	7	1	1	2	*	*	5	4	*	*	*	*
		18%	31%	26%	31%	39%	45%	25%	27%	21%	13%	6%	81%
Very poor	(-2)	6	1	1	1	*	*	4	2	*	*	1	-
		16%	35%	21%	24%	12%	54%	20%	10%	1%	5%	70%	-%
Don't know		5	*	-	*	-	-	1	2	-	-	-	-
		12%	2%	-%	*%	-%	-%	7%	15%	-%	-%	-%	-%
NET: Good		11	1	2	2	*	*	5	3	1	*	*	*
		26%	14%	45%	33%	49%	1%	26%	20%	73%	72%	18%	18%
NET: Poor		13	3	2	3	1	*	9	6	*	*	1	*
		33%	66%	47%	55%	51%	99%	45%	38%	22%	18%	77%	81%
Answered		35	4	5	5	1	*	18	13	1	1	1	*
Mean score		-.2	-.8	-.2	-.3	.3	-1.5	-.4	-.3	1.0	.8	-1.2	-.4

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base		323	258	180	284	194	211	170	258	66	1	261	7	67	218
Effective base		109	90	52	95	57	72	45	93	11	1	94	3	18	88
Weighted Base		40	35	21	36	23	29	19	36	7	*	35	*	4	34
Very good	(2)	2	1	1	1	2	2	2	1	1	-	2	-	*	2
		6%	3%	5%	4%	8%	6%	9%	4%	10%	-%	6%	-%	8%	6%
Fairly good	(1)	8	7	4	7	5	3	4	8	1	-	8	*	*	8
		21%	20%	20%	21%	22%	12%	19%	22%	15%	-%	24%	9%	10%	24%
Neither good nor poor	(0)	11	10	6	10	6	10	5	10	2	-	11	*	1	11
		29%	29%	30%	28%	26%	35%	26%	29%	29%	-%	31%	9%	16%	32%
Fairly poor	(-1)	7	7	5	7	4	5	4	6	1	*	6	*	2	5
		18%	19%	21%	19%	19%	16%	21%	18%	21%	100%	18%	74%	46% b	16%
Very poor	(-2)	6	6	3	6	3	6	3	6	2	-	6	*	*	6
		16%	18%	14%	17%	14%	20%	16%	17%	22%	-%	16%	8%	11%	17%
Don't know		5	4	2	4	3	3	2	4	*	-	2	-	*	2
		12%	11%	9%	11%	11%	11%	8%	11%	4%	-%	6%	-%	9%	6%
NET: Good		11	8	5	9	7	5	5	9	2	-	11	*	1	10
		26%	23%	25%	24%	29%	18%	29%	26%	24%	-%	30%	9%	19%	29%
NET: Poor		13	13	8	13	8	10	7	12	3	*	12	*	2	11
		33%	37%	36%	36%	34%	36%	37%	34%	43%	100%	34%	82%	57%	33%
Answered		35	31	19	32	20	26	18	32	7	*	33	*	4	32
Mean score		-.2	-.3	-.2	-.3	-.1	-.4	-.2	-.2	-.3	-1.0	-.1	-.8	-.4	-.2

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		323	95	5	67	46	47	179	96	54	47	210	184	139
Effective base		109	21	4	11	17	13	71	34	11	16	84	46	65
Weighted Base		40	6	*	2	6	2	23	16	3	3	33	19	21
Very good	(2)	2	*	-	*	1	*	2	*	*	*	2	*	2
		6%	5%	-%	13%	10%	7%	7%	3%	4%	6%	6%	2%	9%
Fairly good	(1)	8	1	*	1	1	*	5	3	1	*	7	4	4
		21%	17%	28%	28%	18%	24%	20%	22%	18%	19%	22%	22%	20%
Neither good nor poor	(0)	11	1	-	*	*	*	5	6	1	*	10	6	6
		29%	10%	-%	10%	8%	17%	22%	40%	27%	14%	30%	30%	28%
Fairly poor	(-1)	7	2	*	*	2	*	4	2	1	1	6	4	3
		18%	29%	28%	11%	30%	13%	19%	16%	30%	20%	17%	20%	15%
Very poor	(-2)	6	*	*	*	*	*	4	2	*	1	5	2	4
		16%	5%	16%	19%	*%	26%	17%	12%	1%	29% a	16%	12%	19%
Don't know		5	2	*	*	2	*	3	1	1	*	3	3	2
		12%	34%	28%	19%	33%	14%	15%	7%	20%	12%	9%	14%	9%
NET: Good		11	1	*	1	2	*	6	4	1	1	9	5	6
		26%	22%	28%	41%	28%	31%	27%	25%	22%	26%	28%	24%	29%
NET: Poor		13	2	*	1	2	1	8	4	1	1	11	6	7
		33%	35%	44%	30%	31%	39%	36%	28%	30%	49%	33%	32%	34%
Answered		35	4	*	1	4	1	19	14	3	2	30	17	19
Mean score		-.2	-.2	-.4	*	.1	-.3	-.2	-.1	-.1	-.5	-.2	-.2	-.2

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 174 (continuation)

QRM6b. It currently costs£1.70 (£1.42 from 23rd March 2020) to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money?

Base: All in Northern Ireland

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		323	39	189	57	38	228	95
Effective base		109	23	99	29	17	75	43
Weighted Base		40	10	10	10	10	20	20
Very good	(2)	2	-	1	1	*	1	2
		6%	-%	6%	12%	4%	3%	8%
Fairly good	(1)	8	4	2	2	1	6	2
		21%	37%	24%	15%	8%	30%	11%
			d				b	
Neither good nor poor	(0)	11	*	2	3	6	3	9
		29%	4%	23%	28%	60%	13%	44%
				a	a	abc		a
Fairly poor	(-1)	7	2	2	1	2	4	3
		18%	21%	21%	13%	16%	21%	15%
Very poor	(-2)	6	2	1	2	1	3	3
		16%	20%	12%	24%	7%	16%	15%
Don't know		5	2	1	1	1	3	1
		12%	19%	14%	7%	6%	16%	7%
NET: Good		11	4	3	3	1	7	4
		26%	37%	30%	27%	12%	34%	19%
NET: Poor		13	4	3	4	2	7	6
		33%	40%	33%	37%	23%	37%	30%
Answered		35	8	9	9	9	17	19
Mean score		-.2	-.3	-.1	-.2	-.1	-.2	-.2

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		563	162	401	320	104	33	106	243
Effective base		198	61	139	179	61	15	50	84
Weighted Base		495	130	365	468	22	3	2	26
Very Dissatisfied	(-2)	14	7	7	13	*	*	*	*
		3%	5%	2%	3%	2%	4%	2%	2%
Fairly Dissatisfied	(-1)	8	2	6	8	*	*	*	*
		2%	1%	2%	2%	1%	1%	4%	1%
Neither Satisfied Nor Dissatisfied	(0)	51	13	38	47	4	*	*	4
		10%	10%	10%	10%	19%	7%	4%	17%
						d			d
Fairly Satisfied	(1)	214	55	159	206	7	1	1	8
		43%	43%	44%	44%	30%	28%	39%	31%
					e				
Very Satisfied	(2)	202	52	150	190	10	2	1	12
		41%	40%	41%	41%	45%	53%	51%	47%
Don't Know (DO NOT READ OUT)		5	1	4	4	*	*	-	1
		1%	1%	1%	1%	2%	7%	-%	3%
NET: Satisfied		417	107	309	396	16	2	2	20
		84%	83%	85%	85%	76%	81%	90%	77%
NET: Dissatisfied		22	9	13	21	1	*	*	1
		4%	7%	4%	5%	3%	5%	6%	3%
Answered		490	129	360	464	21	3	2	26
Mean score		1.2	1.1	1.2	1.2	1.2	1.3	1.3	1.2

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		563	182	85	53	51	86	106	320	104	139
Effective base		198	107	51	28	33	41	50	179	61	36
Weighted Base		495	301	127	40	12	12	2	468	22	5
Very Dissatisfied	(-2)	14	11	-	2	-	*	*	13	*	*
		3%	4%	-%	6%	-%	4%	2%	3%	2%	4%
Fairly Dissatisfied	(-1)	8	3	3	2	*	*	*	8	*	*
		2%	1%	2%	5%	2%	1%	4%	2%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	51	27	15	4	3	2	*	47	4	*
		10%	9%	12%	10%	22%	14%	4%	10%	19%	6%
						afgi				f	
Fairly Satisfied	(1)	214	135	54	17	3	4	1	206	7	2
		43%	45%	43%	42%	23%	37%	39%	44%	30%	32%
			d						d		
Very Satisfied	(2)	202	121	54	15	7	5	1	190	10	3
		41%	40%	43%	37%	53%	39%	51%	41%	45%	52%
Don't Know (DO NOT READ OUT)		5	4	-	-	-	1	-	4	*	*
		1%	1%	-%	-%	-%	6%	-%	1%	2%	4%
							g				
NET: Satisfied		417	256	108	32	10	9	2	396	16	4
		84%	85%	85%	79%	76%	76%	90%	85%	76%	84%
NET: Dissatisfied		22	14	3	4	*	1	*	21	1	*
		4%	5%	2%	11%	2%	4%	6%	5%	3%	6%
Answered		490	297	127	40	12	11	2	464	21	5
Mean score		1.2	1.2	1.3	1.0	1.3	1.1	1.3	1.2	1.2	1.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		563	218	91	35	26	82
Effective base		198	118	31	12	3	10
Weighted Base		495	331	61	17	12	18
Very Dissatisfied	(-2)	14	11	2	-	-	*
		3%	3%	4%	-%	-%	*%
Fairly Dissatisfied	(-1)	8	3	4	*	-	1
		2%	1%	6%	*%	-%	7%
Neither Satisfied Nor Dissatisfied	(0)	51	38	6	2	1	2
		10%	11%	9%	10%	4%	9%
Fairly Satisfied	(1)	214	147	32	9	2	4
		43%	44%	52%	50%	20%	20%
Very Satisfied	(2)	202	128	18	7	9	11
		41%	39%	29%	40%	75%	64%
Don't Know (DO NOT READ OUT)		5	4	-	-	-	-
		1%	1%	-%	-%	-%	-%
NET: Satisfied		417	275	49	16	11	15
		84%	83%	81%	90%	96%	84%
NET: Dissatisfied		22	14	6	*	-	1
		4%	4%	10%	*%	-%	7%
Answered		490	326	61	17	12	18
Mean score		1.2	1.2	1.0	1.3	1.7	1.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	*g	h	*i	j	k	l	m
Unweighted Base		563	37	38	59	14	30	40	21	35	27	301	78	71	113
Effective base		198	24	22	32	8	18	23	15	14	15	162	41	44	25
Weighted Base		495	48	48	103	16	39	66	56	34	32	442	27	18	7
Very Dissatisfied	(-2)	14	1	-	7	1	-	*	*	3	-	13	1	-	*
		3%	3%	-%	7%	5%	-%	*%	*%	9%	-%	3%	4%	-%	1%
Fairly Dissatisfied	(-1)	8	-	1	4	-	-	-	-	*	1	6	2	*	*
		2%	-%	2%	4%	-%	-%	-%	-%	*%	4%	1%	8% j	*%	2%
Neither Satisfied Nor Dissatisfied	(0)	51	1	12	15	*	*	7	-	*	5	40	6	4	1
		10%	2%	24% aehj	15%	2%	*%	11%	-%	1%	14%	9%	22% aej	20% aej	16%
Fairly Satisfied	(1)	214	25	15	31	4	30	30	27	18	16	195	9	6	4
		43%	53%	31%	30%	26%	77% bcfjkl	45%	48%	53%	48%	44%	33%	35%	50%
Very Satisfied	(2)	202	20	21	46	10	9	24	29	12	11	183	9	8	2
		41%	43%	44%	44%	66%	22%	37%	52%	36%	34%	41%	33%	45%	32%
Don't Know (DO NOT READ OUT)		5	-	-	-	-	*	4	-	*	-	5	-	-	-
		1%	-%	-%	-%	-%	1%	6%	-%	1%	-%	1%	-%	-%	-%
NET: Satisfied		417	45	36	77	15	39	54	56	30	26	378	18	14	6
		84%	95% ck	74%	74%	92%	99% bckl	82%	100%	89%	82%	86% k	66%	80%	82%
NET: Dissatisfied		22	1	1	11	1	-	*	*	3	1	19	3	*	*
		4%	3%	2%	11% l	5%	-%	*%	*%	9%	4%	4%	12% l	*%	2%
Answered		490	48	48	103	16	39	62	56	33	32	437	27	18	7
Mean score		1.2	1.3	1.2	1.0	1.5	1.2	1.3	1.5	1.1	1.1	1.2 k	.8	1.2	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base		563	15	72	7	43	113	18	25	244	471	92	483	80
Effective base		198	4	27	3	16	40	7	6	94	163	38	180	20
Weighted Base		495	10	68	1	39	136	12	14	174	424	71	459	35
Very Dissatisfied	(-2)	14	*	3	-	*	4	-	1	6	14	-	13	1
		3%	*%	4%	-%	1%	3%	-%	6%	3%	3%	-%	3%	2%
Fairly Dissatisfied	(-1)	8	-	*	-	*	3	-	*	5	6	2	8	*
		2%	-%	*%	-%	*%	2%	-%	2%	3%	1%	3%	2%	*%
Neither Satisfied Nor Dissatisfied	(0)	51	*	15	*	1	9	-	2	17	46	5	50	1
		10%	1%	22%	16%	2%	7%	-%	12%	10%	11%	7%	11%	2%
Fairly Satisfied	(1)	214	2	26	*	25	52	7	6	67	182	33	195	19
		43%	18%	38%	8%	64%	39%	63%	43%	39%	43%	46%	43%	54%
Very Satisfied	(2)	202	4	24	*	13	67	4	5	79	176	27	188	14
		41%	40%	35%	28%	33%	49%	37%	38%	46%	41%	37%	41%	40%
Don't Know (DO NOT READ OUT)		5	4	-	*	-	*	-	-	-	1	4	5	*
		1%	41%	-%	48%	-%	*%	-%	-%	-%	*%	6% a	1%	1%
NET: Satisfied		417	6	50	*	37	119	12	11	146	357	60	383	33
		84%	58%	73%	36%	97%	88%	100%	81%	84%	84%	84%	83%	95%
NET: Dissatisfied		22	*	3	-	*	7	-	1	10	20	2	21	1
		4%	*%	4%	-%	1%	5%	-%	8%	6%	5%	3%	5%	2%
Answered		490	6	68	1	39	135	12	14	174	423	67	455	35
Mean score		1.2	1.6	1.0	1.2	1.3	1.3	1.4	1.0	1.2	1.2	1.3	1.2	1.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		563	561	2	235	167	161
Effective base		198	197	1	90	44	67
Weighted Base		495	492	2	229	85	180
Very Dissatisfied	(-2)	14	14	-	2	1	11
		3%	3%	-%	1%	1%	6%
Fairly Dissatisfied	(-1)	8	8	-	5	1	3
		2%	2%	-%	2%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	51	51	-	22	13	16
		10%	10%	-%	10%	15%	9%
Fairly Satisfied	(1)	214	212	2	89	32	93
		43%	43%	93%	39%	38%	52%
Very Satisfied	(2)	202	202	*	106	39	57
		41%	41%	7%	46%	45%	32%
Don't Know (DO NOT READ OUT)		5	5	-	5	*	-
		1%	1%	-%	2%	*%	-%
NET: Satisfied		417	414	2	195	71	150
		84%	84%	100%	85%	83%	84%
NET: Dissatisfied		22	22	-	7	1	14
		4%	4%	-%	3%	2%	8%
Answered		490	488	2	225	85	180
Mean score		1.2	1.2	1.1	1.3	1.3	1.0
					c		

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		563	299	151	49	14	22	12	8	8	450	113	64	89	210	264
Effective base		198	133	47	12	2	6	3	3	3	180	19	10	42	91	65
Weighted Base		495	327	125	15	11	8	3	*	6	452	43	27	114	213	168
Very Dissatisfied	(-2)	14	5	8	1	-	-	-	*	-	13	1	*	-	5	9
		3%	1%	7%	5%	-%	-%	-%	20%	-%	3%	2%	*%	-%	2%	5%
Fairly Dissatisfied	(-1)	8	3	2	-	-	4	*	-	-	4	4	4	2	1	5
		2%	1%	1%	-%	-%	43%	9%	-%	-%	1%	9% i	14% ai	2%	*%	3%
Neither Satisfied Nor Dissatisfied	(0)	51	33	16	1	*	2	-	-	-	48	3	2	18	15	18
		10%	10%	13%	4%	*%	23%	-%	-%	-%	11%	6%	7%	16%	7%	11%
Fairly Satisfied	(1)	214	143	55	9	*	2	1	*	3	198	17	7	25	118	72
		43%	44%	44%	61%	5%	29%	45%	22%	54%	44%	39%	26%	22%	55% a	43% a
Very Satisfied	(2)	202	139	44	5	10	*	1	*	3	183	19	14	65	74	63
		41%	43%	35%	30%	95%	5%	46%	58%	46%	41%	44%	53%	57% bc	35%	38%
Don't Know (DO NOT READ OUT)		5	5	*	-	-	-	-	-	-	5	-	-	4	*	*
		1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	4%	*%	*%
NET: Satisfied		417	282	99	14	11	3	3	*	6	381	36	22	90	192	135
		84%	86%	79%	90%	100%	34%	91%	80%	100%	84%	83%	79%	79%	90%	80%
NET: Dissatisfied		22	8	10	1	-	4	*	*	-	17	5	4	2	5	14
		4%	2%	8%	5%	-%	43%	9%	20%	-%	4%	11%	14%	2%	3%	9%
Answered		490	322	125	15	11	8	3	*	6	447	43	27	110	213	168
Mean score		1.2	1.3	1.0	1.1	2.0	*	1.3	1.0	1.5	1.2	1.1	1.2	1.4	1.2	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		563	341	303	412	439	170	211	235	43	38	28	25	21	22
Effective base		198	99	108	138	160	44	71	104	16	9	3	5	2	2
Weighted Base		495	234	247	341	383	96	192	259	37	17	12	7	7	3
Very Dissatisfied	(-2)	14	5	8	8	14	1	2	4	3	*	1	-	-	-
		3%	2%	3%	2%	4%	1%	1%	2%	8%	1%	7%	-%	-%	-%
Fairly Dissatisfied	(-1)	8	4	2	6	3	1	1	1	-	2	*	-	*	2
		2%	2%	1%	2%	1%	1%	1%	1%	-%	14% a	*%	-%	1%	66%
Neither Satisfied Nor Dissatisfied	(0)	51	15	26	32	38	8	12	30	1	*	*	-	*	*
		10%	7%	11%	9%	10%	8%	6%	12%	4%	1%	1%	-%	2%	6%
Fairly Satisfied	(1)	214	86	118	149	189	47	88	117	16	7	3	4	1	*
		43%	37%	48%	44%	49% a	49%	46%	45%	44%	42%	22%	65%	20%	11%
Very Satisfied	(2)	202	118	93	142	134	39	85	102	16	7	8	2	6	*
		41%	51% d	38%	42%	35%	41%	44%	39%	44%	40%	70%	35%	78%	16%
Don't Know (DO NOT READ OUT)		5	5	1	5	5	-	4	4	-	*	-	-	-	-
		1%	2%	*%	1%	1%	-%	2%	2%	-%	3%	-%	-%	-%	-%
NET: Satisfied		417	204	211	291	323	86	173	219	32	14	11	7	7	1
		84%	87%	85%	85%	84%	90%	90%	85%	88%	81%	92%	100%	97%	28%
NET: Dissatisfied		22	10	10	14	17	2	3	5	3	2	1	-	*	2
		4%	4%	4%	4%	4%	2%	1%	2%	8%	14%	7%	-%	1%	66%
Answered		490	229	247	337	378	96	188	255	37	17	12	7	7	3
Mean score		1.2	1.3	1.2	1.2	1.1	1.3	1.4	1.2	1.2	1.1	1.5	1.3	1.7	-.2

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		563	306	34	19	23	12	28	17	57	88	77	125	81	41
Effective base		198	134	12	3	6	5	3	4	11	39	29	48	19	5
Weighted Base		495	331	26	10	6	4	3	3	10	98	80	102	50	12
Very Dissatisfied	(-2)	14	9	5	-	-	-	-	-	-	*	3	1	4	-
		3%	3%	17% a	-%	-%	-%	-%	-%	-%	*%	4%	1%	8%	-%
Fairly Dissatisfied	(-1)	8	3	*	-	*	-	*	-	*	4	*	*	1	*
		2%	1%	1%	-%	*%	-%	1%	-%	*%	4%	*%	*%	2%	*%
Neither Satisfied Nor Dissatisfied	(0)	51	31	3	1	*	1	*	1	3	13	7	7	5	*
		10%	10%	12%	10%	1%	25%	13%	45%	27%	13%	9%	7%	11%	*%
Fairly Satisfied	(1)	214	168	12	1	3	2	2	1	5	26	43	49	29	3
		43%	51%	48%	7%	57%	42%	61%	43%	48%	26%	54% a	48% a	58% a	21%
Very Satisfied	(2)	202	115	6	8	2	1	1	*	2	51	26	45	10	10
		41%	35%	22%	83%	41%	34%	25%	12%	25%	52% d	32%	44%	20%	79% d
Don't Know (DO NOT READ OUT)		5	5	-	-	-	-	-	-	-	4	-	-	1	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	1%	-%
NET: Satisfied		417	283	18	9	6	3	3	2	7	77	69	94	39	12
		84%	85%	70%	90%	98%	75%	86%	55%	73%	78%	87%	92%	78%	100%
NET: Dissatisfied		22	12	5	-	*	-	*	-	*	4	3	1	5	*
		4%	4%	18% a	-%	*%	-%	1%	-%	*%	4%	4%	1%	10%	*%
Answered		490	326	26	10	6	4	3	3	10	93	80	102	49	12
Mean score		1.2	1.2 b	.6	1.7	1.4	1.1	1.1	.7	1.0	1.3	1.1	1.3 d	.8	1.8 d

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		563	102	86	131	78	42	306	35	94	319	244	307	105
Effective base		198	52	39	40	25	5	114	12	34	122	77	113	26
Weighted Base		495	115	102	103	51	12	287	24	70	293	202	266	75
Very Dissatisfied	(-2)	14	2	*	9	3	-	12	-	2	8	6	5	3
		3%	2%	*%	9%	6%	-%	4%	-%	2%	3%	3%	2%	4%
Fairly Dissatisfied	(-1)	8	2	1	*	*	-	1	*	2	6	2	5	*
		2%	2%	1%	*%	*%	-%	*%	*%	2%	2%	1%	2%	*%
Neither Satisfied Nor Dissatisfied	(0)	51	9	14	8	6	2	32	5	2	34	17	22	10
		10%	8%	14%	7%	11%	15%	11%	21% c	2%	12%	9%	8%	13%
Fairly Satisfied	(1)	214	52	62	47	22	7	142	4	40	121	94	122	28
		43%	45%	61%	45%	43%	54%	50% b	18%	57% b	41%	46%	46%	37%
Very Satisfied	(2)	202	45	25	40	20	4	95	14	25	119	83	108	34
		41%	39%	25%	39%	40%	31%	33%	61%	35%	41%	41%	40%	45%
Don't Know (DO NOT READ OUT)		5	5	-	-	*	-	4	-	1	5	-	5	-
		1%	4%	-%	-%	*%	-%	1%	-%	1%	2%	-%	2%	-%
NET: Satisfied		417	97	86	87	42	11	237	19	65	240	177	229	62
		84%	85%	85%	84%	82%	85%	83%	79%	92%	82%	88%	86%	82%
NET: Dissatisfied		22	4	1	9	3	-	14	*	3	14	8	10	3
		4%	3%	1%	9%	6%	-%	5%	*%	4%	5%	4%	4%	4%
Answered		490	110	102	103	51	12	283	24	70	288	202	261	75
Mean score		1.2	1.2	1.1	1.1	1.1	1.2	1.1	1.4	1.2	1.2	1.2	1.2	1.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		563	181	199	286	97	184	255	232	272	104	213	234	91
Effective base		198	77	62	114	18	78	84	60	84	24	71	87	26
Weighted Base		495	196	139	265	60	199	184	154	188	64	164	194	65
Very Dissatisfied	(-2)	14	4	9	8	*	7	7	2	4	-	5	7	3
		3%	2%	7%	3%	*%	4%	4%	1%	2%	-%	3%	3%	5%
Fairly Dissatisfied	(-1)	8	1	2	5	*	1	2	4	1	1	1	2	1
		2%	1%	1%	2%	*%	1%	1%	3%	*%	1%	1%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	51	21	12	24	7	20	19	12	13	2	16	19	5
		10%	11%	9%	9%	12%	10%	10%	8%	7%	2%	10%	10%	8%
Fairly Satisfied	(1)	214	91	68	119	21	94	95	55	72	28	79	92	37
		43%	46%	49%	45%	35%	47%	52%	36%	38%	44%	48%	47%	57%
Very Satisfied	(2)	202	74	48	103	32	73	61	80	93	33	62	74	19
		41%	38%	34%	39%	53%	37%	33%	52%	49%	53%	38%	38%	29%
Don't Know (DO NOT READ OUT)		5	5	-	5	-	5	-	1	5	-	1	1	-
		1%	2%	-%	2%	-%	2%	-%	*%	3%	-%	*%	*%	-%
NET: Satisfied		417	165	116	222	53	166	157	135	165	61	141	166	55
		84%	84%	83%	84%	88%	84%	85%	88%	88%	96%	86%	85%	86%
NET: Dissatisfied		22	5	11	13	*	8	9	7	5	1	6	9	4
		4%	3%	8%	5%	*%	4%	5%	4%	2%	1%	4%	4%	6%
Answered		490	192	139	260	60	194	184	153	183	64	163	194	65
Mean score		1.2	1.2	1.0	1.2	1.4	1.2	1.1	1.3	1.4	1.5	1.2	1.2	1.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		563	356	252	122	289	253	256	284	227	20
Effective base		198	124	96	37	93	96	98	100	79	4
Weighted Base		495	295	235	80	225	221	243	242	196	8
Very Dissatisfied	(-2)	14	11	4	2	5	5	8	2	3	-
		3%	4%	2%	2%	2%	2%	3%	1%	2%	-%
Fairly Dissatisfied	(-1)	8	3	1	2	4	2	3	5	1	*
		2%	1%	1%	2%	2%	1%	1%	2%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	51	35	19	11	15	26	25	16	19	*
		10%	12%	8%	14%	7%	12%	10%	7%	10%	3%
Fairly Satisfied	(1)	214	150	116	33	80	104	115	105	91	1
		43%	51%	49%	42%	36%	47%	47%	44%	46%	12%
Very Satisfied	(2)	202	96	89	32	115	84	92	108	78	7
		41%	33%	38%	40%	51%	38%	38%	45%	40%	85%
Don't Know (DO NOT READ OUT)		5	1	5	-	5	1	1	5	5	-
		1%	*%	2%	-%	2%	*%	*%	2%	2%	-%
NET: Satisfied		417	245	205	66	196	188	207	213	168	8
		84%	83%	87%	82%	87%	85%	85%	88%	86%	96%
NET: Dissatisfied		22	13	6	3	9	7	11	7	4	*
		4%	5%	2%	4%	4%	3%	4%	3%	2%	1%
Answered		490	294	230	80	220	220	243	237	192	8
Mean score		1.2	1.1	1.2	1.2	1.3	1.2	1.2	1.3	1.2	1.8

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base		563	135	133	163	47	23	240	201	51	34	42	10
Effective base		198	53	56	55	21	9	84	71	17	7	19	4
Weighted Base		495	136	137	126	49	19	195	171	43	19	37	9
Very Dissatisfied	(-2)	14	4	7	2	1	-	4	3	1	-	-	3
		3%	3%	5%	2%	2%	-%	2%	2%	2%	-%	-%	31%
Fairly Dissatisfied	(-1)	8	2	1	2	-	-	2	1	*	*	4	*
		2%	1%	1%	2%	-%	-%	1%	1%	*%	*%	10%	*%
Neither Satisfied Nor Dissatisfied	(0)	51	10	7	16	7	*	15	13	1	8	7	*
		10%	7%	5%	13%	14%	*%	8%	8%	2%	45% a	19%	4%
Fairly Satisfied	(1)	214	65	68	52	25	11	87	76	28	7	15	6
		43%	48%	49%	42%	51%	58%	45%	44%	66%	37%	39%	60%
Very Satisfied	(2)	202	55	55	52	16	8	82	73	13	3	12	*
		41%	41%	40%	41%	33%	41%	42%	42%	30%	18%	33%	5%
Don't Know (DO NOT READ OUT)		5	*	*	1	-	-	5	5	-	-	-	-
		1%	*%	*%	1%	-%	-%	2%	3%	-%	-%	-%	-%
NET: Satisfied		417	120	122	105	42	19	169	149	41	10	27	6
		84%	88%	89%	83%	84%	100%	87%	87%	96% bc	55%	72%	64%
NET: Dissatisfied		22	6	8	4	1	-	5	4	1	*	4	3
		4%	4%	6%	3%	2%	-%	3%	2%	2%	*%	10%	31%
Answered		490	135	137	125	49	19	190	166	43	19	37	9
Mean score		1.2	1.2	1.2	1.2	1.1	1.4	1.3	1.3	1.2	.7	.9	.1

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base		563	445	344	488	419	363	366	449	133	2	377	28	180	258
Effective base		198	164	117	175	158	133	128	167	43	1	134	14	72	92
Weighted Base		495	399	262	423	379	305	276	414	102	2	329	34	182	226
Very Dissatisfied	(-2)	14	7	5	7	3	9	2	6	1	-	5	*	6	2
		3%	2%	2%	2%	1%	3%	1%	2%	1%	-%	2%	*%	3%	1%
Fairly Dissatisfied	(-1)	8	3	3	5	4	3	7	3	1	-	3	*	6	2
		2%	1%	1%	1%	1%	1%	3%	1%	1%	-%	1%	*%	3%	1%
Neither Satisfied Nor Dissatisfied	(0)	51	38	19	42	38	24	24	41	6	*	28	4	26	20
		10%	10%	7%	10%	10%	8%	9%	10%	6%	2%	8%	11%	14%	9%
Fairly Satisfied	(1)	214	179	121	190	185	133	129	182	56	-	133	21	80	91
		43%	45%	46%	45%	49%	44%	47%	44%	55%	-%	40%	63%	44%	40%
Very Satisfied	(2)	202	168	113	174	149	136	113	177	38	2	160	9	61	111
		41%	42%	43%	41%	39%	45%	41%	43%	37%	98%	49%	26%	33%	49% a
Don't Know (DO NOT READ OUT)		5	5	1	5	1	*	1	5	-	-	1	-	4	1
		1%	1%	*%	1%	*%	*%	*%	1%	-%	-%	*%	-%	2%	*%
NET: Satisfied		417	346	234	365	334	269	242	359	94	2	293	30	140	202
		84%	87%	89%	86%	88%	88%	88%	87%	92%	98%	89%	89%	77%	89% a
NET: Dissatisfied		22	10	8	12	7	11	9	9	2	-	8	*	12	4
		4%	2%	3%	3%	2%	4%	3%	2%	2%	-%	2%	*%	6%	2%
Answered		490	394	261	418	379	304	275	409	102	2	328	34	178	226
Mean score		1.2	1.3	1.3	1.2	1.2	1.3	1.2	1.3	1.3	2.0	1.3	1.1	1.0	1.4 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		563	468	28	212	351	138	276	148	160	115	264	283	280
Effective base		198	166	10	61	138	49	92	58	64	34	94	90	110
Weighted Base		495	417	22	147	348	116	222	156	147	80	245	199	295
Very Dissatisfied	(-2)	14	-	14	9	5	7	4	3	13	*	1	9	5
		3%	-%	63%	6%	2%	6%	2%	2%	9% c	*%	*%	4%	2%
Fairly Dissatisfied	(-1)	8	-	8	6	2	2	4	2	2	3	3	6	2
		2%	-%	37%	4%	1%	2%	2%	1%	1%	4%	1%	3%	1%
Neither Satisfied Nor Dissatisfied	(0)	51	-	-	28	23	9	21	21	16	14	16	27	24
		10%	-%	-%	19% b	6%	8%	9%	14%	11%	18%	6%	14%	8%
Fairly Satisfied	(1)	214	214	-	67	148	55	96	63	61	36	101	71	143
		43%	51%	-%	46%	42%	47%	43%	40%	41%	45%	41%	36%	48%
Very Satisfied	(2)	202	202	-	37	165	44	92	66	51	26	124	86	116
		41%	49%	-%	25%	48% a	37%	42%	42%	35%	33%	51% a	43%	39%
Don't Know (DO NOT READ OUT)		5	-	-	*	5	-	4	1	4	*	*	*	5
		1%	-%	-%	*%	1%	-%	2%	*%	3%	*%	*%	*%	2%
NET: Satisfied		417	417	-	104	313	99	188	129	112	62	225	158	259
		84%	100%	-%	70%	90% a	85%	85%	83%	76%	78%	92% ab	79%	88%
NET: Dissatisfied		22	-	22	15	7	9	8	5	15	3	4	15	8
		4%	-%	100%	10% b	2%	8%	4%	3%	10% c	4%	2%	7%	3%
Answered		490	417	22	147	343	116	217	156	143	80	244	199	291
Mean score		1.2	1.5	-1.6	.8	1.4 a	1.1	1.2	1.2	.9	1.1	1.4 ab	1.1	1.2

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 175 (continuation)

QOP1a. You said earlier that you also use [QV4 provider] for your postal services needs. Thinking generally about the service you receive as a whole as a sender and recipient of post, on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how would you rate the quality of the services you receive from [QV4 provider]?

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		563	148	182	119	114	330	233
Effective base		198	60	51	41	52	111	88
Weighted Base		495	143	125	126	100	269	226
Very Dissatisfied	(-2)	14	6	4	1	3	10	4
		3%	4%	3%	1%	3%	4%	2%
Fairly Dissatisfied	(-1)	8	1	2	1	5	3	6
		2%	1%	1%	*%	5%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	51	17	16	16	2	33	18
		10%	12%	13%	12%	2%	12%	8%
Fairly Satisfied	(1)	214	70	54	42	49	124	90
		43%	49%	43%	33%	49%	46%	40%
Very Satisfied	(2)	202	50	44	67	41	94	108
		41%	35%	35%	53%	41%	35%	48%
Don't Know (DO NOT READ OUT)		5	-	5	-	-	5	-
		1%	-%	4%	-%	-%	2%	-%
NET: Satisfied		417	120	99	109	90	218	198
		84%	83%	79%	86%	90%	81%	88%
NET: Dissatisfied		22	6	6	2	8	12	10
		4%	5%	5%	1%	8%	5%	4%
Answered		490	143	120	126	100	264	226
Mean score		1.2	1.1	1.1	1.4	1.2	1.1	1.3

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		563	162	401	320	104	33	106	243
Effective base		198	61	139	179	61	15	50	84
Weighted Base		495	130	365	468	22	3	2	26
Very Dissatisfied	(-2)	9	3	6	8	1	*	*	1
		2%	2%	2%	2%	6%	4%	2%	5%
Fairly Dissatisfied	(-1)	17	4	13	16	*	-	*	*
		3%	3%	3%	3%	*%	-%	7% e	1%
Neither Satisfied Nor Dissatisfied	(0)	63	6	57	60	3	*	*	3
		13%	5%	16% a	13%	12%	1%	7%	10%
Fairly Satisfied	(1)	191	49	141	181	8	1	1	10
		39%	38%	39%	39%	37%	35%	42%	37%
Very Satisfied	(2)	194	57	136	182	9	1	1	11
		39%	44%	37%	39%	43%	48%	38%	43%
Don't Know (DO NOT READ OUT)		22	10	11	21	1	*	*	1
		4%	8%	3%	4%	2%	12%	3%	4%
NET: Satisfied		384	107	278	363	17	2	2	21
		78%	82%	76%	78%	80%	82%	80%	80%
NET: Dissatisfied		26	7	19	24	1	*	*	2
		5%	5%	5%	5%	6%	4%	9%	6%
Answered		473	120	353	448	21	3	2	26
Mean score		1.1	1.3	1.1	1.1	1.1	1.4	1.1	1.2

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		563	182	85	53	51	86	106	320	104	139
Effective base		198	107	51	28	33	41	50	179	61	36
Weighted Base		495	301	127	40	12	12	2	468	22	5
Very Dissatisfied	(-2)	9	5	1	2	1	*	*	8	1	*
		2%	2%	*%	6%	7%	4%	2%	2%	6%	4%
Fairly Dissatisfied	(-1)	17	7	6	4	*	-	*	16	*	*
		3%	2%	5%	9%	1%	-%	7%	3%	*%	3%
					eh						
Neither Satisfied Nor Dissatisfied	(0)	63	41	14	6	1	1	*	60	3	*
		13%	14%	11%	14%	9%	12%	7%	13%	12%	4%
Fairly Satisfied	(1)	191	129	39	13	5	4	1	181	8	2
		39%	43%	31%	32%	40%	33%	42%	39%	37%	38%
Very Satisfied	(2)	194	115	51	16	5	5	1	182	9	2
		39%	38%	40%	39%	44%	44%	38%	39%	43%	44%
Don't Know (DO NOT READ OUT)		22	4	16	-	*	1	*	21	1	*
		4%	1%	13%	-%	*%	7%	3%	4%	2%	9%
				acdgh							
NET: Satisfied		384	244	90	29	10	9	2	363	17	4
		78%	81%	71%	71%	83%	77%	80%	78%	80%	82%
NET: Dissatisfied		26	12	7	6	1	*	*	24	1	*
		5%	4%	5%	15%	8%	4%	9%	5%	6%	6%
					a						
Answered		473	297	110	40	12	11	2	448	21	4
Mean score		1.1	1.2	1.2	.9	1.1	1.2	1.1	1.1	1.1	1.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		563	218	91	35	26	82
Effective base		198	118	31	12	3	10
Weighted Base		495	331	61	17	12	18
Very Dissatisfied	(-2)	9	6	2	-	-	1
		2%	2%	4%	-%	-%	4%
Fairly Dissatisfied	(-1)	17	8	5	*	-	1
		3%	2%	7%	*%	-%	7%
Neither Satisfied Nor Dissatisfied	(0)	63	48	5	5	*	*
		13%	14%	9%	29%	*%	1%
					e		
Fairly Satisfied	(1)	191	137	19	6	3	4
		39%	42%	31%	36%	25%	20%
Very Satisfied	(2)	194	123	21	5	9	12
		39%	37%	35%	30%	75%	68%
Don't Know (DO NOT READ OUT)		22	10	9	1	-	*
		4%	3%	14%	5%	-%	*%
				a			
NET: Satisfied		384	260	40	12	12	16
		78%	79%	66%	66%	100%	88%
NET: Dissatisfied		26	13	7	*	-	2
		5%	4%	11%	*%	-%	11%
Answered		473	321	52	17	12	18
Mean score		1.1	1.1	1.0	1.0	1.8	1.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	*g	h	*i	j	k	l	m
Unweighted Base		563	37	38	59	14	30	40	21	35	27	301	78	71	113
Effective base		198	24	22	32	8	18	23	15	14	15	162	41	44	25
Weighted Base		495	48	48	103	16	39	66	56	34	32	442	27	18	7
Very Dissatisfied	(-2)	9	1	1	*	1	-	1	-	3	-	8	1	-	*
		2%	3%	3%	*%	5%	-%	1%	-%	9%	-%	2%	5%	-%	1%
Fairly Dissatisfied	(-1)	17	3	2	7	-	-	-	*	-	2	14	2	*	*
		3%	6%	4%	7%	-%	-%	-%	*%	-%	6%	3%	9%	1%	3%
Neither Satisfied Nor Dissatisfied	(0)	63	1	8	19	5	3	10	5	*	5	57	2	4	1
		13%	2%	17%	19%	34%	9%	15%	8%	1%	15%	13%	6%	21% a	14%
Fairly Satisfied	(1)	191	17	17	22	5	16	26	34	18	14	169	11	6	4
		39%	35%	36%	22%	33%	40%	39%	61%	52% c	45%	38%	43%	32%	57% cl
Very Satisfied	(2)	194	26	16	50	4	16	20	17	12	11	173	10	8	2
		39%	54% m	33%	48%	28%	41%	31%	31%	37%	35%	39%	37%	47%	25%
Don't Know (DO NOT READ OUT)		22	*	4	4	-	4	9	-	*	*	22	*	-	-
		4%	*%	8%	4%	-%	11% klm	13% klm	-%	1%	*%	5%	*%	-%	-%
NET: Satisfied		384	42	33	72	10	31	46	51	30	25	343	21	14	6
		78%	89%	69%	70%	61%	81%	70%	92%	89%	79%	77%	80%	78%	82%
NET: Dissatisfied		26	4	3	8	1	-	1	*	3	2	21	4	*	*
		5%	9%	6%	7%	5%	-%	1%	*%	9%	6%	5%	14% jl	1%	4%
Answered		473	47	45	99	16	35	57	56	33	32	421	27	18	7
Mean score		1.1	1.3	1.0	1.2	.8	1.4	1.1	1.2	1.1	1.1	1.2	1.0	1.2	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base		563	15	72	7	43	113	18	25	244	471	92	483	80
Effective base		198	4	27	3	16	40	7	6	94	163	38	180	20
Weighted Base		495	10	68	1	39	136	12	14	174	424	71	459	35
Very Dissatisfied	(-2)	9	-	-	-	1	3	-	2	3	9	-	8	1
		2%	-%	-%	-%	3%	2%	-%	12%	2%	2%	-%	2%	2%
Fairly Dissatisfied	(-1)	17	*	-	*	5	3	*	1	8	14	2	14	3
		3%	1%	-%	6%	12%	2%	*%	8%	4%	3%	3%	3%	8%
Neither Satisfied Nor Dissatisfied	(0)	63	*	17	*	4	6	2	*	23	53	10	62	1
		13%	*%	25% e	16%	10%	5%	17%	1%	13%	13%	14%	14%	3%
Fairly Satisfied	(1)	191	5	31	*	17	43	5	3	56	163	28	177	14
		39%	50%	46%	18%	44%	32%	43%	22%	32%	38%	40%	39%	39%
Very Satisfied	(2)	194	1	15	*	11	72	5	3	83	169	24	180	14
		39%	8%	23%	12%	29%	53% b	40%	24%	48% b	40%	34%	39%	40%
Don't Know (DO NOT READ OUT)		22	4	4	*	1	7	-	4	*	15	6	19	3
		4%	41%	6% h	48%	2%	5% h	-%	32%	*%	4%	9%	4%	8%
NET: Satisfied		384	6	47	*	28	116	10	6	139	332	52	357	28
		78%	58%	69%	31%	73%	85%	83%	46%	80%	78%	74%	78%	79%
NET: Dissatisfied		26	*	-	*	6	6	*	3	11	24	2	22	4
		5%	1%	-%	6%	14% b	5%	*%	20%	6%	6%	3%	5%	11%
Answered		473	6	64	1	38	128	12	9	173	409	65	441	32
Mean score		1.1	1.1	1.0	.7	.9	1.4 b	1.2	.5	1.2	1.1	1.2	1.1	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		563	561	2	235	167	161
Effective base		198	197	1	90	44	67
Weighted Base		495	492	2	229	85	180
Very Dissatisfied	(-2)	9	9	-	2	2	5
		2%	2%	-%	1%	2%	3%
Fairly Dissatisfied	(-1)	17	17	-	11	*	5
		3%	3%	-%	5%	*%	3%
Neither Satisfied Nor Dissatisfied	(0)	63	63	-	35	9	19
		13%	13%	-%	15%	10%	11%
Fairly Satisfied	(1)	191	191	*	69	40	82
		39%	39%	7%	30%	47%	45% a
Very Satisfied	(2)	194	192	2	105	33	56
		39%	39%	93%	46%	38%	31%
Don't Know (DO NOT READ OUT)		22	22	-	7	2	12
		4%	4%	-%	3%	2%	7%
NET: Satisfied		384	382	2	174	73	138
		78%	78%	100%	76%	85%	77%
NET: Dissatisfied		26	26	-	14	2	10
		5%	5%	-%	6%	2%	6%
Answered		473	471	2	222	83	168
Mean score		1.1	1.1	1.9	1.2	1.2	1.1

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		563	299	151	49	14	22	12	8	8	450	113	64	89	210	264
Effective base		198	133	47	12	2	6	3	3	3	180	19	10	42	91	65
Weighted Base		495	327	125	15	11	8	3	*	6	452	43	27	114	213	168
Very Dissatisfied	(-2)	9	5	3	1	-	*	-	-	-	8	1	*	1	4	4
		2%	2%	3%	6%	-%	*%	-%	-%	-%	2%	2%	*%	1%	2%	2%
Fairly Dissatisfied	(-1)	17	8	4	-	*	2	-	*	3	12	5	5	4	4	9
		3%	2%	3%	-%	1%	21%	-%	20%	49%	3%	11%	17% ai	4%	2%	5%
Neither Satisfied Nor Dissatisfied	(0)	63	36	23	2	-	2	*	-	-	59	4	2	18	18	27
		13%	11%	18%	13%	-%	22%	9%	-%	-%	13%	9%	7%	16%	9%	16%
Fairly Satisfied	(1)	191	140	43	6	*	*	*	*	*	183	8	1	31	109	51
		39%	43% jk	35% k	41% k	4%	1%	11%	77%	5%	41% jk	18%	4%	28%	51% ac	30%
Very Satisfied	(2)	194	125	45	5	10	5	2	*	3	169	24	20	55	70	69
		39%	38%	36%	31%	96%	55%	81%	2%	46%	37%	57%	71% abi	48%	33%	41%
Don't Know (DO NOT READ OUT)		22	13	7	1	-	-	-	-	-	20	1	-	4	9	8
		4%	4%	6%	9%	-%	-%	-%	-%	-%	4%	3%	-%	4%	4%	5%
NET: Satisfied		384	265	88	11	10	5	3	*	3	352	32	21	87	178	120
		78%	81%	70%	73%	99%	56%	91%	80%	51%	78%	75%	76%	76%	84%	71%
NET: Dissatisfied		26	13	7	1	*	2	-	*	3	20	6	5	5	8	13
		5%	4%	6%	6%	1%	22%	-%	20%	49%	4%	13%	17%	5%	4%	8%
Answered		473	314	118	14	11	8	3	*	6	432	41	27	110	204	159
Mean score		1.1	1.2	1.0	1.0	1.9	.9	1.7	.6	.5	1.1	1.2	1.3	1.2	1.2	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		563	341	303	412	439	170	211	235	43	38	28	25	21	22
Effective base		198	99	108	138	160	44	71	104	16	9	3	5	2	2
Weighted Base		495	234	247	341	383	96	192	259	37	17	12	7	7	3
Very Dissatisfied	(-2)	9	7	6	7	8	2	2	5	-	1	1	-	-	*
		2%	3%	3%	2%	2%	3%	1%	2%	-%	4%	7%	-%	-%	1%
Fairly Dissatisfied	(-1)	17	6	7	9	8	6	1	4	3	2	*	-	*	-
		3%	2%	3%	3%	2%	6%	1%	1%	8%	11%	*%	-%	1%	-%
Neither Satisfied Nor Dissatisfied	(0)	63	21	33	45	48	6	18	36	3	*	*	2	1	2
		13%	9%	13%	13%	13%	7%	9%	14%	9%	1%	*%	27%	19%	72%
Fairly Satisfied	(1)	191	82	100	136	163	31	79	102	12	13	2	1	5	*
		39%	35%	41%	40%	43%	32%	41%	40%	33%	75% ab	19%	10%	67%	11%
Very Satisfied	(2)	194	105	88	129	136	45	80	95	19	1	9	4	1	*
		39%	45%	36%	38%	36%	47%	42%	37%	51% c	6%	73%	63%	14%	15%
Don't Know (DO NOT READ OUT)		22	13	13	17	19	5	11	17	*	*	-	-	-	*
		4%	6%	5%	5%	5%	5%	6%	7%	*%	3%	-%	-%	-%	1%
NET: Satisfied		384	187	188	264	299	76	159	197	31	14	11	5	6	1
		78%	80%	76%	77%	78%	79%	83%	76%	83%	81%	92%	73%	81%	26%
NET: Dissatisfied		26	12	13	15	16	8	3	9	3	3	1	-	*	*
		5%	5%	5%	4%	4%	9%	2%	3%	8%	15%	7%	-%	1%	1%
Answered		473	221	234	324	364	91	181	242	37	17	12	7	7	3
Mean score		1.1	1.2	1.1	1.1	1.1	1.2	1.3	1.1	1.3	.7	1.5	1.4	.9	.4

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		563	306	34	19	23	12	28	17	57	88	77	125	81	41
Effective base		198	134	12	3	6	5	3	4	11	39	29	48	19	5
Weighted Base		495	331	26	10	6	4	3	3	10	98	80	102	50	12
Very Dissatisfied	(-2)	9	7	1	-	*	-	-	-	-	1	3	2	1	-
		2%	2%	3%	-%	1%	-%	-%	-%	-%	1%	4%	2%	2%	-%
Fairly Dissatisfied	(-1)	17	5	*	-	2	1	-	-	1	2	3	1	3	*
		3%	2%	1%	-%	31%	21%	-%	-%	8%	2%	4%	1%	6%	*%
Neither Satisfied Nor Dissatisfied	(0)	63	43	3	-	*	-	2	*	2	20	5	9	10	2
		13%	13%	13%	-%	2%	-%	65%	7%	22%	20%	6%	8%	19%	14%
Fairly Satisfied	(1)	191	143	13	6	1	*	*	*	1	22	36	47	24	6
		39%	43% h	48% h	57%	20%	7%	9%	10%	9%	23%	46%	46% a	48%	50%
Very Satisfied	(2)	194	114	9	4	3	3	1	3	6	47	31	39	7	4
		39%	35%	35%	43%	46%	72%	25%	83%	61%	48% d	39%	38%	15%	35%
Don't Know (DO NOT READ OUT)		22	19	-	-	-	-	-	-	-	6	1	6	5	-
		4%	6%	-%	-%	-%	-%	-%	-%	-%	6%	1%	5%	10%	-%
NET: Satisfied		384	257	22	10	4	3	1	3	7	70	68	85	31	10
		78%	78%	83%	100%	66%	79%	35%	93%	70%	71%	85%	83%	63%	85%
NET: Dissatisfied		26	12	1	-	2	1	-	-	1	3	6	3	4	*
		5%	4%	5%	-%	32%	21%	-%	-%	8%	3%	8%	3%	7%	*%
Answered		473	312	26	10	6	4	3	3	10	92	79	97	44	12
Mean score		1.1	1.1	1.1	1.4	.8	1.3	.6	1.8	1.2	1.2	1.1	1.2 d	.8	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		563	102	86	131	78	42	306	35	94	319	244	307	105
Effective base		198	52	39	40	25	5	114	12	34	122	77	113	26
Weighted Base		495	115	102	103	51	12	287	24	70	293	202	266	75
Very Dissatisfied	(-2)	9	3	1	5	-	-	5	*	2	6	3	6	*
		2%	3%	1%	4%	-%	-%	2%	*%	3%	2%	1%	2%	*%
Fairly Dissatisfied	(-1)	17	*	5	*	2	1	5	*	3	11	6	6	3
		3%	*%	5%	*%	3%	8%	2%	*%	4%	4%	3%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	63	15	11	12	8	2	44	3	2	38	25	35	10
		13%	13%	11%	12%	16%	19%	15% c	11%	2%	13%	12%	13%	13%
Fairly Satisfied	(1)	191	45	50	43	19	6	121	9	33	120	70	109	27
		39%	39%	49%	42%	36%	49%	42%	36%	47%	41%	35%	41%	36%
Very Satisfied	(2)	194	47	26	40	20	3	98	12	26	102	91	99	30
		39%	41%	26%	39%	39%	23%	34%	52%	37%	35%	45%	37%	40%
Don't Know (DO NOT READ OUT)		22	5	9	3	3	-	14	-	5	15	7	12	5
		4%	4%	9%	3%	5%	-%	5%	-%	8%	5%	3%	5%	7%
NET: Satisfied		384	92	76	84	38	9	220	21	59	223	162	207	57
		78%	80%	75%	81%	75%	72%	77%	88%	83%	76%	80%	78%	76%
NET: Dissatisfied		26	3	5	5	2	1	10	*	5	17	9	12	3
		5%	3%	5%	5%	3%	8%	3%	*%	7%	6%	4%	4%	4%
Answered		473	110	93	100	48	12	273	24	65	278	195	254	70
Mean score		1.1	1.2	1.0	1.1	1.2	.9	1.1	1.4	1.2	1.1	1.2	1.1	1.2

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		563	181	199	286	97	184	255	232	272	104	213	234	91
Effective base		198	77	62	114	18	78	84	60	84	24	71	87	26
Weighted Base		495	196	139	265	60	199	184	154	188	64	164	194	65
Very Dissatisfied	(-2)	9	4	2	6	*	4	4	4	5	1	2	5	*
		2%	2%	1%	2%	*%	2%	2%	2%	3%	1%	1%	3%	*%
Fairly Dissatisfied	(-1)	17	5	3	5	4	4	4	6	1	4	4	7	1
		3%	2%	2%	2%	6%	2%	2%	4%	1%	6%	2%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	63	24	17	39	4	27	22	16	14	3	20	23	16
		13%	12%	12%	15%	7%	13%	12%	10%	8%	5%	12%	12%	24%
Fairly Satisfied	(1)	191	81	59	106	21	85	78	55	69	24	68	82	21
		39%	41%	43%	40%	34%	43%	42%	36%	37%	38%	42%	42%	32%
Very Satisfied	(2)	194	68	53	96	26	60	76	67	85	26	63	64	21
		39%	35%	38%	36%	44%	30%	41%	44%	45%	41%	38%	33%	33%
Don't Know (DO NOT READ OUT)		22	15	5	12	5	19	*	6	13	6	6	13	6
		4%	7%	3%	5%	9%	10%	*%	4%	7%	9%	4%	7%	9%
							b							
NET: Satisfied		384	149	112	202	47	145	154	122	154	50	131	146	42
		78%	76%	81%	76%	78%	73%	84%	80%	82%	79%	80%	75%	65%
NET: Dissatisfied		26	9	5	11	4	8	8	9	6	4	6	12	1
		5%	5%	3%	4%	6%	4%	4%	6%	3%	7%	4%	6%	2%
Answered		473	182	134	253	55	180	184	148	175	58	157	181	59
Mean score		1.1	1.1	1.2	1.1	1.3	1.1	1.2	1.2	1.3	1.2	1.2	1.1	1.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		563	356	252	122	289	253	256	284	227	20
Effective base		198	124	96	37	93	96	98	100	79	4
Weighted Base		495	295	235	80	225	221	243	242	196	8
Very Dissatisfied	(-2)	9	5	5	1	6	6	6	3	4	-
		2%	2%	2%	2%	3%	3%	2%	1%	2%	-%
Fairly Dissatisfied	(-1)	17	4	8	1	3	4	4	5	2	*
		3%	1%	3%	1%	1%	2%	2%	2%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	63	41	24	8	20	30	26	19	28	*
		13%	14%	10%	10%	9%	13%	11%	8%	14%	*%
Fairly Satisfied	(1)	191	128	104	29	80	89	104	111	87	1
		39%	44%	44%	37%	35%	40%	43%	46%	44%	9%
Very Satisfied	(2)	194	102	82	30	102	79	88	94	65	7
		39%	34%	35%	38%	46%	36%	36%	39%	33%	90%
Don't Know (DO NOT READ OUT)		22	15	12	10	13	13	15	9	11	*
		4%	5%	5%	12%	6%	6%	6%	4%	5%	*%
NET: Satisfied		384	230	186	60	182	168	192	205	152	8
		78%	78%	79%	75%	81%	76%	79%	85%	78%	99%
NET: Dissatisfied		26	9	13	2	9	10	10	8	6	*
		5%	3%	6%	3%	4%	5%	4%	3%	3%	1%
Answered		473	280	223	70	211	208	228	233	186	8
Mean score		1.1	1.1	1.1	1.2	1.3	1.1	1.2	1.2	1.1	1.9

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base		563	135	133	163	47	23	240	201	51	34	42	10
Effective base		198	53	56	55	21	9	84	71	17	7	19	4
Weighted Base		495	136	137	126	49	19	195	171	43	19	37	9
Very Dissatisfied	(-2)	9	2	4	2	1	-	2	4	1	-	-	*
		2%	1%	3%	2%	2%	-%	1%	2%	2%	-%	-%	*%
Fairly Dissatisfied	(-1)	17	4	1	1	-	*	3	4	*	*	5	-
		3%	3%	1%	1%	-%	*%	2%	2%	*%	*%	12%	-%
Neither Satisfied Nor Dissatisfied	(0)	63	10	14	11	5	1	19	18	3	9	11	3
		13%	7%	10%	9%	9%	3%	10%	10%	8%	50% a	31%	36%
Fairly Satisfied	(1)	191	62	74	50	20	10	93	72	26	1	9	3
		39%	46%	54%	40%	41%	55%	48%	42%	61% bc	6%	23%	32%
Very Satisfied	(2)	194	57	40	52	18	7	70	63	12	4	13	*
		39%	42%	29%	41%	37%	35%	36%	37%	28%	21%	34%	4%
Don't Know (DO NOT READ OUT)		22	2	4	9	5	1	9	11	*	4	-	3
		4%	1%	3%	7%	11% a	7%	4%	7%	*%	24%	-%	28%
NET: Satisfied		384	119	114	102	38	17	163	135	38	5	21	3
		78%	88%	83%	81%	78%	90%	83%	79%	90% bc	26%	57%	36%
NET: Dissatisfied		26	6	5	4	1	*	5	7	1	*	5	*
		5%	4%	4%	3%	2%	*%	3%	4%	2%	*%	12%	*%
Answered		473	134	133	117	44	18	187	160	43	14	37	7
Mean score		1.1	1.3	1.1	1.3	1.3	1.3	1.2	1.2	1.1	.6	.8	.5

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base		563	445	344	488	419	363	366	449	133	2	377	28	180	258
Effective base		198	164	117	175	158	133	128	167	43	1	134	14	72	92
Weighted Base		495	399	262	423	379	305	276	414	102	2	329	34	182	226
Very Dissatisfied	(-2)	9	8	7	9	5	6	5	7	1	-	6	*	4	3
		2%	2%	3%	2%	1%	2%	2%	2%	1%	-%	2%	*%	2%	1%
Fairly Dissatisfied	(-1)	17	11	10	14	8	10	10	10	4	-	9	1	8	6
		3%	3%	4%	3%	2%	3%	4%	2%	4%	-%	3%	3%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	63	50	34	55	45	37	29	52	7	-	25	12	40	14
		13%	12%	13%	13%	12%	12%	10%	13%	6%	-%	7%	34%	22% b	6%
Fairly Satisfied	(1)	191	164	108	176	163	123	117	169	52	*	141	7	63	97
		39%	41%	41%	42%	43%	40%	42%	41%	50%	2%	43%	22%	34%	43%
Very Satisfied	(2)	194	150	93	152	145	118	105	161	33	2	139	8	55	98
		39%	37%	35%	36%	38%	39%	38%	39%	33%	98%	42%	24%	30%	43%
Don't Know (DO NOT READ OUT)		22	17	11	17	13	11	11	15	6	-	9	6	13	9
		4%	4%	4%	4%	3%	4%	4%	4%	6%	-%	3%	17%	7%	4%
NET: Satisfied		384	314	200	329	308	241	222	330	85	2	281	15	117	195
		78%	79%	77%	78%	81%	79%	80%	80%	83%	100%	85%	45%	65%	86% a
NET: Dissatisfied		26	19	16	22	13	16	15	17	5	-	15	1	12	9
		5%	5%	6%	5%	4%	5%	5%	4%	5%	-%	4%	4%	6%	4%
Answered		473	382	251	406	366	294	265	399	97	2	320	28	169	217
Mean score		1.1	1.1	1.1	1.1	1.2	1.1	1.2	1.2	1.2	2.0	1.2	.8	.9	1.3 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		563	468	28	212	351	138	276	148	160	115	264	283	280
Effective base		198	166	10	61	138	49	92	58	64	34	94	90	110
Weighted Base		495	417	22	147	348	116	222	156	147	80	245	199	295
Very Dissatisfied	(-2)	9	3	7	8	1	3	5	2	5	2	2	3	6
		2%	1%	30%	5% b	*%	2%	2%	1%	3%	2%	1%	2%	2%
Fairly Dissatisfied	(-1)	17	7	4	11	6	4	11	1	4	10	3	13	3
		3%	2%	20%	7%	2%	4%	5%	1%	3%	12% c	1%	7% b	1%
Neither Satisfied Nor Dissatisfied	(0)	63	37	5	28	35	17	20	26	18	17	21	28	35
		13%	9%	23%	19%	10%	15%	9%	16%	12%	21%	8%	14%	12%
Fairly Satisfied	(1)	191	175	-	55	136	35	95	61	63	19	94	66	125
		39%	42%	-%	37%	39%	30%	43%	39%	43%	23%	39%	33%	42%
Very Satisfied	(2)	194	183	6	41	153	55	81	58	48	32	112	80	114
		39%	44%	28%	28%	44% a	47%	36%	37%	32%	40%	46%	40%	39%
Don't Know (DO NOT READ OUT)		22	11	-	4	17	3	10	9	9	*	12	9	13
		4%	3%	-%	3%	5%	2%	5%	6%	6%	*%	5%	4%	4%
NET: Satisfied		384	358	6	95	289	90	175	119	111	51	207	146	238
		78%	86%	28%	65%	83% a	77%	79%	76%	75%	64%	84% b	73%	81%
NET: Dissatisfied		26	10	11	19	7	7	16	3	9	12	5	17	9
		5%	2%	49%	13% b	2%	6%	7%	2%	6%	15% c	2%	8%	3%
Answered		473	406	22	143	331	114	212	148	138	80	233	191	282
Mean score		1.1	1.3	-.2	.8	1.3 a	1.2	1.1	1.2	1.1	.9	1.3 ab	1.1	1.2

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 176 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery time (when you receive your mail delivery)

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		563	148	182	119	114	330	233
Effective base		198	60	51	41	52	111	88
Weighted Base		495	143	125	126	100	269	226
Very Dissatisfied	(-2)	9	2	5	1	1	7	2
		2%	2%	4%	1%	1%	3%	1%
Fairly Dissatisfied	(-1)	17	2	4	9	2	6	11
		3%	1%	3%	7%	2%	2%	5%
Neither Satisfied Nor Dissatisfied	(0)	63	24	12	9	18	35	28
		13%	16%	9%	7%	18%	13%	12%
Fairly Satisfied	(1)	191	56	49	40	45	106	85
		39%	39%	39%	31%	46%	39%	38%
Very Satisfied	(2)	194	48	47	66	32	95	98
		39%	34%	37%	52%	32%	35%	44%
Don't Know (DO NOT READ OUT)		22	11	9	2	-	20	2
		4%	7%	7%	1%	-%	7%	1%
							b	
NET: Satisfied		384	105	96	106	78	201	183
		78%	73%	77%	84%	78%	75%	81%
NET: Dissatisfied		26	4	8	9	4	13	13
		5%	3%	7%	7%	4%	5%	6%
Answered		473	133	116	124	100	249	224
Mean score		1.1	1.1	1.1	1.3	1.1	1.1	1.2

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		563	162	401	320	104	33	106	243
Effective base		198	61	139	179	61	15	50	84
Weighted Base		495	130	365	468	22	3	2	26
Very Dissatisfied	(-2)	8	4	4	7	1	*	-	1
		2%	3%	1%	1%	5%	4%	-%	4%
Fairly Dissatisfied	(-1)	22	5	17	22	*	-	*	*
		4%	4%	5%	5%	2%	-%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	47	10	37	45	2	*	*	2
		10%	7%	10%	10%	9%	7%	9%	9%
Fairly Satisfied	(1)	206	53	153	194	10	1	1	11
		42%	41%	42%	42%	44%	27%	47%	43%
Very Satisfied	(2)	193	51	142	183	8	2	1	10
		39%	39%	39%	39%	37%	54%	40%	39%
Don't Know (DO NOT READ OUT)		19	7	12	18	1	*	*	1
		4%	6%	3%	4%	4%	8%	2%	4%
NET: Satisfied		399	104	295	377	18	2	2	22
		81%	80%	81%	81%	81%	81%	87%	82%
NET: Dissatisfied		30	9	21	29	1	*	*	1
		6%	7%	6%	6%	6%	4%	2%	6%
Answered		476	123	353	450	21	3	2	25
Mean score		1.2	1.2	1.2	1.2	1.1	1.4	1.3	1.2

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		563	182	85	53	51	86	106	320	104	139
Effective base		198	107	51	28	33	41	50	179	61	36
Weighted Base		495	301	127	40	12	12	2	468	22	5
Very Dissatisfied	(-2)	8	4	1	2	1	*	-	7	1	*
		2%	1%	1%	6%	5%	4%	-%	1%	5%	3%
Fairly Dissatisfied	(-1)	22	15	5	2	-	*	*	22	*	*
		4%	5%	4%	5%	-%	3%	2%	5%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	47	27	11	7	2	1	*	45	2	*
		10%	9%	8%	18%	13%	5%	9%	10%	9%	8%
Fairly Satisfied	(1)	206	127	52	16	6	4	1	194	10	2
		42%	42%	41%	39%	48%	36%	47%	42%	44%	35%
Very Satisfied	(2)	193	122	48	13	4	5	1	183	8	2
		39%	41%	38%	32%	34%	44%	40%	39%	37%	48%
Don't Know (DO NOT READ OUT)		19	7	11	-	*	1	*	18	1	*
		4%	2%	9%	-%	*%	9%	2%	4%	4%	6%
NET: Satisfied		399	249	99	29	10	10	2	377	18	4
		81%	83%	78%	71%	82%	80%	87%	81%	81%	83%
NET: Dissatisfied		30	18	6	4	1	1	*	29	1	*
		6%	6%	5%	11%	5%	7%	2%	6%	6%	4%
Answered		476	294	116	40	12	11	2	450	21	5
Mean score		1.2	1.2	1.2	.9	1.1	1.2	1.3	1.2	1.1	1.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		563	218	91	35	26	82
Effective base		198	118	31	12	3	10
Weighted Base		495	331	61	17	12	18
Very Dissatisfied	(-2)	8	4	2	-	-	1
		2%	1%	4%	-%	-%	4%
Fairly Dissatisfied	(-1)	22	17	*	1	-	1
		4%	5%	*%	7%	-%	7%
Neither Satisfied Nor Dissatisfied	(0)	47	32	5	5	*	*
		10%	10%	8%	29%	4%	3%
					e		
Fairly Satisfied	(1)	206	143	28	6	2	5
		42%	43%	47%	33%	21%	28%
Very Satisfied	(2)	193	123	20	5	9	11
		39%	37%	33%	26%	75%	59%
Don't Know (DO NOT READ OUT)		19	11	5	1	*	*
		4%	3%	8%	5%	*%	*%
NET: Satisfied		399	267	49	10	11	15
		81%	81%	80%	59%	96%	87%
NET: Dissatisfied		30	21	3	1	-	2
		6%	6%	4%	7%	-%	10%
Answered		476	319	56	17	12	18
Mean score		1.2	1.1	1.1	.8	1.7	1.3

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	*g	h	*i	j	k	l	m
Unweighted Base		563	37	38	59	14	30	40	21	35	27	301	78	71	113
Effective base		198	24	22	32	8	18	23	15	14	15	162	41	44	25
Weighted Base		495	48	48	103	16	39	66	56	34	32	442	27	18	7
Very Dissatisfied	(-2)	8	1	-	-	1	-	1	-	3	-	6	2	-	*
		2%	3%	-%	-%	5%	-%	1%	-%	9%	-%	1%	7% j	-%	1%
Fairly Dissatisfied	(-1)	22	-	9	6	-	-	-	-	-	2	17	3	1	*
		4%	-%	18% afj	5%	-%	-%	-%	-%	-%	8%	4%	13% j	8%	5%
Neither Satisfied Nor Dissatisfied	(0)	47	1	3	17	*	3	8	2	2	2	38	5	3	1
		10%	2%	5%	16%	1%	9%	13%	4%	5%	6%	9%	18%	15%	15%
Fairly Satisfied	(1)	206	28	14	26	3	29	19	31	18	17	185	10	8	3
		42%	59% cf	29%	25%	19%	75% bcfjklm	29%	55%	53%	53%	42%	36%	42%	41%
Very Satisfied	(2)	193	17	21	48	12	6	29	23	11	11	177	7	6	3
		39%	36%	42%	46% e	74%	15%	44%	41%	32%	33%	40% e	26%	35%	38%
Don't Know (DO NOT READ OUT)		19	*	2	7	-	*	9	-	*	*	19	*	-	*
		4%	1%	5%	7%	-%	1%	13% klm	-%	1%	*%	4%	*%	-%	*%
NET: Satisfied		399	45	35	74	15	35	48	54	29	28	362	17	14	6
		81%	95% bck	72%	71%	93%	91% k	73%	96%	85%	86%	82% k	62%	77%	79%
NET: Dissatisfied		30	1	9	6	1	-	1	-	3	2	23	5	1	*
		6%	3%	18% j	5%	5%	-%	1%	-%	9%	8%	5%	20% efj	8%	6%
Answered		476	47	46	96	16	39	57	56	33	32	423	27	18	7
Mean score		1.2	1.3 k	1.0	1.2 k	1.6	1.1	1.3 k	1.4	1.0	1.1	1.2 k	.6	1.0	1.1

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

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Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base		563	15	72	7	43	113	18	25	244	471	92	483	80
Effective base		198	4	27	3	16	40	7	6	94	163	38	180	20
Weighted Base		495	10	68	1	39	136	12	14	174	424	71	459	35
Very Dissatisfied	(-2)	8	-	-	-	1	3	-	2	2	7	1	7	1
		2%	-%	-%	-%	3%	2%	-%	13%	1%	2%	1%	2%	2%
Fairly Dissatisfied	(-1)	22	-	6	-	2	3	-	1	8	18	4	22	-
		4%	-%	9%	-%	5%	3%	-%	4%	5%	4%	6%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	47	*	8	*	1	6	*	*	22	41	6	45	2
		10%	1%	12%	16%	2%	5%	*%	2%	13%	10%	8%	10%	7%
Fairly Satisfied	(1)	206	2	27	*	21	64	5	1	61	167	39	188	18
		42%	22%	40%	28%	55%	47%	40%	10%	35%	39%	55%	41%	50%
Very Satisfied	(2)	193	4	19	*	13	57	7	5	80	177	16	179	14
		39%	37%	28%	8%	34%	42%	58%	38%	46%	42% b	22%	39%	40%
Don't Know (DO NOT READ OUT)		19	4	7	*	1	2	*	4	*	14	5	19	*
		4%	41%	10% h	48%	2%	1%	2%	32%	*%	3%	7%	4%	1%
NET: Satisfied		399	6	47	*	34	121	12	7	141	344	55	367	32
		81%	59%	68%	36%	88%	89% b	98%	48%	81%	81%	77%	80%	90%
NET: Dissatisfied		30	-	6	-	3	7	-	2	10	25	5	29	1
		6%	-%	9%	-%	7%	5%	-%	18%	6%	6%	7%	6%	2%
Answered		476	6	61	1	38	134	12	9	173	410	66	441	35
Mean score		1.2	1.6	1.0	.8	1.2	1.3	1.6	.8	1.2	1.2	1.0	1.2	1.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		563	561	2	235	167	161
Effective base		198	197	1	90	44	67
Weighted Base		495	492	2	229	85	180
Very Dissatisfied	(-2)	8	8	-	2	1	5
		2%	2%	-%	1%	1%	3%
Fairly Dissatisfied	(-1)	22	22	-	9	5	8
		4%	4%	-%	4%	6%	4%
Neither Satisfied Nor Dissatisfied	(0)	47	47	*	31	6	10
		10%	10%	7%	13%	7%	6%
Fairly Satisfied	(1)	206	204	2	83	34	89
		42%	41%	93%	36%	40%	49%
Very Satisfied	(2)	193	193	-	97	39	57
		39%	39%	-%	42%	46%	32%
Don't Know (DO NOT READ OUT)		19	19	-	7	1	11
		4%	4%	-%	3%	1%	6%
NET: Satisfied		399	397	2	180	73	146
		81%	81%	93%	78%	85%	81%
NET: Dissatisfied		30	30	-	12	6	12
		6%	6%	-%	5%	7%	7%
Answered		476	473	2	222	85	169
Mean score		1.2	1.2	.9	1.2	1.2	1.1

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		563	299	151	49	14	22	12	8	8	450	113	64	89	210	264
Effective base		198	133	47	12	2	6	3	3	3	180	19	10	42	91	65
Weighted Base		495	327	125	15	11	8	3	*	6	452	43	27	114	213	168
Very Dissatisfied	(-2)	8	3	4	1	-	-	-	-	-	7	1	-	*	3	5
		2%	1%	3%	5%	-%	-%	-%	-%	-%	2%	2%	-%	*%	1%	3%
Fairly Dissatisfied	(-1)	22	18	3	1	-	*	*	-	-	21	1	*	10	8	4
		4%	6%	2%	3%	-%	*%	9%	-%	-%	5%	2%	1%	9%	4%	2%
Neither Satisfied Nor Dissatisfied	(0)	47	28	17	2	-	*	-	-	-	45	2	*	17	11	19
		10%	9%	14%	12%	-%	*%	-%	-%	-%	10%	4%	*%	15%	5%	11%
Fairly Satisfied	(1)	206	130	55	8	*	6	*	*	5	186	20	12	33	97	75
		42%	40%	44%	54%	4%	72%	11%	32%	88%	41%	47%	43%	29%	46%	45%
Very Satisfied	(2)	193	132	42	4	10	2	2	*	1	174	19	15	50	83	61
		39%	40%	33%	25%	96%	24%	81%	68%	12%	38%	44%	55%	44%	39%	36%
Don't Know (DO NOT READ OUT)		19	14	4	-	-	*	-	-	-	19	*	*	4	10	5
		4%	4%	4%	-%	-%	4%	-%	-%	-%	4%	1%	1%	4%	5%	3%
NET: Satisfied		399	263	97	12	11	8	3	*	6	360	39	27	83	180	136
		81%	80%	77%	80%	100%	96%	91%	100%	100%	80%	91%	98%	73%	84%	81%
NET: Dissatisfied		30	22	7	1	-	*	*	-	-	28	2	*	10	12	8
		6%	7%	5%	9%	-%	*%	9%	-%	-%	6%	4%	1%	9%	5%	5%
Answered		476	313	121	15	11	8	3	*	6	433	42	27	110	203	163
Mean score		1.2	1.2	1.1	.9	2.0	1.2	1.6	1.7	1.1	1.1	1.3	1.5	1.1	1.2	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		563	341	303	412	439	170	211	235	43	38	28	25	21	22
Effective base		198	99	108	138	160	44	71	104	16	9	3	5	2	2
Weighted Base		495	234	247	341	383	96	192	259	37	17	12	7	7	3
Very Dissatisfied	(-2)	8	6	6	6	8	2	1	4	*	1	1	-	-	-
		2%	2%	2%	2%	2%	2%	1%	2%	*%	4%	7%	-%	-%	-%
Fairly Dissatisfied	(-1)	22	2	8	9	13	4	4	9	-	*	*	-	*	*
		4%	1%	3%	3%	3%	4%	2%	3%	-%	1%	*%	-%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	47	18	20	30	38	8	20	24	2	1	*	2	1	*
		10%	8%	8%	9%	10%	8%	10%	9%	6%	6%	*%	27%	19%	1%
Fairly Satisfied	(1)	206	87	115	148	171	39	76	109	17	9	2	3	5	2
		42%	37%	46%	43%	45%	41%	39%	42%	47%	53%	19%	49%	71%	83%
Very Satisfied	(2)	193	110	88	133	137	38	80	102	14	6	8	2	1	*
		39%	47%	35%	39%	36%	39%	42%	40%	39%	33%	71%	25%	9%	15%
Don't Know (DO NOT READ OUT)		19	10	11	15	17	5	10	11	3	*	*	-	*	-
		4%	4%	4%	4%	4%	6%	5%	4%	8%	3%	2%	-%	*%	-%
NET: Satisfied		399	197	202	282	307	77	156	211	32	15	11	5	6	3
		81%	84%	82%	82%	80%	80%	81%	81%	86%	86%	90%	73%	81%	98%
NET: Dissatisfied		30	8	14	15	21	6	6	13	*	1	1	-	*	*
		6%	4%	6%	4%	5%	6%	3%	5%	*%	5%	7%	-%	1%	1%
Answered		476	224	236	327	366	91	182	248	34	17	11	7	7	3
Mean score		1.2	1.3	1.1	1.2	1.1	1.2	1.3	1.2	1.4	1.1	1.5	1.0	.9	1.1

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		563	306	34	19	23	12	28	17	57	88	77	125	81	41
Effective base		198	134	12	3	6	5	3	4	11	39	29	48	19	5
Weighted Base		495	331	26	10	6	4	3	3	10	98	80	102	50	12
Very Dissatisfied	(-2)	8	7	1	-	-	-	-	-	-	1	3	1	1	-
		2%	2%	3%	-%	-%	-%	-%	-%	-%	1%	4%	1%	2%	-%
Fairly Dissatisfied	(-1)	22	10	1	-	2	-	-	-	-	1	5	1	3	*
		4%	3%	2%	-%	31%	-%	-%	-%	-%	1%	6%	1%	6%	*%
Neither Satisfied Nor Dissatisfied	(0)	47	34	3	*	*	-	2	*	2	13	1	6	7	3
		10%	10%	10%	*%	1%	-%	60%	7%	20%	14%	1%	6%	14%	22%
Fairly Satisfied	(1)	206	142	14	9	1	3	*	*	4	29	42	48	24	5
		42%	43%	55%	83%	24%	86%	15%	12%	42%	29%	53%	47%	49%	42%
Very Satisfied	(2)	193	124	5	2	2	1	1	2	4	49	28	46	7	4
		39%	37%	19%	17%	39%	14%	25%	81%	38%	50% d	35%	45% d	14%	33%
Don't Know (DO NOT READ OUT)		19	13	3	-	*	-	-	-	-	6	1	-	8	*
		4%	4%	11%	-%	5%	-%	-%	-%	-%	6%	1%	-%	16% c	2%
NET: Satisfied		399	266	19	10	4	4	1	3	8	77	70	94	31	9
		81%	80%	74%	100%	63%	100%	40%	93%	80%	79%	88%	92% d	63%	75%
NET: Dissatisfied		30	18	1	-	2	-	-	-	-	1	8	3	4	*
		6%	5%	5%	-%	31%	-%	-%	-%	-%	1%	10%	3%	7%	*%
Answered		476	318	23	10	5	4	3	3	10	92	79	102	42	12
Mean score		1.2	1.2	.9	1.2	.8	1.1	.7	1.7	1.2	1.3 d	1.1	1.3 d	.8	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		563	102	86	131	78	42	306	35	94	319	244	307	105
Effective base		198	52	39	40	25	5	114	12	34	122	77	113	26
Weighted Base		495	115	102	103	51	12	287	24	70	293	202	266	75
Very Dissatisfied	(-2)	8	2	1	5	-	1	6	*	2	7	1	6	*
		2%	1%	1%	4%	-%	8%	2%	*%	3%	2%	1%	2%	*%
Fairly Dissatisfied	(-1)	22	2	7	1	3	-	9	-	4	16	6	4	5
		4%	1%	7%	1%	6%	-%	3%	-%	6%	5%	3%	2%	7%
Neither Satisfied Nor Dissatisfied	(0)	47	17	4	9	5	3	32	1	6	21	26	26	3
		10%	15%	4%	9%	10%	27%	11%	4%	8%	7%	13%	10%	5%
Fairly Satisfied	(1)	206	43	46	56	21	5	140	9	21	133	73	130	18
		42%	37%	45%	54%	42%	41%	49%	37%	30%	45%	36%	49% b	24%
Very Satisfied	(2)	193	46	35	34	18	3	89	14	32	103	90	93	40
		39%	40%	35%	33%	36%	24%	31%	59%	46%	35%	44%	35%	53%
Don't Know (DO NOT READ OUT)		19	5	9	*	3	-	12	-	5	12	7	6	9
		4%	4%	8% c	*%	7%	-%	4%	-%	7%	4%	3%	2%	11% a
NET: Satisfied		399	89	81	89	40	8	229	23	53	236	162	224	58
		81%	78%	80%	86%	78%	65%	80%	96%	76%	81%	80%	84%	77%
NET: Dissatisfied		30	3	8	5	3	1	14	*	6	23	7	10	5
		6%	3%	8%	5%	6%	8%	5%	*%	9%	8%	4%	4%	7%
Answered		476	110	93	103	48	12	275	24	65	280	195	260	67
Mean score		1.2	1.2	1.2	1.1	1.2	.7	1.1	1.5	1.2	1.1	1.2	1.2	1.4

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		563	181	199	286	97	184	255	232	272	104	213	234	91
Effective base		198	77	62	114	18	78	84	60	84	24	71	87	26
Weighted Base		495	196	139	265	60	199	184	154	188	64	164	194	65
Very Dissatisfied	(-2)	8	5	2	6	*	5	3	3	4	1	2	4	-
		2%	3%	1%	2%	*%	3%	1%	2%	2%	1%	1%	2%	-%
Fairly Dissatisfied	(-1)	22	7	5	9	-	7	6	1	2	*	5	4	5
		4%	3%	3%	3%	-%	3%	3%	1%	1%	*%	3%	2%	8%
Neither Satisfied Nor Dissatisfied	(0)	47	16	15	26	3	14	24	14	18	4	12	17	9
		10%	8%	11%	10%	6%	7%	13%	9%	9%	7%	7%	9%	14%
Fairly Satisfied	(1)	206	89	64	127	15	90	81	59	67	23	79	92	30
		42%	45%	46%	48%	26%	45%	44%	38%	36%	35%	48%	47%	46%
Very Satisfied	(2)	193	71	46	88	36	66	70	72	86	32	57	67	14
		39%	36%	33%	33%	59% a	33%	38%	47%	46%	50%	35%	35%	21%
Don't Know (DO NOT READ OUT)		19	9	7	9	6	17	-	5	10	4	8	10	7
		4%	5%	5%	3%	9%	8% b	-%	3%	5%	7%	5%	5%	11%
NET: Satisfied		399	160	110	215	51	156	151	131	154	54	136	159	43
		81%	81%	79%	81%	85%	78%	82%	85%	82%	85%	83%	82%	67%
NET: Dissatisfied		30	12	6	15	*	12	9	4	7	1	7	8	5
		6%	6%	5%	6%	*%	6%	5%	3%	3%	1%	4%	4%	8%
Answered		476	187	132	256	55	182	184	149	178	59	156	184	57
Mean score		1.2	1.1	1.1	1.1	1.6 a	1.1	1.1	1.3	1.3	1.4	1.2	1.2	.9

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		563	356	252	122	289	253	256	284	227	20
Effective base		198	124	96	37	93	96	98	100	79	4
Weighted Base		495	295	235	80	225	221	243	242	196	8
Very Dissatisfied	(-2)	8	4	6	1	6	6	7	3	3	-
		2%	1%	3%	2%	3%	3%	3%	1%	2%	-%
Fairly Dissatisfied	(-1)	22	9	11	3	2	8	8	5	6	*
		4%	3%	5%	3%	1%	4%	3%	2%	3%	1%
Neither Satisfied Nor Dissatisfied	(0)	47	35	16	9	17	19	15	14	18	*
		10%	12%	7%	11%	8%	9%	6%	6%	9%	*%
Fairly Satisfied	(1)	206	137	103	30	83	105	112	113	97	1
		42%	47%	44%	37%	37%	48%	46%	47%	49%	9%
Very Satisfied	(2)	193	97	90	29	107	75	89	100	65	7
		39%	33%	38%	36%	48%	34%	36%	41%	33%	86%
Don't Know (DO NOT READ OUT)		19	13	9	9	10	8	13	8	7	*
		4%	4%	4%	11%	5%	4%	5%	3%	3%	4%
NET: Satisfied		399	234	193	58	189	180	200	213	163	8
		81%	79%	82%	73%	84%	82%	82%	88%	83%	96%
NET: Dissatisfied		30	13	17	4	8	14	15	7	9	*
		6%	4%	7%	5%	4%	6%	6%	3%	5%	1%
Answered		476	282	226	71	214	213	231	234	190	8
Mean score		1.2	1.1	1.2	1.1	1.3	1.1	1.2	1.3	1.1	1.9

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base		563	135	133	163	47	23	240	201	51	34	42	10
Effective base		198	53	56	55	21	9	84	71	17	7	19	4
Weighted Base		495	136	137	126	49	19	195	171	43	19	37	9
Very Dissatisfied	(-2)	8	3	4	2	1	-	1	3	1	-	-	-
		2%	2%	3%	2%	2%	-%	1%	2%	2%	-%	-%	-%
Fairly Dissatisfied	(-1)	22	5	3	4	2	-	4	4	*	4	3	-
		4%	4%	2%	3%	3%	-%	2%	2%	*%	22%	8%	-%
Neither Satisfied Nor Dissatisfied	(0)	47	8	6	7	5	1	13	16	3	5	9	*
		10%	6%	4%	6%	10%	3%	7%	9%	7%	28%	24%	5%
Fairly Satisfied	(1)	206	62	71	53	25	12	95	85	23	1	15	6
		42%	46%	52%	42%	50%	61%	48%	49%	54% b	8%	41%	60%
Very Satisfied	(2)	193	55	51	50	13	7	71	56	15	3	10	*
		39%	41%	37%	40%	26%	36%	36%	33%	35%	19%	27%	5%
Don't Know (DO NOT READ OUT)		19	3	3	10	4	-	10	7	*	4	*	3
		4%	2%	2%	8%	8%	-%	5%	4%	1%	24%	*%	31%
NET: Satisfied		399	117	122	103	38	18	166	141	38	5	25	6
		81%	86%	89%	82%	77%	97%	85%	82%	89% b	27%	68%	64%
NET: Dissatisfied		30	8	7	6	2	-	6	7	1	4	3	-
		6%	6%	5%	5%	5%	-%	3%	4%	2%	22%	8%	-%
Answered		476	132	134	116	45	19	185	164	42	14	37	6
Mean score		1.2	1.2	1.2	1.2	1.1	1.3	1.2	1.1	1.2 b	.3	.9	1.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base		563	445	344	488	419	363	366	449	133	2	377	28	180	258
Effective base		198	164	117	175	158	133	128	167	43	1	134	14	72	92
Weighted Base		495	399	262	423	379	305	276	414	102	2	329	34	182	226
Very Dissatisfied	(-2)	8	7	6	7	3	6	3	7	1	-	6	1	4	3
		2%	2%	2%	2%	1%	2%	1%	2%	1%	-%	2%	3%	2%	1%
Fairly Dissatisfied	(-1)	22	18	11	18	19	12	14	19	1	-	13	2	12	9
		4%	4%	4%	4%	5%	4%	5%	5%	1%	-%	4%	7%	7%	4%
Neither Satisfied Nor Dissatisfied	(0)	47	40	24	41	35	24	19	40	6	-	22	6	24	14
		10%	10%	9%	10%	9%	8%	7%	10%	5%	-%	7%	18%	13%	6%
Fairly Satisfied	(1)	206	167	106	176	174	131	128	162	55	-	144	10	76	93
		42%	42%	40%	42%	46%	43%	46%	39%	54%	-%	44%	28%	42%	41%
Very Satisfied	(2)	193	155	107	169	141	122	105	174	35	2	137	10	55	101
		39%	39%	41%	40%	37%	40%	38%	42%	34%	100%	42%	31%	30%	45%
Don't Know (DO NOT READ OUT)		19	12	8	12	8	10	7	12	4	-	7	4	12	7
		4%	3%	3%	3%	2%	3%	2%	3%	4%	-%	2%	13%	7%	3%
NET: Satisfied		399	323	214	345	315	252	233	336	90	2	281	20	130	194
		81%	81%	82%	82%	83%	83%	85%	81%	88%	100%	85%	59%	72%	86% a
NET: Dissatisfied		30	25	17	25	22	18	17	26	2	-	18	3	16	11
		6%	6%	6%	6%	6%	6%	6%	6%	2%	-%	6%	10%	9%	5%
Answered		476	387	255	411	372	294	269	402	98	2	322	29	170	219
Mean score		1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.3	2.0	1.2	.9	1.0	1.3 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		563	468	28	212	351	138	276	148	160	115	264	283	280
Effective base		198	166	10	61	138	49	92	58	64	34	94	90	110
Weighted Base		495	417	22	147	348	116	222	156	147	80	245	199	295
Very Dissatisfied	(-2)	8	1	6	8	*	3	3	2	6	1	2	3	5
		2%	*%	29%	5% b	*%	3%	1%	1%	4%	1%	1%	1%	2%
Fairly Dissatisfied	(-1)	22	8	3	16	6	6	7	9	3	10	8	17	5
		4%	2%	16%	11% b	2%	5%	3%	6%	2%	13% a	3%	8% b	2%
Neither Satisfied Nor Dissatisfied	(0)	47	30	1	11	36	13	20	14	13	14	13	14	33
		10%	7%	5%	8%	10%	11%	9%	9%	9%	17% c	5%	7%	11%
Fairly Satisfied	(1)	206	184	8	73	133	54	92	60	70	31	91	73	132
		42%	44%	37%	49%	38%	47%	41%	38%	48%	38%	37%	37%	45%
Very Satisfied	(2)	193	187	-	37	156	40	91	62	47	24	120	82	111
		39%	45%	-%	25%	45% a	34%	41%	40%	32%	30%	49% a	41%	38%
Don't Know (DO NOT READ OUT)		19	7	3	3	16	*	9	10	8	*	11	10	9
		4%	2%	13%	2%	5%	*%	4%	7%	5%	1%	4%	5%	3%
NET: Satisfied		399	371	8	109	289	94	183	121	117	55	211	156	243
		81%	89%	37%	74%	83%	81%	82%	78%	80%	69%	86% b	78%	82%
NET: Dissatisfied		30	9	10	24	6	9	10	11	9	11	10	20	10
		6%	2%	45%	16% b	2%	8%	5%	7%	6%	14%	4%	10%	4%
Answered		476	409	19	144	332	116	213	146	139	80	234	190	286
Mean score		1.2	1.3	-.4	.8	1.3 a	1.1	1.2	1.2	1.1	.8	1.4 ab	1.1	1.2

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 177 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Delivery consistency / reliability (e.g. arrives as promised consistently)

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		563	148	182	119	114	330	233
Effective base		198	60	51	41	52	111	88
Weighted Base		495	143	125	126	100	269	226
Very Dissatisfied	(-2)	8	2	5	1	-	8	1
		2%	2%	4%	*%	-%	3%	*%
Fairly Dissatisfied	(-1)	22	6	6	6	4	12	10
		4%	4%	5%	5%	4%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	47	16	9	10	12	25	22
		10%	11%	7%	8%	12%	9%	10%
Fairly Satisfied	(1)	206	63	48	47	48	111	95
		42%	44%	38%	37%	48%	41%	42%
Very Satisfied	(2)	193	49	48	63	34	97	96
		39%	34%	38%	50%	34%	36%	43%
Don't Know (DO NOT READ OUT)		19	7	9	-	3	16	3
		4%	5%	7%	-%	3%	6%	1%
NET: Satisfied		399	112	96	110	81	208	191
		81%	78%	77%	87%	81%	77%	84%
NET: Dissatisfied		30	9	11	7	4	20	10
		6%	6%	9%	5%	4%	7%	5%
Answered		476	136	116	126	97	252	223
Mean score		1.2	1.1	1.1	1.3	1.1	1.1	1.2

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		563	162	401	320	104	33	106	243
Effective base		198	61	139	179	61	15	50	84
Weighted Base		495	130	365	468	22	3	2	26
Very Dissatisfied	(-2)	8	2	6	7	*	*	*	*
		2%	1%	2%	2%	2%	4%	1%	2%
Fairly Dissatisfied	(-1)	13	3	10	12	*	*	*	*
		3%	2%	3%	3%	2%	1%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	70	12	58	66	3	1	*	4
		14%	9%	16%	14%	13%	20%	9%	14%
Fairly Satisfied	(1)	162	41	121	153	8	*	1	9
		33%	31%	33%	33%	36%	12%	48% ac	34%
Very Satisfied	(2)	194	53	141	182	10	2	1	12
		39%	41%	39%	39%	45%	56%	38%	46%
Don't Know (DO NOT READ OUT)		48	19	29	48	1	*	*	1
		10%	15%	8%	10% e	3%	7%	2%	3%
NET: Satisfied		356	94	262	335	18	2	2	21
		72%	72%	72%	72%	81%	67%	86% a	80%
NET: Dissatisfied		20	5	16	19	1	*	*	1
		4%	3%	4%	4%	3%	5%	3%	3%
Answered		446	111	336	420	21	3	2	26
Mean score		1.2	1.3	1.1	1.2	1.3	1.2	1.2	1.2

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		563	182	85	53	51	86	106	320	104	139
Effective base		198	107	51	28	33	41	50	179	61	36
Weighted Base		495	301	127	40	12	12	2	468	22	5
Very Dissatisfied	(-2)	8	3	3	1	-	*	*	7	*	*
		2%	1%	2%	3%	-%	4%	1%	2%	2%	3%
Fairly Dissatisfied	(-1)	13	5	6	1	-	*	*	12	*	*
		3%	2%	5%	2%	-%	3%	2%	3%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	70	42	19	4	1	2	*	66	3	1
		14%	14%	15%	11%	9%	19%	9%	14%	13%	16%
Fairly Satisfied	(1)	162	96	39	18	6	3	1	153	8	1
		33%	32%	31%	44%	44%	22%	48%	33%	36%	26%
					e	e		egi			
Very Satisfied	(2)	194	118	50	14	6	6	1	182	10	2
		39%	39%	39%	35%	46%	47%	38%	39%	45%	49%
Don't Know (DO NOT READ OUT)		48	36	10	2	*	1	*	48	1	*
		10%	12%	8%	5%	1%	6%	2%	10%	3%	5%
			dfh								
NET: Satisfied		356	214	89	32	11	8	2	335	18	4
		72%	71%	70%	79%	90%	69%	86%	72%	81%	74%
						abeg		aeg			
NET: Dissatisfied		20	8	9	2	-	1	*	19	1	*
		4%	3%	7%	6%	-%	7%	3%	4%	3%	4%
Answered		446	265	117	38	12	11	2	420	21	5
Mean score		1.2	1.2	1.1	1.1	1.4	1.1	1.2	1.2	1.3	1.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		563	218	91	35	26	82
Effective base		198	118	31	12	3	10
Weighted Base		495	331	61	17	12	18
Very Dissatisfied	(-2)	8	3	4	-	-	-
		2%	1%	7%	-%	-%	-%
Fairly Dissatisfied	(-1)	13	8	3	2	-	*
		3%	2%	4%	10%	-%	*%
Neither Satisfied Nor Dissatisfied	(0)	70	57	5	*	2	2
		14%	17%	8%	*%	16%	14%
Fairly Satisfied	(1)	162	109	24	9	1	6
		33%	33%	39%	51%	11%	35%
Very Satisfied	(2)	194	118	16	6	9	9
		39%	36%	27%	33%	73%	51%
Don't Know (DO NOT READ OUT)		48	36	9	1	*	*
		10%	11%	15%	5%	*%	*%
NET: Satisfied		356	227	41	15	10	15
		72%	69%	66%	84%	84%	86%
NET: Dissatisfied		20	11	7	2	-	*
		4%	3%	11%	10%	-%	*%
Answered		446	295	52	17	12	18
Mean score		1.2	1.1	.9	1.1	1.6	1.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	*g	h	*i	j	k	l	m
Unweighted Base		563	37	38	59	14	30	40	21	35	27	301	78	71	113
Effective base		198	24	22	32	8	18	23	15	14	15	162	41	44	25
Weighted Base		495	48	48	103	16	39	66	56	34	32	442	27	18	7
Very Dissatisfied	(-2)	8	4	-	-	*	-	*	-	3	-	7	-	*	*
		2%	9% jk	-%	-%	*%	-%	*%	-%	9%	-%	2%	-%	1%	1%
Fairly Dissatisfied	(-1)	13	-	-	8	1	3	-	-	*	-	12	*	1	*
		3%	-%	-%	8%	5%	7%	-%	-%	*%	-%	3%	*%	3%	6%
Neither Satisfied Nor Dissatisfied	(0)	70	3	10	15	*	6	11	5	4	4	59	5	5	1
		14%	6%	21%	15%	1%	15%	17%	10%	11%	13%	13%	17%	26% aj	15%
Fairly Satisfied	(1)	162	18	14	22	10	15	25	21	7	7	139	13	7	3
		33%	38%	29%	21%	66%	40%	37%	37%	19%	23%	31%	48% c	39%	45%
Very Satisfied	(2)	194	18	23	54	4	12	18	18	15	15	179	7	6	2
		39%	39%	48%	52% k	28%	31%	28%	33%	45%	46%	41%	28%	31%	31%
Don't Know (DO NOT READ OUT)		48	4	1	5	-	3	11	11	5	6	46	2	-	*
		10%	9% l	2%	4%	-%	7%	17% lm	20%	15% l	19%	10% l	7%	-%	2%
NET: Satisfied		356	36	38	75	15	28	43	39	22	22	318	20	13	6
		72%	77%	78%	73%	93%	71%	65%	70%	65%	68%	72%	75%	70%	76%
NET: Dissatisfied		20	4	-	8	1	3	*	-	3	-	19	*	1	*
		4%	9% k	-%	8%	5%	7%	*%	-%	9%	-%	4%	*%	4%	6%
Answered		446	43	48	99	16	36	55	45	29	26	396	25	18	7
Mean score		1.2	1.1	1.3	1.2	1.2	1.0	1.1	1.3	1.1	1.4	1.2	1.1	1.0	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base		563	15	72	7	43	113	18	25	244	471	92	483	80
Effective base		198	4	27	3	16	40	7	6	94	163	38	180	20
Weighted Base		495	10	68	1	39	136	12	14	174	424	71	459	35
Very Dissatisfied	(-2)	8	-	-	-	3	3	-	-	2	8	-	5	3
		2%	-%	-%	-%	8%	2%	-%	-%	1%	2%	-%	1%	8% a
Fairly Dissatisfied	(-1)	13	-	*	-	-	3	-	1	8	12	1	12	1
		3%	-%	1%	-%	-%	2%	-%	6%	5%	3%	1%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	70	2	18	*	4	11	3	2	20	63	7	64	6
		14%	21%	26% e	21%	10%	8%	25%	15%	12%	15%	10%	14%	16%
Fairly Satisfied	(1)	162	*	27	*	23	33	4	2	56	134	28	152	10
		33%	4%	40%	18%	59% eh	24%	36%	11%	32%	32%	39%	33%	28%
Very Satisfied	(2)	194	4	21	*	8	70	5	5	71	169	26	181	13
		39%	34%	31%	12%	20%	52% d	39%	35%	41%	40%	36%	39%	38%
Don't Know (DO NOT READ OUT)		48	4	2	*	1	16	-	5	16	39	10	46	3
		10%	41%	2%	48%	2%	12%	-%	33%	9%	9%	14%	10%	8%
NET: Satisfied		356	4	48	*	31	103	9	6	127	303	54	333	23
		72%	38%	71%	31%	80%	76%	75%	46%	73%	71%	76%	73%	66%
NET: Dissatisfied		20	-	*	-	3	6	-	1	10	20	1	17	4
		4%	-%	1%	-%	8%	4%	-%	6%	6%	5%	1%	4%	10%
Answered		446	6	66	1	38	120	12	9	157	385	61	414	32
Mean score		1.2	1.2	1.0	.8	.9	1.4	1.1	1.1	1.2	1.2	1.3	1.2	.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		563	561	2	235	167	161
Effective base		198	197	1	90	44	67
Weighted Base		495	492	2	229	85	180
Very Dissatisfied	(-2)	8	8	-	4	*	3
		2%	2%	-%	2%	*%	2%
Fairly Dissatisfied	(-1)	13	13	-	8	4	-
		3%	3%	-%	4%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	70	70	-	29	16	25
		14%	14%	-%	13%	18%	14%
Fairly Satisfied	(1)	162	162	*	68	30	64
		33%	33%	7%	30%	35%	36%
Very Satisfied	(2)	194	192	2	98	33	63
		39%	39%	93%	43%	39%	35%
Don't Know (DO NOT READ OUT)		48	48	-	22	2	25
		10%	10%	-%	9%	3%	14%
							b
NET: Satisfied		356	354	2	166	63	128
		72%	72%	100%	72%	74%	71%
NET: Dissatisfied		20	20	-	13	5	3
		4%	4%	-%	5%	6%	2%
Answered		446	444	2	208	83	155
Mean score		1.2	1.2	1.9	1.2	1.1	1.2

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		563	299	151	49	14	22	12	8	8	450	113	64	89	210	264
Effective base		198	133	47	12	2	6	3	3	3	180	19	10	42	91	65
Weighted Base		495	327	125	15	11	8	3	*	6	452	43	27	114	213	168
Very Dissatisfied	(-2)	8	2	3	-	-	-	-	-	3	5	3	3	*	2	6
		2%	1%	2%	-%	-%	-%	-%	-%	49%	1%	6%	10%	*%	1%	3%
Fairly Dissatisfied	(-1)	13	8	*	3	-	2	-	-	-	8	4	2	1	7	4
		3%	2%	*%	17% abi	-%	22%	-%	-%	-%	2%	10%	7%	1%	3%	3%
Neither Satisfied Nor Dissatisfied	(0)	70	41	25	1	*	2	*	*	*	67	3	2	21	21	28
		14%	13%	20%	3%	1%	22%	9%	20%	5%	15%	7%	9%	18%	10%	17%
Fairly Satisfied	(1)	162	106	41	7	3	1	2	*	2	147	15	8	24	82	56
		33%	32%	33%	46%	32%	13%	56%	22%	35%	33%	35%	29%	21%	38% a	34%
Very Satisfied	(2)	194	136	40	5	7	4	1	*	1	177	18	12	55	82	58
		39%	42%	32%	33%	67%	44%	36%	58%	12%	39%	41%	46%	48%	38%	35%
Don't Know (DO NOT READ OUT)		48	33	15	-	-	*	-	-	-	48	*	*	14	20	15
		10%	10%	12%	-%	-%	*%	-%	-%	-%	11%	*%	*%	12%	9%	9%
NET: Satisfied		356	242	82	12	10	5	3	*	3	324	33	20	79	163	114
		72%	74%	65%	80%	99%	57%	91%	80%	46%	72%	76%	75%	69%	77%	68%
NET: Dissatisfied		20	10	3	3	-	2	-	-	3	13	7	5	1	9	10
		4%	3%	2%	17% ai	-%	22%	-%	-%	49%	3%	17% ai	17% i	1%	4%	6%
Answered		446	294	110	15	11	8	3	*	6	403	43	27	100	193	153
Mean score		1.2	1.2	1.1	1.0	1.7	.8	1.3	1.4	-.4	1.2	.9	.9	1.3	1.2	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		563	341	303	412	439	170	211	235	43	38	28	25	21	22
Effective base		198	99	108	138	160	44	71	104	16	9	3	5	2	2
Weighted Base		495	234	247	341	383	96	192	259	37	17	12	7	7	3
Very Dissatisfied	(-2)	8	7	7	7	5	4	*	4	3	*	-	-	-	-
		2%	3%	3%	2%	1%	4%	*%	2%	8%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	13	5	3	5	9	8	5	1	*	-	1	2	-	2
		3%	2%	1%	2%	2%	8% bc	3%	*%	*%	-%	7%	27%	-%	66%
Neither Satisfied Nor Dissatisfied	(0)	70	27	44	54	50	9	19	45	2	5	*	*	1	*
		14%	12%	18%	16%	13%	9%	10%	17%	5%	28%	3%	4%	19%	10%
Fairly Satisfied	(1)	162	67	76	101	144	34	62	76	16	6	2	*	1	*
		33%	29%	31%	30%	38%	36%	32%	29%	43%	37%	18%	4%	8%	11%
Very Satisfied	(2)	194	106	91	138	137	33	82	103	16	6	7	4	1	*
		39%	45%	37%	40%	36%	35%	43%	40%	44%	32%	64%	65%	9%	12%
Don't Know (DO NOT READ OUT)		48	22	27	36	39	8	24	30	*	*	1	-	5	*
		10%	9%	11%	11%	10%	9%	13%	12%	*%	3%	8%	-%	64%	*%
NET: Satisfied		356	173	167	239	281	67	144	179	32	12	10	5	1	1
		72%	74%	68%	70%	73%	70%	75%	69%	87%	69%	81%	69%	16%	24%
NET: Dissatisfied		20	13	10	13	13	12	5	5	3	*	1	2	-	2
		4%	5%	4%	4%	3%	12% cd	3%	2%	8%	1%	7%	27%	-%	66%
Answered		446	212	221	305	344	88	168	229	37	17	11	7	3	3
Mean score		1.2	1.2	1.1	1.2	1.2	1.0	1.3	1.2	1.2	1.0	1.5	1.1	.7	-.3

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		563	306	34	19	23	12	28	17	57	88	77	125	81	41
Effective base		198	134	12	3	6	5	3	4	11	39	29	48	19	5
Weighted Base		495	331	26	10	6	4	3	3	10	98	80	102	50	12
Very Dissatisfied	(-2)	8	5	*	-	-	-	-	-	-	*	6	1	-	-
		2%	1%	*%	-%	-%	-%	-%	-%	-%	*%	7%	1%	-%	-%
Fairly Dissatisfied	(-1)	13	4	3	-	*	-	2	-	2	2	*	*	1	2
		3%	1%	13% a	-%	*%	-%	60%	-%	18% a	2%	*%	*%	2%	15%
Neither Satisfied Nor Dissatisfied	(0)	70	43	4	-	*	1	*	*	2	16	14	12	12	*
		14%	13%	17%	-%	6%	21%	8%	16%	15%	16%	17%	12%	24%	2%
Fairly Satisfied	(1)	162	125	10	4	3	2	*	*	2	16	31	40	13	1
		33%	38%	38%	39%	54%	49%	9%	1%	22%	16%	39% a	39% a	27%	12%
Very Satisfied	(2)	194	121	8	2	2	1	1	3	4	54	23	44	12	4
		39%	37%	32%	15%	39%	31%	24%	83%	44%	55% bd	29%	43%	24%	33%
Don't Know (DO NOT READ OUT)		48	34	-	5	-	-	-	-	-	9	5	5	12	5
		10%	10%	-%	46%	-%	-%	-%	-%	-%	10%	7%	5%	24% c	38% c
NET: Satisfied		356	246	18	6	5	3	1	3	7	70	55	84	25	6
		72%	74%	70%	54%	94%	79%	32%	84%	67%	71%	69%	82% d	51%	45%
NET: Dissatisfied		20	8	3	-	*	-	2	-	2	3	6	1	1	2
		4%	2%	13% a	-%	*%	-%	60%	-%	18% a	3%	8%	1%	2%	15%
Answered		446	297	26	6	6	4	3	3	10	88	74	97	38	8
Mean score		1.2	1.2	.9	1.3	1.3	1.1	*	1.7	.9	1.4	.9	1.3	1.0	1.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		563	102	86	131	78	42	306	35	94	319	244	307	105
Effective base		198	52	39	40	25	5	114	12	34	122	77	113	26
Weighted Base		495	115	102	103	51	12	287	24	70	293	202	266	75
Very Dissatisfied	(-2)	8	*	-	4	-	-	3	*	2	4	3	4	3
		2%	*%	-%	4%	-%	-%	1%	*%	2%	1%	2%	2%	4%
Fairly Dissatisfied	(-1)	13	2	3	*	3	2	6	-	3	5	7	5	*
		3%	1%	3%	*%	5%	14%	2%	-%	4%	2%	4%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	70	19	11	11	8	1	36	3	11	45	25	41	12
		14%	16%	11%	10%	15%	9%	13%	11%	15%	15%	12%	16%	16%
Fairly Satisfied	(1)	162	30	48	46	14	6	112	11	21	103	59	93	8
		33%	26%	47% a	45%	27%	49%	39%	46%	29%	35%	29%	35% b	11%
Very Satisfied	(2)	194	51	27	32	24	3	96	10	29	100	95	96	42
		39%	44%	27%	31%	47%	28%	34%	43%	42%	34%	47%	36%	55%
Don't Know (DO NOT READ OUT)		48	13	12	10	3	-	34	-	5	36	13	26	10
		10%	12%	12%	10%	5%	-%	12%	-%	7%	12%	6%	10%	13%
NET: Satisfied		356	81	75	78	38	10	208	21	50	203	154	189	50
		72%	70%	74%	76%	74%	77%	73%	89%	71%	69%	76%	71%	66%
NET: Dissatisfied		20	2	3	4	3	2	9	*	5	10	11	9	3
		4%	2%	3%	4%	5%	14%	3%	*%	7%	3%	5%	3%	4%
Answered		446	101	89	93	48	12	253	24	65	257	189	240	65
Mean score		1.2	1.3	1.1	1.1	1.2	.9	1.2	1.3	1.1	1.1	1.2	1.1	1.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		563	181	199	286	97	184	255	232	272	104	213	234	91
Effective base		198	77	62	114	18	78	84	60	84	24	71	87	26
Weighted Base		495	196	139	265	60	199	184	154	188	64	164	194	65
Very Dissatisfied	(-2)	8	4	*	4	3	4	*	4	3	3	4	6	-
		2%	2%	*%	2%	5%	2%	*%	3%	2%	4%	2%	3%	-%
Fairly Dissatisfied	(-1)	13	*	6	5	*	*	8	5	3	2	3	3	*
		3%	*%	4%	2%	*%	*%	5%	3%	2%	3%	2%	1%	*%
Neither Satisfied Nor Dissatisfied	(0)	70	25	16	45	4	24	25	22	25	6	30	30	17
		14%	13%	12%	17%	7%	12%	14%	14%	13%	10%	18%	15%	27%
Fairly Satisfied	(1)	162	79	46	93	8	81	63	39	57	15	45	63	21
		33%	40%	33%	35%	13%	40%	34%	25%	30%	24%	27%	32%	33%
Very Satisfied	(2)	194	67	57	91	38	64	73	67	83	32	64	71	22
		39%	34%	41%	34%	63% a	32%	40%	44%	44%	50%	39%	37%	34%
Don't Know (DO NOT READ OUT)		48	21	14	26	7	25	14	17	17	5	18	22	4
		10%	11%	10%	10%	12%	13%	7%	11%	9%	9%	11%	11%	7%
NET: Satisfied		356	146	103	184	46	145	136	106	140	47	109	134	43
		72%	75%	74%	70%	76%	73%	74%	69%	74%	74%	67%	69%	66%
NET: Dissatisfied		20	5	6	10	3	5	9	9	6	5	7	8	*
		4%	2%	4%	4%	5%	2%	5%	6%	3%	7%	4%	4%	*%
Answered		446	176	126	239	53	174	170	137	171	58	146	172	60
Mean score		1.2	1.2	1.2	1.1	1.5	1.2	1.2	1.2	1.2	1.2	1.1	1.1	1.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		563	356	252	122	289	253	256	284	227	20
Effective base		198	124	96	37	93	96	98	100	79	4
Weighted Base		495	295	235	80	225	221	243	242	196	8
Very Dissatisfied	(-2)	8	2	3	-	4	4	4	1	3	-
		2%	1%	1%	-%	2%	2%	2%	1%	2%	-%
Fairly Dissatisfied	(-1)	13	6	8	1	5	3	1	5	2	-
		3%	2%	3%	1%	2%	1%	1%	2%	1%	-%
Neither Satisfied Nor Dissatisfied	(0)	70	42	22	13	26	39	27	33	32	*
		14%	14%	10%	16%	12%	18%	11%	14%	16%	4%
Fairly Satisfied	(1)	162	107	89	27	65	71	92	75	75	1
		33%	36%	38%	34%	29%	32%	38%	31%	38%	11%
Very Satisfied	(2)	194	103	88	32	102	80	94	103	60	7
		39%	35%	37%	40%	45%	36%	38%	42%	31%	84%
Don't Know (DO NOT READ OUT)		48	35	25	7	22	24	26	25	24	-
		10%	12%	10%	9%	10%	11%	11%	10%	12%	-%
NET: Satisfied		356	210	176	59	167	151	186	178	135	7
		72%	71%	75%	74%	74%	68%	76%	74%	69%	96%
NET: Dissatisfied		20	8	11	1	10	7	5	6	5	-
		4%	3%	5%	1%	4%	3%	2%	3%	3%	-%
Answered		446	260	210	73	203	197	218	217	173	8
Mean score		1.2	1.2	1.2	1.2	1.3	1.1	1.2	1.3	1.1	1.8

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base		563	135	133	163	47	23	240	201	51	34	42	10
Effective base		198	53	56	55	21	9	84	71	17	7	19	4
Weighted Base		495	136	137	126	49	19	195	171	43	19	37	9
Very Dissatisfied	(-2)	8	-	3	1	-	-	-	3	*	-	-	-
		2%	-%	2%	1%	-%	-%	-%	2%	*%	-%	-%	-%
Fairly Dissatisfied	(-1)	13	1	1	1	1	-	3	1	3	*	2	-
		3%	1%	1%	1%	2%	-%	1%	*%	6%	*%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	70	12	9	19	11	3	29	25	3	7	9	*
		14%	9%	6%	15%	22% b	13%	15%	15%	8%	39%	25%	4%
Fairly Satisfied	(1)	162	47	61	45	14	8	67	67	19	1	11	*
		33%	35%	45%	36%	27%	44%	34%	39%	45%	7%	30%	4%
Very Satisfied	(2)	194	63	45	52	22	8	76	51	17	4	12	6
		39%	46%	33%	41%	44%	43%	39%	30%	41%	19%	33%	64%
Don't Know (DO NOT READ OUT)		48	13	18	8	3	-	20	24	*	6	3	3
		10%	9%	13%	6%	5%	-%	10%	14%	*%	34% a	7%	28%
NET: Satisfied		356	110	107	97	35	16	144	118	36	5	23	6
		72%	81%	78%	77%	71%	87%	74%	69%	85% b	26%	63%	68%
NET: Dissatisfied		20	1	4	2	1	-	3	4	3	*	2	-
		4%	1%	3%	2%	2%	-%	1%	2%	7%	*%	5%	-%
Answered		446	123	119	118	47	19	175	147	43	12	34	7
Mean score		1.2	1.4	1.2	1.2	1.2	1.3	1.2	1.1	1.2	.7	1.0	1.8

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base		563	445	344	488	419	363	366	449	133	2	377	28	180	258
Effective base		198	164	117	175	158	133	128	167	43	1	134	14	72	92
Weighted Base		495	399	262	423	379	305	276	414	102	2	329	34	182	226
Very Dissatisfied	(-2)	8	5	7	7	2	7	4	5	3	-	4	*	3	1
		2%	1%	3%	2%	*%	2%	1%	1%	3%	-%	1%	*%	2%	1%
Fairly Dissatisfied	(-1)	13	9	8	11	10	5	6	9	5	-	6	2	4	6
		3%	2%	3%	3%	3%	2%	2%	2%	5%	-%	2%	5%	2%	3%
Neither Satisfied Nor Dissatisfied	(0)	70	52	35	57	51	33	33	55	10	-	37	5	32	26
		14%	13%	13%	14%	13%	11%	12%	13%	9%	-%	11%	14%	18%	11%
Fairly Satisfied	(1)	162	134	76	136	134	98	93	134	39	-	116	9	58	74
		33%	34%	29%	32%	35%	32%	34%	32%	38%	-%	35%	27%	32%	33%
Very Satisfied	(2)	194	153	101	164	141	125	110	171	29	2	140	12	56	104
		39%	38%	39%	39%	37%	41%	40%	41%	29%	100%	43%	35%	31%	46% a
Don't Know (DO NOT READ OUT)		48	47	35	47	42	36	31	40	16	-	25	6	29	15
		10%	12%	14%	11%	11%	12%	11%	10%	16%	-%	8%	18%	16%	7%
NET: Satisfied		356	287	177	300	275	223	202	305	68	2	257	21	114	178
		72%	72%	68%	71%	72%	73%	73%	74%	67%	100%	78%	62%	63%	79% a
NET: Dissatisfied		20	14	15	18	12	13	10	14	8	-	11	2	7	8
		4%	3%	6%	4%	3%	4%	4%	3%	8%	-%	3%	6%	4%	3%
Answered		446	352	227	376	337	269	245	374	86	2	304	28	153	211
Mean score		1.2	1.2	1.1	1.2	1.2	1.2	1.2	1.2	1.0	2.0	1.3	1.1	1.0	1.3

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		563	468	28	212	351	138	276	148	160	115	264	283	280
Effective base		198	166	10	61	138	49	92	58	64	34	94	90	110
Weighted Base		495	417	22	147	348	116	222	156	147	80	245	199	295
Very Dissatisfied	(-2)	8	3	5	5	3	1	6	*	4	3	*	3	4
		2%	1%	21%	3%	1%	1%	3%	*%	3%	4%	*%	2%	1%
Fairly Dissatisfied	(-1)	13	10	3	10	2	12	*	1	2	6	5	10	2
		3%	2%	12%	7%	1%	10%	*%	*%	1%	7%	2%	5%	1%
					b		bc							
Neither Satisfied Nor Dissatisfied	(0)	70	36	7	28	41	10	44	16	17	18	28	26	44
		14%	9%	30%	19%	12%	9%	20%	10%	12%	22%	11%	13%	15%
Fairly Satisfied	(1)	162	146	5	47	115	41	75	45	44	23	81	61	101
		33%	35%	23%	32%	33%	35%	34%	29%	30%	29%	33%	30%	34%
Very Satisfied	(2)	194	185	3	38	157	48	74	73	55	26	111	84	111
		39%	44%	14%	26%	45%	41%	33%	47%	37%	33%	45%	42%	37%
						a								
Don't Know (DO NOT READ OUT)		48	37	-	19	30	5	22	22	25	4	20	15	33
		10%	9%	-%	13%	9%	4%	10%	14%	17%	5%	8%	8%	11%
NET: Satisfied		356	331	8	85	271	89	149	118	99	50	192	145	212
		72%	79%	37%	58%	78%	76%	67%	76%	67%	62%	78%	73%	72%
						a								
NET: Dissatisfied		20	12	7	15	5	13	6	1	6	9	5	14	7
		4%	3%	34%	10%	1%	11%	3%	1%	4%	11%	2%	7%	2%
					b		bc				c			
Answered		446	380	22	128	318	112	199	135	123	76	225	184	262
Mean score		1.2	1.3	*	.8	1.3	1.1	1.1	1.4	1.2	.8	1.3	1.1	1.2
						a			b			b		

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 178 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection time of items you are sending

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		563	148	182	119	114	330	233
Effective base		198	60	51	41	52	111	88
Weighted Base		495	143	125	126	100	269	226
Very Dissatisfied	(-2)	8	1	3	3	*	4	3
		2%	1%	3%	2%	*%	2%	1%
Fairly Dissatisfied	(-1)	13	3	1	3	6	4	8
		3%	2%	1%	2%	6%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	70	17	22	22	8	39	30
		14%	12%	18%	17%	8%	15%	13%
Fairly Satisfied	(1)	162	57	41	29	35	98	64
		33%	40%	33%	23%	35%	37%	28%
Very Satisfied	(2)	194	47	46	62	40	92	102
		39%	33%	37%	49%	40%	34%	45%
Don't Know (DO NOT READ OUT)		48	19	11	8	11	30	19
		10%	13%	9%	6%	11%	11%	8%
NET: Satisfied		356	103	87	91	75	191	166
		72%	72%	70%	72%	75%	71%	73%
NET: Dissatisfied		20	4	4	6	6	9	12
		4%	3%	4%	5%	6%	3%	5%
Answered		446	125	114	118	89	239	208
Mean score		1.2	1.2	1.1	1.2	1.2	1.1	1.2

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		563	162	401	320	104	33	106	243
Effective base		198	61	139	179	61	15	50	84
Weighted Base		495	130	365	468	22	3	2	26
Very Dissatisfied	(-2)	6	2	5	6	*	*	*	1
		1%	1%	1%	1%	2%	4%	3%	2%
Fairly Dissatisfied	(-1)	11	4	6	10	1	-	*	1
		2%	3%	2%	2%	2%	-%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	55	10	45	53	2	*	*	2
		11%	8%	12%	11%	9%	2%	4%	8%
Fairly Satisfied	(1)	176	39	137	165	8	1	1	10
		35%	30%	37%	35%	38%	29%	49%	38%
Very Satisfied	(2)	197	56	141	184	10	2	1	12
		40%	43%	39%	39%	46%	58%	39%	47%
Don't Know (DO NOT READ OUT)		50	19	31	50	1	*	*	1
		10%	15%	8%	11%	3%	7%	2%	3%
					e				
NET: Satisfied		372	95	277	350	18	3	2	22
		75%	73%	76%	75%	84%	87%	88%	85%
								a	
NET: Dissatisfied		17	6	11	16	1	*	*	1
		3%	4%	3%	3%	4%	4%	5%	4%
Answered		444	111	334	419	21	3	2	26
Mean score		1.2	1.3	1.2	1.2	1.3	1.5	1.2	1.3

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		563	182	85	53	51	86	106	320	104	139
Effective base		198	107	51	28	33	41	50	179	61	36
Weighted Base		495	301	127	40	12	12	2	468	22	5
Very Dissatisfied	(-2)	6	5	-	1	-	*	*	6	*	*
		1%	2%	-%	3%	-%	4%	3%	1%	2%	4%
Fairly Dissatisfied	(-1)	11	6	4	*	*	*	*	10	1	*
		2%	2%	3%	*%	1%	3%	2%	2%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	55	31	19	3	1	1	*	53	2	*
		11%	10%	15% i	7%	10%	7%	4%	11%	9%	3%
Fairly Satisfied	(1)	176	105	41	19	5	4	1	165	8	2
		35%	35%	32%	48%	41%	33%	49%	35%	38%	37%
Very Satisfied	(2)	197	117	52	15	6	6	1	184	10	2
		40%	39%	41%	37%	48%	47%	39%	39%	46%	51%
Don't Know (DO NOT READ OUT)		50	37	11	2	*	1	*	50	1	*
		10%	12% dfh	8%	5%	1%	6%	2%	11%	3%	5%
NET: Satisfied		372	223	93	34	11	10	2	350	18	4
		75%	74%	73%	85%	89%	81%	88% abg	75%	84%	87%
NET: Dissatisfied		17	10	4	1	*	1	*	16	1	*
		3%	3%	3%	3%	1%	7%	5%	3%	4%	5%
Answered		444	264	116	38	12	11	2	419	21	5
Mean score		1.2	1.2	1.2	1.2	1.4	1.3	1.2	1.2	1.3	1.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		563	218	91	35	26	82
Effective base		198	118	31	12	3	10
Weighted Base		495	331	61	17	12	18
Very Dissatisfied	(-2)	6	5	1	-	-	*
		1%	1%	2%	-%	-%	*%
Fairly Dissatisfied	(-1)	11	6	1	2	*	1
		2%	2%	2%	10%	*%	7%
Neither Satisfied Nor Dissatisfied	(0)	55	45	6	*	2	*
		11%	14%	9%	*%	17%	1%
Fairly Satisfied	(1)	176	119	24	9	1	4
		35%	36%	39%	52%	9%	24%
Very Satisfied	(2)	197	120	19	6	9	12
		40%	36%	31%	32%	73%	68% b
Don't Know (DO NOT READ OUT)		50	36	10	1	-	*
		10%	11%	17%	5%	-%	*%
NET: Satisfied		372	239	43	15	10	16
		75%	72%	70%	84%	83%	92%
NET: Dissatisfied		17	11	3	2	*	1
		3%	3%	4%	10%	*%	7%
Answered		444	294	51	17	12	18
Mean score		1.2	1.2	1.1	1.1	1.6	1.5

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	*g	h	*i	j	k	l	m
Unweighted Base		563	37	38	59	14	30	40	21	35	27	301	78	71	113
Effective base		198	24	22	32	8	18	23	15	14	15	162	41	44	25
Weighted Base		495	48	48	103	16	39	66	56	34	32	442	27	18	7
Very Dissatisfied	(-2)	6	1	-	2	*	-	*	*	3	-	6	-	-	-
		1%	3%	-%	2%	*%	-%	*%	*%	9%	-%	1%	-%	-%	-%
Fairly Dissatisfied	(-1)	11	-	-	2	2	3	-	-	1	1	9	1	1	*
		2%	-%	-%	2%	12%	7%	-%	-%	4%	4%	2%	3%	3%	6%
Neither Satisfied Nor Dissatisfied	(0)	55	6	9	18	1	6	6	-	2	1	48	3	3	1
		11%	12%	18%	17%	7%	14%	9%	-%	6%	4%	11%	12%	16%	11%
Fairly Satisfied	(1)	176	14	19	32	7	16	26	23	9	7	153	13	7	3
		35%	29%	39%	31%	45%	40%	39%	42%	26%	22%	35%	47%	38%	44%
Very Satisfied	(2)	197	22	19	45	6	11	23	23	14	17	180	8	7	3
		40%	47%	39%	44%	36%	28%	35%	42%	40%	52%	41%	28%	36%	38%
Don't Know (DO NOT READ OUT)		50	4	2	5	-	4	11	9	5	6	47	3	1	*
		10%	9%	4%	4%	-%	11%	17%	16%	15%	19%	11%	10%	7%	1%
								m		m					
NET: Satisfied		372	36	38	78	13	27	49	47	22	24	332	20	13	6
		75%	77%	78%	75%	81%	68%	74%	84%	66%	74%	75%	76%	74%	82%
NET: Dissatisfied		17	1	-	4	2	3	*	*	4	1	15	1	1	*
		3%	3%	-%	3%	13%	7%	*%	*%	13%	4%	3%	3%	3%	6%
Answered		444	43	47	99	16	35	55	47	29	26	396	24	17	7
Mean score		1.2	1.3	1.2	1.2	1.0	1.0	1.3	1.5	1.0	1.5	1.2	1.1	1.1	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base		563	15	72	7	43	113	18	25	244	471	92	483	80
Effective base		198	4	27	3	16	40	7	6	94	163	38	180	20
Weighted Base		495	10	68	1	39	136	12	14	174	424	71	459	35
Very Dissatisfied	(-2)	6	*	-	-	*	3	-	-	3	6	-	6	-
		1%	*%	-%	-%	1%	2%	-%	-%	2%	2%	-%	1%	-%
Fairly Dissatisfied	(-1)	11	-	*	*	-	4	2	*	5	9	2	11	*
		2%	-%	1%	16%	-%	3%	17%	*%	3%	2%	2%	2%	*%
Neither Satisfied Nor Dissatisfied	(0)	55	2	9	-	4	7	3	3	17	51	4	47	8
		11%	21%	13%	-%	10%	5%	23%	22%	10%	12%	6%	10%	23%
Fairly Satisfied	(1)	176	3	36	*	27	29	3	2	50	148	27	168	7
		35%	32%	53%	18%	71%	21%	28%	15%	29%	35%	38%	37%	20%
				eh		eh								
Very Satisfied	(2)	197	1	20	*	6	78	4	4	81	169	28	180	17
		40%	6%	30%	18%	16%	57%	32%	31%	47%	40%	40%	39%	49%
							bd			d				
Don't Know (DO NOT READ OUT)		50	4	3	*	1	16	-	4	17	41	10	48	3
		10%	41%	4%	48%	2%	12%	-%	32%	10%	10%	14%	10%	8%
NET: Satisfied		372	4	56	*	34	106	7	6	132	317	55	348	24
		75%	38%	82%	36%	87%	78%	60%	46%	76%	75%	78%	76%	69%
NET: Dissatisfied		17	*	*	*	*	7	2	*	8	15	2	17	*
		3%	*%	1%	16%	1%	5%	17%	*%	4%	4%	2%	4%	*%
Answered		444	6	65	1	38	120	12	9	156	383	61	412	32
Mean score		1.2	.7	1.2	.7	1.0	1.5	.8	1.1	1.3	1.2	1.3	1.2	1.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		563	561	2	235	167	161
Effective base		198	197	1	90	44	67
Weighted Base		495	492	2	229	85	180
Very Dissatisfied	(-2)	6	6	-	2	2	3
		1%	1%	-%	1%	2%	2%
Fairly Dissatisfied	(-1)	11	11	-	5	2	4
		2%	2%	-%	2%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	55	55	-	26	9	20
		11%	11%	-%	12%	10%	11%
Fairly Satisfied	(1)	176	173	2	72	40	63
		35%	35%	100%	32%	47%	35%
Very Satisfied	(2)	197	197	-	101	31	65
		40%	40%	-%	44%	36%	36%
Don't Know (DO NOT READ OUT)		50	50	-	23	2	25
		10%	10%	-%	10%	3%	14%
							b
NET: Satisfied		372	370	2	173	71	128
		75%	75%	100%	76%	83%	71%
NET: Dissatisfied		17	17	-	7	4	7
		3%	3%	-%	3%	4%	4%
Answered		444	442	2	206	83	155
Mean score		1.2	1.2	1.0	1.3	1.1	1.2

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		563	299	151	49	14	22	12	8	8	450	113	64	89	210	264
Effective base		198	133	47	12	2	6	3	3	3	180	19	10	42	91	65
Weighted Base		495	327	125	15	11	8	3	*	6	452	43	27	114	213	168
Very Dissatisfied	(-2)	6	3	3	-	-	-	-	*	-	6	*	*	-	3	3
		1%	1%	2%	-%	-%	-%	-%	20%	-%	1%	*%	*%	-%	2%	2%
Fairly Dissatisfied	(-1)	11	7	2	2	-	*	-	-	-	9	2	*	2	5	4
		2%	2%	2%	12%	-%	*%	-%	-%	-%	2%	4%	*%	2%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	55	27	22	2	-	2	*	*	3	49	6	5	9	17	28
		11%	8%	18%	10%	-%	22%	*%	1%	49%	11%	14%	17%	8%	8%	17%
Fairly Satisfied	(1)	176	125	37	7	1	5	1	*	*	162	13	6	32	93	50
		35%	38%	30%	44%	6%	58%	20%	20%	5%	36%	31%	23%	28%	44%	30%
Very Satisfied	(2)	197	130	45	5	10	2	2	*	3	175	22	16	56	74	67
		40%	40%	36%	35%	94%	19%	80%	59%	46%	39%	51%	60%	49%	35%	40%
Don't Know (DO NOT READ OUT)		50	35	16	-	-	-	-	-	-	50	-	-	15	20	16
		10%	11%	13%	-%	-%	-%	-%	-%	-%	11%	-%	-%	13%	9%	9%
NET: Satisfied		372	256	82	12	11	6	3	*	3	337	35	23	88	168	117
		75%	78%	66%	78%	100%	78%	100%	79%	51%	75%	81%	83%	77%	79%	70%
NET: Dissatisfied		17	10	5	2	-	*	-	*	-	15	2	*	2	8	7
		3%	3%	4%	12%	-%	*%	-%	20%	-%	3%	4%	*%	2%	4%	4%
Answered		444	292	109	15	11	8	3	*	6	401	43	27	99	193	152
Mean score		1.2	1.3	1.1	1.0	1.9	1.0	1.8	1.0	1.0	1.2	1.3	1.4	1.4	1.2	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		563	341	303	412	439	170	211	235	43	38	28	25	21	22
Effective base		198	99	108	138	160	44	71	104	16	9	3	5	2	2
Weighted Base		495	234	247	341	383	96	192	259	37	17	12	7	7	3
Very Dissatisfied	(-2)	6	4	4	4	5	1	2	4	-	*	-	-	-	-
		1%	2%	2%	1%	1%	1%	1%	2%	-%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	11	6	4	7	9	5	2	4	1	-	*	2	-	*
		2%	3%	2%	2%	2%	5%	1%	1%	3%	-%	*%	27%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	55	23	34	42	42	14	18	33	3	3	1	*	*	2
		11%	10%	14%	12%	11%	14%	9%	13%	8%	17%	7%	*%	*%	71%
Fairly Satisfied	(1)	176	73	92	120	142	29	53	86	15	12	3	3	2	*
		35%	31%	37%	35%	37%	30%	28%	33%	40%	69% a	24%	38%	22%	12%
Very Satisfied	(2)	197	105	86	132	144	38	91	101	18	2	7	2	1	*
		40%	45%	35%	39%	38%	40%	47%	39%	49%	11%	60%	35%	13%	15%
Don't Know (DO NOT READ OUT)		50	22	27	37	41	9	26	30	*	*	1	-	5	-
		10%	10%	11%	11%	11%	9%	14%	12%	*%	3%	8%	-%	64%	-%
NET: Satisfied		372	178	178	252	286	67	144	187	33	14	10	5	3	1
		75%	76%	72%	74%	75%	70%	75%	72%	89%	79%	84%	73%	36%	27%
NET: Dissatisfied		17	11	8	11	14	6	4	8	1	*	*	2	-	*
		3%	4%	3%	3%	4%	6%	2%	3%	3%	1%	*%	27%	-%	2%
Answered		444	212	220	305	342	87	166	229	37	17	11	7	3	3
Mean score		1.2	1.3	1.1	1.2	1.2	1.1	1.4	1.2	1.3	.9	1.6	.8	1.4	.4

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		563	306	34	19	23	12	28	17	57	88	77	125	81	41
Effective base		198	134	12	3	6	5	3	4	11	39	29	48	19	5
Weighted Base		495	331	26	10	6	4	3	3	10	98	80	102	50	12
Very Dissatisfied	(-2)	6	5	-	-	-	-	-	-	-	*	3	1	-	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	*%	4%	1%	-%	-%
Fairly Dissatisfied	(-1)	11	5	3	-	*	-	2	-	2	3	*	2	-	2
		2%	1%	10% a	-%	*%	-%	60%	-%	18% a	3%	*%	2%	-%	15%
Neither Satisfied Nor Dissatisfied	(0)	55	38	3	*	*	1	*	*	1	14	8	8	12	*
		11%	11%	10%	3%	*%	21%	13%	8%	15%	14%	10%	8%	24%	*%
Fairly Satisfied	(1)	176	119	13	4	3	2	*	*	2	19	41	40	19	2
		35%	36%	51%	40%	56%	45%	3%	9%	22%	19%	51% a	39% a	37%	17%
Very Satisfied	(2)	197	129	8	1	2	1	1	3	5	53	22	46	7	4
		40%	39%	29%	11%	43%	34%	24%	83%	46%	54% bd	28%	45% d	15%	30%
Don't Know (DO NOT READ OUT)		50	36	-	5	-	-	-	-	-	9	5	5	12	5
		10%	11%	-%	46%	-%	-%	-%	-%	-%	10%	7%	5%	24% c	38% c
NET: Satisfied		372	248	21	5	6	3	1	3	7	71	63	86	26	6
		75%	75%	80%	51%	99%	79%	27%	92%	67%	73%	79%	84% d	52%	47%
NET: Dissatisfied		17	9	3	-	*	-	2	-	2	3	3	3	-	2
		3%	3%	10%	-%	*%	-%	60%	-%	18% a	3%	4%	3%	-%	15%
Answered		444	295	26	6	6	4	3	3	10	88	74	97	38	8
Mean score		1.2	1.2	1.0	1.1	1.4	1.1	-.1	1.7	.9	1.4 d	1.1	1.3 d	.9	1.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		563	102	86	131	78	42	306	35	94	319	244	307	105
Effective base		198	52	39	40	25	5	114	12	34	122	77	113	26
Weighted Base		495	115	102	103	51	12	287	24	70	293	202	266	75
Very Dissatisfied	(-2)	6	*	-	4	-	-	3	-	2	4	2	4	*
		1%	*%	-%	4%	-%	-%	1%	-%	2%	1%	1%	2%	*%
Fairly Dissatisfied	(-1)	11	2	*	3	3	2	7	*	2	6	5	6	*
		2%	2%	*%	3%	5%	14%	3%	*%	2%	2%	2%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	55	15	12	6	7	1	36	1	5	31	24	33	9
		11%	13%	12%	6%	14%	7%	13%	4%	7%	11%	12%	12%	12%
Fairly Satisfied	(1)	176	28	50	40	18	6	110	9	23	109	66	95	25
		35%	25%	49% a	39%	35%	50%	38%	36%	33%	37%	33%	36%	33%
Very Satisfied	(2)	197	52	28	40	21	4	97	14	31	108	89	101	31
		40%	45%	28%	38%	40%	29%	34%	60%	45%	37%	44%	38%	41%
Don't Know (DO NOT READ OUT)		50	17	11	10	3	-	33	-	7	34	17	27	10
		10%	15%	11%	10%	5%	-%	12%	-%	10%	12%	8%	10%	13%
NET: Satisfied		372	80	78	80	38	10	207	23	55	217	155	196	56
		75%	70%	77%	77%	75%	79%	72%	96%	78%	74%	77%	74%	74%
NET: Dissatisfied		17	2	*	7	3	2	11	*	3	10	7	11	1
		3%	2%	*%	7%	5%	14%	4%	*%	4%	3%	3%	4%	1%
Answered		444	98	91	93	48	12	254	24	63	259	185	240	65
Mean score		1.2	1.3	1.2	1.2	1.2	.9	1.1	1.6	1.3	1.2	1.3	1.2	1.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		563	181	199	286	97	184	255	232	272	104	213	234	91
Effective base		198	77	62	114	18	78	84	60	84	24	71	87	26
Weighted Base		495	196	139	265	60	199	184	154	188	64	164	194	65
Very Dissatisfied	(-2)	6	4	*	4	*	4	*	1	3	-	1	3	-
		1%	2%	*%	2%	*%	2%	*%	1%	2%	-%	1%	2%	-%
Fairly Dissatisfied	(-1)	11	2	4	7	-	2	7	2	4	2	4	4	2
		2%	1%	3%	3%	-%	1%	4%	2%	2%	3%	2%	2%	3%
Neither Satisfied Nor Dissatisfied	(0)	55	20	20	32	10	19	23	20	19	6	24	27	9
		11%	10%	14%	12%	17%	10%	13%	13%	10%	9%	15%	14%	14%
Fairly Satisfied	(1)	176	75	49	97	14	77	65	43	60	16	55	69	25
		35%	38%	35%	37%	24%	39%	35%	28%	32%	26%	33%	35%	38%
Very Satisfied	(2)	197	76	50	98	29	73	71	70	85	34	61	69	24
		40%	39%	36%	37%	48%	37%	39%	45%	45%	54%	37%	35%	37%
Don't Know (DO NOT READ OUT)		50	19	16	27	7	24	17	17	18	5	19	23	5
		10%	9%	12%	10%	12%	12%	9%	11%	9%	9%	12%	12%	8%
NET: Satisfied		372	151	99	196	43	150	137	113	145	51	116	138	48
		75%	77%	71%	74%	71%	75%	74%	73%	77%	80%	71%	71%	75%
NET: Dissatisfied		17	6	4	11	*	6	7	4	7	2	5	7	2
		3%	3%	3%	4%	*%	3%	4%	2%	4%	3%	3%	4%	3%
Answered		444	178	123	238	53	175	167	137	171	58	145	172	60
Mean score		1.2	1.2	1.2	1.2	1.3	1.2	1.2	1.3	1.3	1.4	1.2	1.1	1.2

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		563	356	252	122	289	253	256	284	227	20
Effective base		198	124	96	37	93	96	98	100	79	4
Weighted Base		495	295	235	80	225	221	243	242	196	8
Very Dissatisfied	(-2)	6	2	3	-	4	4	4	1	3	-
		1%	1%	1%	-%	2%	2%	2%	1%	2%	-%
Fairly Dissatisfied	(-1)	11	7	6	2	6	4	2	5	6	-
		2%	2%	3%	2%	3%	2%	1%	2%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	55	41	16	11	19	30	25	29	19	*
		11%	14%	7%	13%	9%	14%	10%	12%	10%	*%
Fairly Satisfied	(1)	176	103	93	20	72	79	90	81	77	1
		35%	35%	39%	25%	32%	36%	37%	33%	39%	15%
Very Satisfied	(2)	197	108	91	40	101	79	97	101	66	7
		40%	37%	39%	50%	45%	36%	40%	42%	34%	85%
Don't Know (DO NOT READ OUT)		50	34	25	7	22	25	25	25	24	-
		10%	12%	11%	9%	10%	11%	10%	10%	12%	-%
NET: Satisfied		372	211	183	60	173	158	187	181	144	8
		75%	72%	78%	75%	77%	71%	77%	75%	73%	100%
NET: Dissatisfied		17	8	10	2	10	8	6	6	9	-
		3%	3%	4%	2%	5%	4%	3%	3%	5%	-%
Answered		444	261	209	73	203	196	218	217	172	8
Mean score		1.2	1.2	1.2	1.3	1.3	1.1	1.3	1.3	1.1	1.8

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base		563	135	133	163	47	23	240	201	51	34	42	10
Effective base		198	53	56	55	21	9	84	71	17	7	19	4
Weighted Base		495	136	137	126	49	19	195	171	43	19	37	9
Very Dissatisfied	(-2)	6	-	3	1	-	-	-	3	*	-	-	-
		1%	-%	2%	1%	-%	-%	-%	2%	*%	-%	-%	-%
Fairly Dissatisfied	(-1)	11	-	2	1	2	-	3	3	2	-	-	-
		2%	-%	1%	1%	4%	-%	1%	2%	4%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	55	12	7	19	9	2	23	20	3	3	10	*
		11%	9%	5%	15%	18%	11%	12%	12%	8%	17%	27%	4%
Fairly Satisfied	(1)	176	47	57	41	11	7	72	60	19	5	14	3
		35%	34%	42%	32%	23%	38%	37%	35%	45%	29%	38%	35%
Very Satisfied	(2)	197	66	52	55	25	10	77	60	18	4	10	3
		40%	48%	38%	43%	50%	51%	39%	35%	42%	20%	28%	34%
Don't Know (DO NOT READ OUT)		50	11	17	9	3	-	20	25	*	6	3	3
		10%	8%	12%	7%	5%	-%	10%	15%	*%	34% a	7%	28%
NET: Satisfied		372	112	109	95	36	17	149	121	37	9	25	6
		75%	83%	80%	76%	73%	89%	76%	70%	87%	48%	66%	68%
NET: Dissatisfied		17	-	5	2	2	-	3	6	2	-	-	-
		3%	-%	4%	2%	4%	-%	1%	3%	5%	-%	-%	-%
Answered		444	125	121	117	47	19	175	146	43	12	34	7
Mean score		1.2	1.4	1.3	1.3	1.3	1.4	1.3	1.2	1.3	1.0	1.0	1.4

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base		563	445	344	488	419	363	366	449	133	2	377	28	180	258
Effective base		198	164	117	175	158	133	128	167	43	1	134	14	72	92
Weighted Base		495	399	262	423	379	305	276	414	102	2	329	34	182	226
Very Dissatisfied	(-2)	6	5	4	5	3	6	3	5	2	-	4	2	3	3
		1%	1%	2%	1%	1%	2%	1%	1%	2%	-%	1%	6%	2%	1%
Fairly Dissatisfied	(-1)	11	10	5	11	10	7	6	11	4	-	7	*	2	5
		2%	2%	2%	2%	3%	2%	2%	3%	4%	-%	2%	*%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	55	38	29	46	42	25	25	43	8	-	33	5	22	26
		11%	10%	11%	11%	11%	8%	9%	10%	8%	-%	10%	14%	12%	11%
Fairly Satisfied	(1)	176	135	86	149	133	96	97	141	33	*	114	11	69	70
		35%	34%	33%	35%	35%	32%	35%	34%	32%	2%	35%	33%	38%	31%
Very Satisfied	(2)	197	164	103	165	148	135	112	176	39	2	148	10	56	107
		40%	41%	39%	39%	39%	44%	41%	42%	38%	98%	45%	29%	31%	47% a
Don't Know (DO NOT READ OUT)		50	48	35	48	43	35	32	40	17	-	24	6	29	16
		10%	12%	13%	11%	11%	12%	11%	10%	17%	-%	7%	18%	16%	7%
NET: Satisfied		372	299	189	314	281	231	210	317	72	2	261	21	126	176
		75%	75%	72%	74%	74%	76%	76%	77%	70%	100%	79%	62%	69%	78%
NET: Dissatisfied		17	15	10	15	13	13	10	15	6	-	11	2	6	8
		3%	4%	4%	4%	3%	4%	3%	4%	5%	-%	3%	6%	3%	4%
Answered		444	352	227	375	337	270	244	375	85	2	305	28	153	211
Mean score		1.2	1.3	1.2	1.2	1.2	1.3	1.3	1.3	1.2	2.0	1.3	1.0	1.1	1.3

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		563	468	28	212	351	138	276	148	160	115	264	283	280
Effective base		198	166	10	61	138	49	92	58	64	34	94	90	110
Weighted Base		495	417	22	147	348	116	222	156	147	80	245	199	295
Very Dissatisfied	(-2)	6	2	5	5	2	3	3	*	4	-	2	1	6
		1%	*%	21%	3%	1%	3%	1%	*%	3%	-%	1%	*%	2%
Fairly Dissatisfied	(-1)	11	8	1	8	3	4	2	4	*	6	4	6	5
		2%	2%	6%	5%	1%	4%	1%	2%	*%	8% a	2%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	55	28	5	20	35	15	28	12	17	14	18	22	33
		11%	7%	21%	14%	10%	13%	13%	7%	11%	17%	7%	11%	11%
Fairly Satisfied	(1)	176	151	10	64	111	39	82	54	51	34	79	75	101
		35%	36%	45%	44%	32%	34%	37%	34%	35%	42%	32%	38%	34%
Very Satisfied	(2)	197	190	1	31	166	50	82	65	50	23	120	78	118
		40%	46%	3%	21%	48% a	43%	37%	42%	34%	29%	49% b	39%	40%
Don't Know (DO NOT READ OUT)		50	37	1	19	32	5	24	22	25	4	21	17	33
		10%	9%	4%	13%	9%	4%	11%	14%	17%	5%	8%	9%	11%
NET: Satisfied		372	342	10	96	277	89	164	119	101	57	199	153	219
		75%	82%	47%	65%	80% a	76%	74%	76%	68%	70%	81%	77%	74%
NET: Dissatisfied		17	10	6	13	5	8	5	4	4	6	7	7	11
		3%	2%	27%	9% b	1%	7%	2%	3%	3%	8%	3%	3%	4%
Answered		444	380	21	128	316	112	198	134	122	76	224	182	262
Mean score		1.2	1.4	*	.9	1.4 a	1.1	1.2	1.3	1.2	1.0	1.4 b	1.2	1.2

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 179 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Collection reliability

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		563	148	182	119	114	330	233
Effective base		198	60	51	41	52	111	88
Weighted Base		495	143	125	126	100	269	226
Very Dissatisfied	(-2)	6	1	3	*	2	4	2
		1%	1%	2%	*%	2%	2%	1%
Fairly Dissatisfied	(-1)	11	3	3	-	5	6	5
		2%	2%	2%	-%	5%	2%	2%
Neither Satisfied Nor Dissatisfied	(0)	55	15	18	16	5	33	21
		11%	11%	15%	13%	5%	12%	9%
Fairly Satisfied	(1)	176	61	40	35	39	101	74
		35%	42%	32%	28%	39%	38%	33%
Very Satisfied	(2)	197	46	50	67	35	95	101
		40%	32%	40%	53%	35%	36%	45%
					a			
Don't Know (DO NOT READ OUT)		50	17	11	8	14	28	22
		10%	12%	9%	6%	14%	10%	10%
NET: Satisfied		372	106	90	102	74	197	176
		75%	74%	72%	81%	74%	73%	78%
NET: Dissatisfied		17	5	6	*	6	10	7
		3%	3%	5%	*%	6%	4%	3%
Answered		444	126	114	118	85	240	204
Mean score		1.2	1.2	1.1	1.4	1.2	1.2	1.3

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		563	162	401	320	104	33	106	243
Effective base		198	61	139	179	61	15	50	84
Weighted Base		495	130	365	468	22	3	2	26
Very Dissatisfied	(-2)	6	2	5	6	*	*	*	*
		1%	1%	1%	1%	2%	4%	1%	2%
Fairly Dissatisfied	(-1)	8	-	8	8	*	-	*	*
		2%	-%	2%	2%	2%	-%	3%	1%
Neither Satisfied Nor Dissatisfied	(0)	70	13	57	66	3	*	*	4
		14%	10%	16%	14%	15%	8%	9%	14%
Fairly Satisfied	(1)	159	41	118	151	6	1	1	8
		32%	31%	32%	32%	30%	20%	54% abce	31%
Very Satisfied	(2)	193	50	143	180	10	2	1	12
		39%	38%	39%	39%	47%	61% d	31%	47%
Don't Know (DO NOT READ OUT)		58	25	33	57	1	*	*	1
		12%	19% b	9%	12% d	5%	7%	2%	5%
NET: Satisfied		352	91	261	331	17	2	2	21
		71%	70%	72%	71%	76%	81%	85% a	78%
NET: Dissatisfied		15	2	13	14	1	*	*	1
		3%	1%	4%	3%	3%	4%	4%	3%
Answered		436	105	331	411	21	3	2	25
Mean score		1.2	1.3	1.2	1.2	1.2	1.4	1.1	1.3

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		563	182	85	53	51	86	106	320	104	139
Effective base		198	107	51	28	33	41	50	179	61	36
Weighted Base		495	301	127	40	12	12	2	468	22	5
Very Dissatisfied	(-2)	6	5	-	1	-	*	*	6	*	*
		1%	2%	-%	3%	-%	4%	1%	1%	2%	3%
Fairly Dissatisfied	(-1)	8	3	4	1	*	*	*	8	*	*
		2%	1%	3%	4%	1%	1%	3%	2%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	70	39	21	6	3	1	*	66	3	*
		14%	13%	17%	16%	22%	7%	9%	14%	15%	8%
Fairly Satisfied	(1)	159	93	44	14	4	3	1	151	6	2
		32%	31%	35%	34%	32%	25%	54% adegh	32%	30%	34%
Very Satisfied	(2)	193	121	44	15	6	6	1	180	10	2
		39%	40%	35%	37%	44%	52% f	31%	39%	47%	49%
Don't Know (DO NOT READ OUT)		58	41	13	3	*	1	*	57	1	*
		12%	14% df	11%	7%	1%	10%	2%	12% df	5%	5%
NET: Satisfied		352	214	89	29	10	9	2	331	17	4
		71%	71%	70%	71%	76%	78%	85% g	71%	76%	83%
NET: Dissatisfied		15	8	4	3	*	1	*	14	1	*
		3%	2%	3%	7%	1%	5%	4%	3%	3%	4%
Answered		436	260	113	38	12	11	2	411	21	5
Mean score		1.2	1.2	1.1	1.1	1.2	1.3	1.1	1.2	1.2	1.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		563	218	91	35	26	82
Effective base		198	118	31	12	3	10
Weighted Base		495	331	61	17	12	18
Very Dissatisfied	(-2)	6	5	1	-	-	-
		1%	1%	2%	-%	-%	-%
Fairly Dissatisfied	(-1)	8	4	3	1	-	*
		2%	1%	5%	8%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	70	50	7	5	2	3
		14%	15%	11%	31%	16%	14%
Fairly Satisfied	(1)	159	108	25	3	1	5
		32%	33%	41%	16%	8%	26%
Very Satisfied	(2)	193	124	15	7	8	10
		39%	37%	25%	39%	68%	58%
Don't Know (DO NOT READ OUT)		58	41	10	1	1	*
		12%	12%	16%	5%	7%	*%
NET: Satisfied		352	231	40	10	9	15
		71%	70%	66%	56%	76%	85%
NET: Dissatisfied		15	9	4	1	-	*
		3%	3%	7%	8%	-%	1%
Answered		436	290	51	17	11	18
Mean score		1.2	1.2	1.0	.9	1.6	1.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	*g	h	*i	j	k	l	m
Unweighted Base		563	37	38	59	14	30	40	21	35	27	301	78	71	113
Effective base		198	24	22	32	8	18	23	15	14	15	162	41	44	25
Weighted Base		495	48	48	103	16	39	66	56	34	32	442	27	18	7
Very Dissatisfied	(-2)	6	1	-	2	*	-	*	-	3	-	6	-	-	-
		1%	3%	-%	2%	*%	-%	*%	-%	9%	-%	1%	-%	-%	-%
Fairly Dissatisfied	(-1)	8	3	-	-	-	1	-	*	2	1	7	*	1	*
		2%	6%	-%	-%	-%	3%	-%	*%	6%	3%	2%	1%	4%	2%
Neither Satisfied Nor Dissatisfied	(0)	70	3	13	18	3	3	12	3	5	1	62	4	3	1
		14%	6%	27%	17%	20%	9%	18%	5%	16%	4%	14%	16%	18%	9%
Fairly Satisfied	(1)	159	22	12	25	6	18	16	23	6	5	134	13	7	5
		32%	45%	25%	24%	38%	47%	24%	42%	19%	15%	30%	50% cfhj	39%	62% bcfhj
Very Satisfied	(2)	193	16	21	54	7	12	26	18	8	17	179	6	6	2
		39%	33%	44%	53% km	42%	30%	40%	33%	23%	52%	40% k	23%	32%	27%
Don't Know (DO NOT READ OUT)		58	3	2	5	-	4	11	11	9	9	55	3	1	*
		12%	7%	4%	4%	-%	11% m	17% m	20%	28% clm	27%	12% m	10%	6%	*%
NET: Satisfied		352	37	34	79	13	30	42	42	14	21	312	20	13	7
		71%	79% h	69%	76% h	80%	77%	64%	75%	42%	67%	71% h	73% h	71% h	89% fhj
NET: Dissatisfied		15	4	-	2	*	1	*	*	5	1	13	*	1	*
		3%	9%	-%	2%	*%	3%	*%	*%	15% j	3%	3%	1%	4%	2%
Answered		436	44	47	99	16	35	55	45	25	23	388	24	17	7
Mean score		1.2	1.1	1.2	1.3 h	1.2	1.2	1.2	1.4	.6	1.6	1.2 h	1.0	1.1	1.2 h

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base		563	15	72	7	43	113	18	25	244	471	92	483	80
Effective base		198	4	27	3	16	40	7	6	94	163	38	180	20
Weighted Base		495	10	68	1	39	136	12	14	174	424	71	459	35
Very Dissatisfied	(-2)	6	-	-	-	*	3	-	-	3	6	-	6	-
		1%	-%	-%	-%	1%	2%	-%	-%	2%	2%	-%	1%	-%
Fairly Dissatisfied	(-1)	8	*	1	*	3	-	-	-	3	8	*	5	3
		2%	*%	2%	16%	9%	-%	-%	-%	2%	2%	*%	1%	8% a
Neither Satisfied Nor Dissatisfied	(0)	70	2	14	*	3	15	2	4	18	60	10	64	6
		14%	21%	21%	16%	7%	11%	18%	29%	10%	14%	14%	14%	17%
Fairly Satisfied	(1)	159	*	27	*	20	32	4	2	58	133	26	152	7
		32%	1%	40%	3%	53% e	23%	37%	16%	34%	31%	37%	33%	20%
Very Satisfied	(2)	193	4	22	*	10	66	5	3	72	172	21	177	16
		39%	37%	33%	18%	26%	49%	40%	23%	41%	41%	30%	38%	45%
Don't Know (DO NOT READ OUT)		58	4	3	*	2	20	1	4	20	45	14	55	3
		12%	41%	4%	48%	5%	15%	5%	32%	12%	11%	19%	12%	10%
NET: Satisfied		352	4	50	*	30	97	9	5	130	304	47	329	23
		71%	38%	73%	20%	78%	72%	77%	39%	75%	72%	66%	72%	65%
NET: Dissatisfied		15	*	1	*	4	3	-	-	6	14	*	12	3
		3%	*%	2%	16%	10%	2%	-%	-%	4%	3%	*%	3%	8%
Answered		436	6	65	1	37	116	11	9	154	379	57	404	32
Mean score		1.2	1.3	1.1	.4	1.0	1.4	1.2	.9	1.2	1.2	1.2	1.2	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		563	561	2	235	167	161
Effective base		198	197	1	90	44	67
Weighted Base		495	492	2	229	85	180
Very Dissatisfied	(-2)	6	6	-	2	2	3
		1%	1%	-%	1%	2%	2%
Fairly Dissatisfied	(-1)	8	8	-	7	*	1
		2%	2%	-%	3%	*%	1%
Neither Satisfied Nor Dissatisfied	(0)	70	70	*	24	16	30
		14%	14%	7%	11%	18%	17%
Fairly Satisfied	(1)	159	157	2	76	33	49
		32%	32%	93%	33%	39%	27%
Very Satisfied	(2)	193	193	-	91	32	70
		39%	39%	-%	40%	38%	39%
Don't Know (DO NOT READ OUT)		58	58	-	29	2	27
		12%	12%	-%	13%	3%	15%
							b
NET: Satisfied		352	350	2	168	65	119
		71%	71%	93%	73%	76%	66%
NET: Dissatisfied		15	15	-	8	2	4
		3%	3%	-%	4%	2%	2%
Answered		436	434	2	200	83	153
Mean score		1.2	1.2	.9	1.2	1.1	1.2

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		563	299	151	49	14	22	12	8	8	450	113	64	89	210	264
Effective base		198	133	47	12	2	6	3	3	3	180	19	10	42	91	65
Weighted Base		495	327	125	15	11	8	3	*	6	452	43	27	114	213	168
Very Dissatisfied	(-2)	6	3	3	-	-	-	-	-	-	6	-	-	-	3	3
		1%	1%	2%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	2%	2%
Fairly Dissatisfied	(-1)	8	4	*	2	-	*	-	*	3	4	4	3	*	3	5
		2%	1%	*%	10% i	-%	*%	-%	20%	49%	1%	10% ai	10% i	*%	2%	3%
Neither Satisfied Nor Dissatisfied	(0)	70	36	28	3	-	2	*	*	-	65	5	2	15	22	34
		14%	11%	23%	21%	-%	22%	9%	10%	-%	14%	12%	8%	13%	10%	20%
Fairly Satisfied	(1)	159	105	41	5	*	5	*	*	2	146	13	8	31	74	54
		32%	32%	33%	33%	4%	59%	11%	69%	39%	32%	30%	29%	27%	35%	32%
Very Satisfied	(2)	193	137	35	6	10	2	2	*	1	173	20	15	46	92	55
		39%	42%	28%	36%	96%	19%	81%	1%	12%	38%	47%	53%	40%	43%	33%
Don't Know (DO NOT READ OUT)		58	41	17	-	-	-	-	-	-	58	-	-	23	18	17
		12%	13%	14%	-%	-%	-%	-%	-%	-%	13%	-%	-%	20%	9%	10%
NET: Satisfied		352	243	76	11	11	6	3	*	3	319	33	23	77	166	109
		71%	74%	61%	69%	100%	78%	91%	70%	51%	70%	77%	82%	67%	78%	65%
NET: Dissatisfied		15	7	3	2	-	*	-	*	3	10	4	3	*	7	8
		3%	2%	3%	10%	-%	*%	-%	20%	49%	2%	10%	10%	*%	3%	4%
Answered		436	286	108	15	11	8	3	*	6	394	43	27	91	195	150
Mean score		1.2	1.3 b	1.0	1.0	2.0	1.0	1.7	.5	.1	1.2	1.1	1.3	1.3	1.3	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		563	341	303	412	439	170	211	235	43	38	28	25	21	22
Effective base		198	99	108	138	160	44	71	104	16	9	3	5	2	2
Weighted Base		495	234	247	341	383	96	192	259	37	17	12	7	7	3
Very Dissatisfied	(-2)	6	4	4	4	5	1	2	4	-	*	-	-	-	-
		1%	2%	2%	1%	1%	1%	1%	2%	-%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	8	5	8	8	2	3	2	2	3	-	1	2	-	*
		2%	2%	3%	2%	1%	3%	1%	1%	8%	-%	12%	30%	-%	6%
										a					
Neither Satisfied Nor Dissatisfied	(0)	70	27	40	50	51	9	18	41	*	4	1	2	2	2
		14%	11%	16%	15%	13%	9%	10%	16%	1%	21%	7%	27%	21%	65%
Fairly Satisfied	(1)	159	72	78	104	132	34	62	79	15	6	2	2	*	*
		32%	31%	32%	30%	34%	36%	32%	30%	41%	37%	13%	25%	1%	16%
Very Satisfied	(2)	193	100	88	134	147	39	78	98	19	7	8	1	1	*
		39%	43%	36%	39%	38%	41%	41%	38%	51%	39%	68%	19%	13%	13%
Don't Know (DO NOT READ OUT)		58	26	29	40	46	9	30	35	*	*	-	-	5	-
		12%	11%	12%	12%	12%	10%	16%	14%	*%	3%	-%	-%	64%	-%
NET: Satisfied		352	172	167	238	279	73	140	177	34	13	9	3	1	1
		71%	73%	67%	70%	73%	77%	73%	68%	92%	75%	81%	44%	15%	29%
NET: Dissatisfied		15	9	12	12	7	4	4	6	3	*	1	2	-	*
		3%	4%	5%	4%	2%	5%	2%	2%	8%	1%	12%	30%	-%	6%
Answered		436	208	218	301	338	87	162	224	37	17	12	7	3	3
Mean score		1.2	1.2	1.1	1.2	1.2	1.2	1.3	1.2	1.3	1.2	1.4	.3	.8	.3

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		563	306	34	19	23	12	28	17	57	88	77	125	81	41
Effective base		198	134	12	3	6	5	3	4	11	39	29	48	19	5
Weighted Base		495	331	26	10	6	4	3	3	10	98	80	102	50	12
Very Dissatisfied	(-2)	6	5	-	-	-	-	-	-	-	*	3	1	-	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	*%	4%	1%	-%	-%
Fairly Dissatisfied	(-1)	8	*	1	-	*	1	*	-	1	1	5	1	2	*
		2%	*%	5%	-%	*%	21%	5%	-%	10%	1%	6%	1%	3%	*%
				a						a					
Neither Satisfied Nor Dissatisfied	(0)	70	46	2	*	*	*	2	*	2	18	10	13	8	2
		14%	14%	9%	4%	2%	4%	67%	7%	24%	18%	13%	12%	16%	15%
Fairly Satisfied	(1)	159	109	13	4	3	3	*	*	3	20	26	41	16	1
		32%	33%	49%	39%	52%	69%	3%	11%	31%	21%	33%	40%	32%	4%
Very Satisfied	(2)	193	131	10	1	3	*	1	2	3	45	30	41	12	5
		39%	39%	37%	10%	46%	6%	25%	82%	35%	46%	38%	40%	25%	43%
Don't Know (DO NOT READ OUT)		58	41	-	5	-	-	-	-	-	13	5	5	12	5
		12%	12%	-%	46%	-%	-%	-%	-%	-%	14%	7%	5%	24%	38%
														c	c
NET: Satisfied		352	240	22	5	6	3	1	3	7	66	57	82	28	6
		71%	72%	86%	50%	98%	75%	28%	93%	66%	67%	71%	80%	57%	47%
NET: Dissatisfied		15	5	1	-	*	1	*	-	1	1	8	2	2	*
		3%	1%	5%	-%	*%	21%	5%	-%	10%	1%	10%	2%	3%	*%
Answered		436	290	26	6	6	4	3	3	10	84	74	97	38	8
Mean score		1.2	1.2	1.2	1.1	1.4	.6	.5	1.7	.9	1.3	1.0	1.2	1.0	1.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		563	102	86	131	78	42	306	35	94	319	244	307	105
Effective base		198	52	39	40	25	5	114	12	34	122	77	113	26
Weighted Base		495	115	102	103	51	12	287	24	70	293	202	266	75
Very Dissatisfied	(-2)	6	*	-	4	-	-	3	-	2	4	2	4	*
		1%	*%	-%	4%	-%	-%	1%	-%	2%	1%	1%	2%	*%
Fairly Dissatisfied	(-1)	8	-	1	*	2	-	2	*	*	3	5	3	5
		2%	-%	1%	*%	3%	-%	1%	*%	*%	1%	2%	1%	6%
Neither Satisfied Nor Dissatisfied	(0)	70	15	8	17	8	4	45	3	4	52	19	46	5
		14%	13%	8%	17%	15%	30%	16%	12%	5%	18%	9%	17%	7%
Fairly Satisfied	(1)	159	33	45	35	14	5	93	11	28	98	61	90	14
		32%	29%	44%	34%	28%	40%	32%	46%	39%	34%	30%	34%	18%
Very Satisfied	(2)	193	47	37	34	25	4	109	9	28	95	97	93	41
		39%	41%	37%	33%	48%	30%	38%	39%	40%	33%	48% a	35%	55%
Don't Know (DO NOT READ OUT)		58	20	10	13	3	-	36	1	9	40	18	30	10
		12%	17%	10%	12%	5%	-%	12%	4%	13%	14%	9%	11%	14%
NET: Satisfied		352	80	82	69	39	9	201	20	56	194	158	183	55
		71%	70%	81%	67%	77%	70%	70%	84%	79%	66%	78%	69%	73%
NET: Dissatisfied		15	*	1	4	2	-	5	*	2	8	7	8	5
		3%	*%	1%	4%	3%	-%	2%	*%	2%	3%	4%	3%	7%
Answered		436	95	91	91	48	12	251	23	61	253	184	236	65
Mean score		1.2	1.3	1.3	1.0	1.3	1.0	1.2	1.3	1.3	1.1	1.3	1.1	1.4

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		563	181	199	286	97	184	255	232	272	104	213	234	91
Effective base		198	77	62	114	18	78	84	60	84	24	71	87	26
Weighted Base		495	196	139	265	60	199	184	154	188	64	164	194	65
Very Dissatisfied	(-2)	6	4	*	4	*	4	*	1	3	-	1	3	-
		1%	2%	*%	2%	*%	2%	*%	1%	2%	-%	1%	2%	-%
Fairly Dissatisfied	(-1)	8	2	*	3	4	1	1	4	2	4	4	8	1
		2%	1%	*%	1%	6%	1%	1%	3%	1%	6%	3%	4%	2%
Neither Satisfied Nor Dissatisfied	(0)	70	27	18	50	*	30	21	20	23	8	27	30	14
		14%	14%	13%	19% b	*%	15%	12%	13%	12%	12%	17%	15%	21%
Fairly Satisfied	(1)	159	71	45	90	11	71	61	47	61	16	55	61	23
		32%	36%	32%	34%	18%	36%	33%	31%	32%	25%	34%	31%	35%
Very Satisfied	(2)	193	72	55	88	38	66	82	63	78	32	57	68	22
		39%	36%	39%	33%	64% a	33%	44%	41%	42%	50%	35%	35%	35%
Don't Know (DO NOT READ OUT)		58	21	21	30	7	27	18	18	22	4	18	24	4
		12%	11%	15%	11%	12%	14%	10%	11%	11%	7%	11%	13%	7%
NET: Satisfied		352	142	100	178	49	136	143	111	139	48	112	129	45
		71%	73%	72%	67%	82%	69%	78%	72%	74%	75%	69%	67%	70%
NET: Dissatisfied		15	6	*	7	4	6	1	5	5	4	6	11	1
		3%	3%	*%	3%	6%	3%	1%	3%	3%	6%	3%	6%	2%
Answered		436	176	118	235	53	172	166	136	167	59	146	170	60
Mean score		1.2	1.2	1.3	1.1	1.6 a	1.1	1.3	1.2	1.3	1.3	1.1	1.1	1.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		563	356	252	122	289	253	256	284	227	20
Effective base		198	124	96	37	93	96	98	100	79	4
Weighted Base		495	295	235	80	225	221	243	242	196	8
Very Dissatisfied	(-2)	6	2	3	-	4	4	4	1	3	-
		1%	1%	1%	-%	2%	2%	2%	1%	2%	-%
Fairly Dissatisfied	(-1)	8	2	2	1	2	3	1	2	3	-
		2%	1%	1%	2%	1%	1%	1%	1%	1%	-%
Neither Satisfied Nor Dissatisfied	(0)	70	47	24	15	26	39	29	32	31	*
		14%	16%	10%	19%	12%	18%	12%	13%	16%	1%
Fairly Satisfied	(1)	159	98	85	26	70	73	87	81	73	1
		32%	33%	36%	33%	31%	33%	36%	34%	37%	12%
Very Satisfied	(2)	193	108	91	28	97	75	93	97	60	7
		39%	37%	39%	35%	43%	34%	38%	40%	30%	88%
Don't Know (DO NOT READ OUT)		58	39	30	9	25	27	29	28	28	-
		12%	13%	13%	12%	11%	12%	12%	11%	14%	-%
NET: Satisfied		352	206	176	54	167	148	180	178	133	8
		71%	70%	75%	68%	74%	67%	74%	74%	68%	99%
NET: Dissatisfied		15	3	6	1	6	7	6	4	6	-
		3%	1%	2%	2%	3%	3%	2%	2%	3%	-%
Answered		436	256	205	70	199	195	215	214	169	8
Mean score		1.2	1.2	1.3	1.1	1.3	1.1	1.2	1.3	1.1	1.9

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base		563	135	133	163	47	23	240	201	51	34	42	10
Effective base		198	53	56	55	21	9	84	71	17	7	19	4
Weighted Base		495	136	137	126	49	19	195	171	43	19	37	9
Very Dissatisfied	(-2)	6	-	3	1	-	-	-	3	*	-	-	-
		1%	-%	2%	1%	-%	-%	-%	2%	*%	-%	-%	-%
Fairly Dissatisfied	(-1)	8	1	1	1	1	1	2	3	2	-	-	-
		2%	1%	1%	1%	3%	7%	1%	2%	4%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	70	13	10	19	10	3	29	20	6	7	6	3
		14%	9%	7%	15%	21%	13%	15%	12%	14%	38%	17%	37%
Fairly Satisfied	(1)	159	50	55	45	16	7	69	66	16	2	14	*
		32%	37%	40%	36%	32%	38%	36%	38%	38%	9%	38%	1%
Very Satisfied	(2)	193	57	49	48	20	8	72	51	19	3	14	3
		39%	42%	35%	38%	41%	41%	37%	30%	44%	19%	38%	35%
Don't Know (DO NOT READ OUT)		58	14	20	11	2	-	23	28	*	6	3	3
		12%	11%	15%	8%	3%	-%	12%	17%	*%	34% a	7%	28%
NET: Satisfied		352	107	103	94	36	15	141	117	35	5	28	3
		71%	79%	75%	74%	74%	79%	72%	68%	82% b	28%	75% b	36%
NET: Dissatisfied		15	1	4	3	1	1	2	6	2	-	-	-
		3%	1%	3%	2%	3%	7%	1%	3%	4%	-%	-%	-%
Answered		436	121	117	115	48	19	172	143	43	12	34	7
Mean score		1.2	1.3	1.2	1.2	1.2	1.1	1.2	1.1	1.2	.7	1.2	1.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base		563	445	344	488	419	363	366	449	133	2	377	28	180	258
Effective base		198	164	117	175	158	133	128	167	43	1	134	14	72	92
Weighted Base		495	399	262	423	379	305	276	414	102	2	329	34	182	226
Very Dissatisfied	(-2)	6	5	4	5	3	6	3	5	2	-	4	2	3	3
		1%	1%	2%	1%	1%	2%	1%	1%	2%	-%	1%	6%	2%	1%
Fairly Dissatisfied	(-1)	8	3	5	6	4	5	7	3	4	-	2	*	2	1
		2%	1%	2%	1%	1%	2%	3%	1%	4%	-%	1%	*%	1%	*%
Neither Satisfied Nor Dissatisfied	(0)	70	62	31	65	49	33	30	63	15	-	42	5	33	29
		14%	15%	12%	15%	13%	11%	11%	15%	15%	-%	13%	16%	18%	13%
Fairly Satisfied	(1)	159	131	76	133	138	98	96	132	42	*	113	10	56	76
		32%	33%	29%	32%	36%	32%	35%	32%	41%	2%	34%	29%	31%	34%
Very Satisfied	(2)	193	143	104	159	136	117	105	164	23	-	137	11	57	98
		39%	36%	40%	38%	36%	38%	38%	40%	23%	-%	42%	32%	31%	43%
									c						
Don't Know (DO NOT READ OUT)		58	55	42	55	50	45	35	47	16	2	30	6	31	20
		12%	14%	16%	13%	13%	15%	13%	11%	16%	98%	9%	18%	17%	9%
NET: Satisfied		352	274	180	292	274	215	201	296	65	*	250	21	113	174
		71%	69%	69%	69%	72%	71%	73%	72%	63%	2%	76%	61%	62%	77%
															a
NET: Dissatisfied		15	8	9	11	8	12	10	8	6	-	7	2	5	4
		3%	2%	4%	3%	2%	4%	4%	2%	6%	-%	2%	6%	3%	2%
Answered		436	344	220	368	330	260	241	367	86	*	299	28	151	207
Mean score		1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	.9	1.0	1.3	1.0	1.1	1.3

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		563	468	28	212	351	138	276	148	160	115	264	283	280
Effective base		198	166	10	61	138	49	92	58	64	34	94	90	110
Weighted Base		495	417	22	147	348	116	222	156	147	80	245	199	295
Very Dissatisfied	(-2)	6	2	5	5	2	3	3	*	4	-	2	*	6
		1%	*%	21%	3%	1%	3%	1%	*%	3%	-%	1%	*%	2%
Fairly Dissatisfied	(-1)	8	7	*	5	3	3	4	*	-	7	1	5	3
		2%	2%	1%	3%	1%	3%	2%	*%	-%	9% ac	*%	3%	1%
Neither Satisfied Nor Dissatisfied	(0)	70	41	6	25	45	18	30	22	17	15	32	23	47
		14%	10%	26%	17%	13%	15%	14%	14%	11%	19%	13%	12%	16%
Fairly Satisfied	(1)	159	144	3	53	106	41	80	37	48	30	69	66	93
		32%	35%	14%	36%	30%	35%	36%	24%	32%	38%	28%	33%	32%
Very Satisfied	(2)	193	178	7	39	154	46	77	70	54	22	113	88	105
		39%	43%	33%	26%	44% a	39%	35%	44%	37%	27%	46%	44%	36%
Don't Know (DO NOT READ OUT)		58	45	1	20	38	5	26	27	24	6	28	17	41
		12%	11%	4%	14%	11%	4%	12%	17% a	16%	7%	11%	8%	14%
NET: Satisfied		352	323	10	92	260	87	157	107	102	52	182	154	198
		71%	77%	47%	62%	75%	75%	71%	68%	69%	65%	74%	77%	67%
NET: Dissatisfied		15	8	5	9	5	7	7	1	4	7	3	6	9
		3%	2%	22%	6%	1%	6%	3%	*%	3%	9% c	1%	3%	3%
Answered		436	372	21	127	310	112	195	129	123	74	217	183	254
Mean score		1.2	1.3	.4	.9	1.3 a	1.1	1.1	1.4	1.2	.9	1.3 b	1.3	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 180 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Latest collection time

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		563	148	182	119	114	330	233
Effective base		198	60	51	41	52	111	88
Weighted Base		495	143	125	126	100	269	226
Very Dissatisfied	(-2)	6	1	3	*	2	4	2
		1%	1%	2%	*%	2%	2%	1%
Fairly Dissatisfied	(-1)	8	2	1	5	*	3	5
		2%	1%	1%	4%	*%	1%	2%
Neither Satisfied Nor Dissatisfied	(0)	70	18	26	13	13	44	26
		14%	13%	21%	10%	13%	17%	11%
Fairly Satisfied	(1)	159	47	39	35	38	86	73
		32%	33%	31%	28%	38%	32%	32%
Very Satisfied	(2)	193	49	44	66	34	93	100
		39%	34%	35%	52%	34%	35%	44%
Don't Know (DO NOT READ OUT)		58	26	12	8	13	37	21
		12%	18%	9%	6%	13%	14%	9%
NET: Satisfied		352	96	83	101	72	179	173
		71%	67%	66%	80%	72%	67%	76%
NET: Dissatisfied		15	3	4	5	2	8	7
		3%	2%	3%	4%	2%	3%	3%
Answered		436	118	114	118	87	231	205
Mean score		1.2	1.2	1.1	1.4	1.2	1.1	1.3

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		563	162	401	320	104	33	106	243
Effective base		198	61	139	179	61	15	50	84
Weighted Base		495	130	365	468	22	3	2	26
Very Dissatisfied	(-2)	8	7	*	7	*	*	*	1
		2%	6%	*%	2%	2%	4%	*%	2%
			b						
Fairly Dissatisfied	(-1)	13	5	8	13	*	-	*	*
		3%	4%	2%	3%	*%	-%	1%	*%
Neither Satisfied Nor Dissatisfied	(0)	55	4	51	51	3	*	*	4
		11%	3%	14%	11%	15%	7%	10%	13%
				a					
Fairly Satisfied	(1)	200	58	141	188	9	1	1	11
		40%	45%	39%	40%	43%	43%	49%	43%
Very Satisfied	(2)	193	43	150	184	8	1	1	10
		39%	33%	41%	39%	37%	33%	39%	37%
Don't Know (DO NOT READ OUT)		27	12	14	25	1	*	*	1
		5%	9%	4%	5%	4%	12%	2%	5%
NET: Satisfied		393	101	291	372	17	2	2	21
		79%	78%	80%	79%	79%	76%	88%	80%
NET: Dissatisfied		20	12	8	20	*	*	*	1
		4%	9%	2%	4%	2%	4%	1%	2%
			b						
Answered		468	118	350	443	21	3	2	25
Mean score		1.2	1.1	1.2	1.2	1.2	1.1	1.3	1.2

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		563	182	85	53	51	86	106	320	104	139
Effective base		198	107	51	28	33	41	50	179	61	36
Weighted Base		495	301	127	40	12	12	2	468	22	5
Very Dissatisfied	(-2)	8	1	4	1	*	*	*	7	*	*
		2%	*%	4%	4%	4%	1%	*%	2%	2%	3%
Fairly Dissatisfied	(-1)	13	7	4	2	-	*	*	13	*	*
		3%	2%	4%	4%	-%	*%	1%	3%	*%	*%
Neither Satisfied Nor Dissatisfied	(0)	55	33	16	2	2	1	*	51	3	*
		11%	11%	12%	6%	16%	11%	10%	11%	15%	8%
Fairly Satisfied	(1)	200	119	51	18	5	6	1	188	9	2
		40%	40%	40%	44%	39%	47%	49%	40%	43%	45%
Very Satisfied	(2)	193	127	43	14	5	4	1	184	8	2
		39%	42%	34%	36%	41%	31%	39%	39%	37%	35%
Don't Know (DO NOT READ OUT)		27	14	8	3	-	1	*	25	1	*
		5%	5%	7%	7%	-%	10%	2%	5%	4%	8%
NET: Satisfied		393	246	94	32	10	9	2	372	17	4
		79%	82%	74%	80%	80%	78%	88%	79%	79%	81%
NET: Dissatisfied		20	8	9	3	*	*	*	20	*	*
		4%	3%	7%	7%	4%	1%	1%	4%	2%	3%
Answered		468	287	118	38	12	11	2	443	21	4
Mean score		1.2	1.3	1.0	1.1	1.1	1.2	1.3	1.2	1.2	1.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		563	218	91	35	26	82
Effective base		198	118	31	12	3	10
Weighted Base		495	331	61	17	12	18
Very Dissatisfied	(-2)	8	*	6	*	-	1
		2%	*%	10%	3%	-%	6%
				a			
Fairly Dissatisfied	(-1)	13	8	2	2	*	-
		3%	2%	3%	10%	*%	-%
Neither Satisfied Nor Dissatisfied	(0)	55	45	5	1	1	1
		11%	14%	8%	5%	6%	6%
Fairly Satisfied	(1)	200	127	29	8	7	3
		40%	38%	47%	45%	60%	18%
Very Satisfied	(2)	193	137	17	6	3	12
		39%	42%	27%	32%	26%	70%
							b
Don't Know (DO NOT READ OUT)		27	14	3	1	1	*
		5%	4%	5%	5%	7%	*%
NET: Satisfied		393	264	45	14	10	16
		79%	80%	74%	78%	86%	87%
NET: Dissatisfied		20	8	8	2	*	1
		4%	2%	13%	13%	*%	6%
				a			
Answered		468	317	58	17	11	18
Mean score		1.2	1.2	.8	1.0	1.2	1.4
			b				

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	*g	h	*i	j	k	l	m
Unweighted Base		563	37	38	59	14	30	40	21	35	27	301	78	71	113
Effective base		198	24	22	32	8	18	23	15	14	15	162	41	44	25
Weighted Base		495	48	48	103	16	39	66	56	34	32	442	27	18	7
Very Dissatisfied	(-2)	8	1	-	*	-	-	4	-	-	1	7	*	-	-
		2%	3%	-%	*%	-%	-%	7%	-%	-%	4%	2%	1%	-%	-%
Fairly Dissatisfied	(-1)	13	-	3	3	-	5	-	-	-	-	11	1	1	*
		3%	-%	5%	3%	-%	13% j	-%	-%	-%	-%	2%	5%	3%	2%
Neither Satisfied Nor Dissatisfied	(0)	55	4	*	14	1	*	11	5	6	3	44	7	2	2
		11%	8%	1%	13%	7%	*%	16%	9%	17%	10%	10%	25% bej	12%	31% bej
Fairly Satisfied	(1)	200	26	21	30	6	19	24	27	13	13	179	11	7	3
		40%	55% c	44%	29%	35%	50%	36%	49%	38%	39%	40%	42%	37%	41%
Very Satisfied	(2)	193	14	22	55	8	14	19	19	14	13	177	7	7	2
		39%	30%	45%	53% km	48%	35%	28%	34%	41%	40%	40%	26%	40%	26%
Don't Know (DO NOT READ OUT)		27	2	2	2	2	1	8	4	1	2	24	1	1	*
		5%	4%	5%	2%	10%	1%	13% m	7%	4%	7%	6%	2%	8%	*%
NET: Satisfied		393	41	43	84	13	33	43	47	27	26	356	18	14	5
		79%	85%	89%	81%	83%	85%	65%	83%	79%	80%	80%	67%	77%	67%
NET: Dissatisfied		20	1	3	3	-	5	4	-	-	1	18	2	1	*
		4%	3%	5%	3%	-%	13%	7%	-%	-%	4%	4%	6%	3%	2%
Answered		468	46	46	101	14	38	58	52	33	30	418	26	17	7
Mean score		1.2	1.1	1.4 k	1.3 k	1.5	1.1	.9	1.3	1.3	1.2	1.2 k	.9	1.2	.9

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base		563	15	72	7	43	113	18	25	244	471	92	483	80
Effective base		198	4	27	3	16	40	7	6	94	163	38	180	20
Weighted Base		495	10	68	1	39	136	12	14	174	424	71	459	35
Very Dissatisfied	(-2)	8	-	-	-	-	*	-	4	3	6	1	8	*
		2%	-%	-%	-%	-%	*%	-%	32%	2%	2%	2%	2%	*%
Fairly Dissatisfied	(-1)	13	-	-	-	3	3	-	*	4	12	1	11	1
		3%	-%	-%	-%	8%	2%	-%	*%	2%	3%	1%	2%	4%
Neither Satisfied Nor Dissatisfied	(0)	55	*	9	*	7	7	3	1	21	50	5	48	7
		11%	*%	13%	16%	18%	5%	23%	8%	12%	12%	7%	10%	19%
Fairly Satisfied	(1)	200	*	29	*	25	51	3	4	61	169	31	185	14
		40%	1%	43%	24%	65% h	38%	23%	29%	35%	40%	44%	40%	41%
Very Satisfied	(2)	193	6	28	*	2	69	6	4	73	173	21	181	13
		39%	58%	41% d	12%	5%	51% d	54%	32%	42% d	41%	29%	39%	35%
Don't Know (DO NOT READ OUT)		27	4	2	*	2	4	-	-	12	15	12	26	*
		5%	41%	3%	48%	5%	3%	-%	-%	7%	3%	17% a	6%	1%
NET: Satisfied		393	6	57	*	27	121	9	8	133	341	52	366	27
		79%	59%	84%	36%	69%	89%	77%	60%	77%	81%	73%	80%	77%
NET: Dissatisfied		20	-	-	-	3	3	-	4	7	18	2	19	1
		4%	-%	-%	-%	8%	3%	-%	32%	4%	4%	3%	4%	4%
Answered		468	6	66	1	37	131	12	14	161	409	59	433	35
Mean score		1.2	2.0	1.3 d	.9	.7	1.4 d	1.3	.3	1.2 d	1.2	1.2	1.2	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		563	561	2	235	167	161
Effective base		198	197	1	90	44	67
Weighted Base		495	492	2	229	85	180
Very Dissatisfied	(-2)	8	8	-	1	*	6
		2%	2%	-%	1%	1%	3%
Fairly Dissatisfied	(-1)	13	13	-	5	7	1
		3%	3%	-%	2%	8%	1%
Neither Satisfied Nor Dissatisfied	(0)	55	55	*	28	12	15
		11%	11%	7%	12%	14%	9%
Fairly Satisfied	(1)	200	198	2	95	35	70
		40%	40%	93%	41%	41%	39%
Very Satisfied	(2)	193	193	-	81	28	84
		39%	39%	-%	35%	33%	47%
Don't Know (DO NOT READ OUT)		27	27	-	20	3	4
		5%	5%	-%	9%	3%	2%
NET: Satisfied		393	391	2	176	64	154
		79%	79%	93%	77%	74%	85%
NET: Dissatisfied		20	20	-	6	7	7
		4%	4%	-%	3%	9%	4%
Answered		468	466	2	210	83	176
Mean score		1.2	1.2	.9	1.2	1.0	1.3

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		563	299	151	49	14	22	12	8	8	450	113	64	89	210	264
Effective base		198	133	47	12	2	6	3	3	3	180	19	10	42	91	65
Weighted Base		495	327	125	15	11	8	3	*	6	452	43	27	114	213	168
Very Dissatisfied	(-2)	8	8	*	-	-	-	-	-	-	8	-	-	1	6	*
		2%	2%	*%	-%	-%	-%	-%	-%	-%	2%	-%	-%	1%	3%	*%
Fairly Dissatisfied	(-1)	13	5	5	2	-	*	*	-	-	10	3	*	1	4	8
		3%	1%	4%	15% ai	-%	*%	9%	-%	-%	2%	6%	1%	1%	2%	5%
Neither Satisfied Nor Dissatisfied	(0)	55	34	15	2	-	1	*	*	3	50	5	4	11	23	21
		11%	10%	12%	11%	-%	8%	9%	10%	49%	11%	13%	14%	10%	11%	12%
Fairly Satisfied	(1)	200	130	49	5	10	6	*	*	*	179	21	16	30	100	70
		40%	40%	39%	35%	91%	69%	1%	10%	5%	40%	49%	57%	26%	47% a	42%
Very Satisfied	(2)	193	127	53	6	1	2	2	*	3	180	13	8	55	72	66
		39%	39%	42%	37%	9%	23%	81%	80%	46%	40%	31%	28%	48%	34%	40%
Don't Know (DO NOT READ OUT)		27	24	2	*	-	-	*	-	-	26	*	*	16	8	3
		5%	7%	2%	3%	-%	-%	*%	-%	-%	6%	1%	*%	14% bc	4%	2%
NET: Satisfied		393	257	102	11	11	8	2	*	3	358	34	23	85	172	136
		79%	79%	81%	72%	100%	91%	82%	90%	51%	79%	81%	85%	74%	81%	81%
NET: Dissatisfied		20	12	5	2	-	*	*	-	-	18	3	*	2	10	8
		4%	4%	4%	15%	-%	*%	9%	-%	-%	4%	6%	1%	2%	5%	5%
Answered		468	303	122	15	11	8	3	*	6	426	42	27	98	205	165
Mean score		1.2	1.2	1.2	1.0	1.1	1.1	1.5	1.7	1.0	1.2	1.1	1.1	1.4	1.1	1.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		563	341	303	412	439	170	211	235	43	38	28	25	21	22
Effective base		198	99	108	138	160	44	71	104	16	9	3	5	2	2
Weighted Base		495	234	247	341	383	96	192	259	37	17	12	7	7	3
Very Dissatisfied	(-2)	8	6	6	6	6	1	4	6	-	*	-	-	-	-
		2%	2%	2%	2%	2%	1%	2%	2%	-%	1%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	13	4	7	7	12	3	6	5	*	-	*	2	-	*
		3%	2%	3%	2%	3%	3%	3%	2%	*%	-%	*%	27%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	55	21	34	40	37	10	12	28	4	4	1	3	1	*
		11%	9%	14%	12%	10%	10%	6%	11%	10%	23%	8%	38%	19%	6%
Fairly Satisfied	(1)	200	80	101	141	162	37	75	105	15	9	9	*	*	2
		40%	34%	41%	41%	42%	39%	39%	40%	42%	52%	78%	1%	3%	77%
Very Satisfied	(2)	193	105	93	130	147	39	81	98	18	4	2	2	6	*
		39%	45%	38%	38%	38%	41%	42%	38%	48%	22%	14%	35%	78%	16%
Don't Know (DO NOT READ OUT)		27	18	6	18	17	6	13	18	-	*	-	-	*	-
		5%	8%	2%	5%	5%	6%	7%	7%	-%	3%	-%	-%	*%	-%
NET: Satisfied		393	185	194	271	310	76	156	203	33	13	11	2	6	3
		79%	79%	78%	79%	81%	80%	81%	78%	90%	74%	92%	36%	81%	93%
NET: Dissatisfied		20	10	13	13	19	4	11	11	*	*	*	2	-	*
		4%	4%	5%	4%	5%	4%	6%	4%	*%	1%	*%	27%	-%	1%
Answered		468	216	241	323	366	90	179	241	37	17	12	7	7	3
Mean score		1.2	1.3	1.1	1.2	1.2	1.2	1.2	1.2	1.4	1.0	1.1	.4	1.6	1.1

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		563	306	34	19	23	12	28	17	57	88	77	125	81	41
Effective base		198	134	12	3	6	5	3	4	11	39	29	48	19	5
Weighted Base		495	331	26	10	6	4	3	3	10	98	80	102	50	12
Very Dissatisfied	(-2)	8	6	-	-	-	-	-	-	-	*	-	1	4	-
		2%	2%	-%	-%	-%	-%	-%	-%	-%	*%	-%	1%	9%	-%
Fairly Dissatisfied	(-1)	13	9	2	-	*	-	2	-	2	2	*	2	1	2
		3%	3%	7%	-%	*%	-%	59%	-%	18% a	2%	*%	2%	2%	15%
Neither Satisfied Nor Dissatisfied	(0)	55	33	2	1	*	1	*	*	1	8	15	7	9	*
		11%	10%	6%	10%	6%	26%	5%	7%	14%	9%	19%	7%	18%	*%
Fairly Satisfied	(1)	200	143	10	4	3	2	*	*	2	28	44	46	22	1
		40%	43%	38%	38%	50%	43%	12%	9%	23%	28%	55% a	45%	43%	12%
Very Satisfied	(2)	193	123	13	5	2	1	1	3	4	47	19	44	11	9
		39%	37%	48%	52%	44%	31%	23%	84%	45%	49% bd	24%	43%	21%	73% bd
Don't Know (DO NOT READ OUT)		27	17	*	-	-	-	-	-	-	12	2	1	3	-
		5%	5%	2%	-%	-%	-%	-%	-%	-%	12% c	2%	1%	6%	-%
NET: Satisfied		393	266	22	9	5	3	1	3	7	75	63	90	32	10
		79%	80%	86%	90%	94%	74%	36%	93%	68%	77%	79%	88% d	65%	85%
NET: Dissatisfied		20	15	2	-	*	-	2	-	2	2	*	3	5	2
		4%	5%	7%	-%	*%	-%	59%	-%	18%	2%	*%	3%	11%	15%
Answered		468	314	26	10	6	4	3	3	10	85	78	101	47	12
Mean score		1.2	1.2	1.3	1.4	1.4	1.1	*	1.8	1.0	1.4 bd	1.0	1.3 d	.7	1.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		563	102	86	131	78	42	306	35	94	319	244	307	105
Effective base		198	52	39	40	25	5	114	12	34	122	77	113	26
Weighted Base		495	115	102	103	51	12	287	24	70	293	202	266	75
Very Dissatisfied	(-2)	8	-	4	1	*	-	1	-	6	2	5	1	5
		2%	-%	4%	1%	1%	-%	*%	-%	8% a	1%	3%	*%	6%
Fairly Dissatisfied	(-1)	13	3	1	3	3	2	10	*	2	6	6	6	1
		3%	3%	1%	3%	6%	14%	4%	*%	3%	2%	3%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	55	7	14	9	6	1	28	3	6	31	24	27	13
		11%	6%	14%	9%	12%	7%	10%	13%	9%	11%	12%	10%	17%
Fairly Satisfied	(1)	200	43	49	43	20	7	134	4	24	119	81	118	23
		40%	38%	48%	41%	39%	57%	47% b	16%	34%	41%	40%	44%	31%
Very Satisfied	(2)	193	50	27	47	20	3	105	16	25	116	77	98	32
		39%	44%	27%	45%	40%	22%	37%	67% a	35%	40%	38%	37%	42%
Don't Know (DO NOT READ OUT)		27	12	5	*	1	-	9	1	8	18	9	15	3
		5%	10% c	5%	*%	1%	-%	3%	4%	11%	6%	4%	6%	4%
NET: Satisfied		393	93	77	90	41	10	239	20	49	235	158	216	55
		79%	81%	75%	87%	79%	79%	83%	83%	69%	80%	78%	81%	73%
NET: Dissatisfied		20	3	6	5	4	2	11	*	8	9	11	8	5
		4%	3%	5%	5%	7%	14%	4%	*%	11%	3%	6%	3%	7%
Answered		468	103	96	103	51	12	278	23	63	275	193	251	72
Mean score		1.2	1.4 b	1.0	1.3	1.1	.9	1.2	1.6	1.0	1.2	1.1	1.2	1.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		563	181	199	286	97	184	255	232	272	104	213	234	91
Effective base		198	77	62	114	18	78	84	60	84	24	71	87	26
Weighted Base		495	196	139	265	60	199	184	154	188	64	164	194	65
Very Dissatisfied	(-2)	8	1	5	1	5	6	1	6	4	4	6	4	4
		2%	1%	3%	*%	8%	3%	*%	4%	2%	7%	3%	2%	7%
Fairly Dissatisfied	(-1)	13	5	8	7	-	5	8	2	4	2	5	5	3
		3%	2%	6%	3%	-%	2%	4%	1%	2%	3%	3%	3%	5%
Neither Satisfied Nor Dissatisfied	(0)	55	21	10	26	8	18	19	16	18	9	15	28	6
		11%	11%	7%	10%	13%	9%	10%	11%	10%	13%	9%	15%	10%
Fairly Satisfied	(1)	200	77	63	114	19	77	86	58	56	20	74	67	24
		40%	39%	45%	43%	31%	38%	47%	38%	30%	31%	45%	34%	37%
Very Satisfied	(2)	193	85	48	102	26	84	63	65	87	26	62	84	27
		39%	43%	35%	38%	44%	42%	34%	42%	46%	41%	38%	43%	42%
Don't Know (DO NOT READ OUT)		27	8	5	15	3	10	8	8	18	3	3	6	*
		5%	4%	4%	6%	5%	5%	4%	5%	10%	5%	2%	3%	*%
NET: Satisfied		393	162	111	216	45	161	149	122	144	46	136	151	51
		79%	83%	80%	81%	74%	81%	81%	80%	76%	72%	83%	77%	79%
NET: Dissatisfied		20	6	12	8	5	10	8	8	8	6	10	9	7
		4%	3%	9%	3%	8%	5%	5%	5%	4%	10%	6%	5%	12%
Answered		468	189	134	250	58	189	176	146	170	61	161	188	65
Mean score		1.2	1.3	1.1	1.2	1.1	1.2	1.1	1.2	1.3	1.0	1.1	1.2	1.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		563	356	252	122	289	253	256	284	227	20
Effective base		198	124	96	37	93	96	98	100	79	4
Weighted Base		495	295	235	80	225	221	243	242	196	8
Very Dissatisfied	(-2)	8	6	5	4	6	6	6	1	*	-
		2%	2%	2%	6%	3%	3%	2%	1%	*%	-%
Fairly Dissatisfied	(-1)	13	11	9	3	4	7	6	5	5	-
		3%	4%	4%	4%	2%	3%	3%	2%	2%	-%
Neither Satisfied Nor Dissatisfied	(0)	55	28	26	10	18	25	23	17	20	*
		11%	9%	11%	12%	8%	11%	10%	7%	10%	2%
Fairly Satisfied	(1)	200	129	92	22	77	88	98	102	78	1
		40%	44%	39%	27%	34%	40%	40%	42%	40%	16%
Very Satisfied	(2)	193	111	94	39	102	89	105	104	77	6
		39%	38%	40%	49%	45%	40%	43%	43%	39%	82%
Don't Know (DO NOT READ OUT)		27	10	8	1	18	6	6	12	17	-
		5%	3%	4%	2%	8%	3%	2%	5%	9%	-%
NET: Satisfied		393	240	186	61	179	177	202	206	155	8
		79%	81%	79%	77%	80%	80%	83%	85%	79%	98%
NET: Dissatisfied		20	18	15	7	10	13	12	7	5	-
		4%	6%	6%	9%	4%	6%	5%	3%	2%	-%
Answered		468	285	227	78	207	215	237	230	180	8
Mean score		1.2	1.1	1.2	1.1	1.3	1.2	1.2	1.3	1.3	1.8

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base		563	135	133	163	47	23	240	201	51	34	42	10
Effective base		198	53	56	55	21	9	84	71	17	7	19	4
Weighted Base		495	136	137	126	49	19	195	171	43	19	37	9
Very Dissatisfied	(-2)	8	*	-	6	-	-	*	-	*	4	-	-
		2%	*%	-%	5%	-%	-%	*%	-%	*%	24%	-%	-%
Fairly Dissatisfied	(-1)	13	2	3	2	2	-	3	3	2	2	-	-
		3%	1%	2%	2%	4%	-%	2%	2%	4%	11%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	55	11	12	11	5	1	19	17	3	2	9	*
		11%	8%	8%	9%	10%	7%	10%	10%	8%	10%	24%	4%
Fairly Satisfied	(1)	200	50	59	47	17	8	72	67	19	5	18	3
		40%	37%	43%	38%	35%	42%	37%	39%	45%	25%	47%	28%
Very Satisfied	(2)	193	69	60	55	25	8	88	68	18	4	11	6
		39%	51%	43%	44%	51%	43%	45%	40%	42%	20%	29%	67%
Don't Know (DO NOT READ OUT)		27	4	4	4	-	1	12	16	*	2	-	-
		5%	3%	3%	3%	-%	8%	6%	9%	*%	10%	-%	-%
NET: Satisfied		393	119	119	103	43	16	161	135	37	8	28	9
		79%	88%	87%	82%	86%	86%	82%	79%	88% b	45%	76%	96%
NET: Dissatisfied		20	2	3	8	2	-	3	3	2	6	-	-
		4%	1%	2%	6%	4%	-%	2%	2%	5%	34% c	-%	-%
Answered		468	132	133	122	49	17	183	155	43	17	37	9
Mean score		1.2	1.4	1.3	1.2	1.3	1.4	1.3	1.3	1.3 b	.1	1.1	1.6

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base		563	445	344	488	419	363	366	449	133	2	377	28	180	258
Effective base		198	164	117	175	158	133	128	167	43	1	134	14	72	92
Weighted Base		495	399	262	423	379	305	276	414	102	2	329	34	182	226
Very Dissatisfied	(-2)	8	8	7	8	7	8	7	8	6	-	1	5	5	3
		2%	2%	3%	2%	2%	2%	3%	2%	5%	-%	*%	13%	3%	1%
Fairly Dissatisfied	(-1)	13	10	8	10	12	7	9	11	3	-	5	1	6	2
		3%	3%	3%	2%	3%	2%	3%	3%	3%	-%	2%	2%	3%	1%
Neither Satisfied Nor Dissatisfied	(0)	55	36	35	45	37	31	24	41	15	*	27	9	32	11
		11%	9%	13%	11%	10%	10%	9%	10%	15%	2%	8%	26%	17% b	5%
Fairly Satisfied	(1)	200	161	95	171	156	105	112	156	39	-	130	16	73	91
		40%	40%	36%	41%	41%	34%	41%	38%	38%	-%	40%	49%	40%	40%
Very Satisfied	(2)	193	158	108	162	149	137	108	173	38	-	150	3	60	105
		39%	39%	41%	38%	39%	45%	39%	42%	37%	-%	45%	10%	33%	46%
Don't Know (DO NOT READ OUT)		27	27	9	27	19	18	16	25	1	2	15	-	7	15
		5%	7%	3%	6%	5%	6%	6%	6%	1%	98%	5%	-%	4%	7%
NET: Satisfied		393	318	203	334	304	242	220	329	77	-	280	20	132	196
		79%	80%	78%	79%	80%	79%	80%	79%	75%	-%	85%	59%	73%	87% a
NET: Dissatisfied		20	18	15	18	19	15	16	19	9	-	7	5	11	4
		4%	5%	6%	4%	5%	5%	6%	5%	9%	-%	2%	15%	6%	2%
Answered		468	373	253	396	360	287	260	389	101	*	314	34	175	211
Mean score		1.2	1.2	1.1	1.2	1.2	1.2	1.2	1.2	1.0	-	1.3	.4	1.0	1.4 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		563	468	28	212	351	138	276	148	160	115	264	283	280
Effective base		198	166	10	61	138	49	92	58	64	34	94	90	110
Weighted Base		495	417	22	147	348	116	222	156	147	80	245	199	295
Very Dissatisfied	(-2)	8	5	3	2	6	1	*	6	2	-	6	6	1
		2%	1%	12%	1%	2%	1%	*%	4%	1%	-%	2%	3%	*%
Fairly Dissatisfied	(-1)	13	8	2	10	2	4	6	3	9	1	3	8	4
		3%	2%	11%	7% b	1%	3%	3%	2%	6%	2%	1%	4%	2%
Neither Satisfied Nor Dissatisfied	(0)	55	32	5	27	28	13	28	14	14	14	19	24	31
		11%	8%	21%	18% b	8%	11%	13%	9%	10%	18%	8%	12%	10%
Fairly Satisfied	(1)	200	171	9	77	123	60	80	60	60	43	88	72	128
		40%	41%	39%	52% b	35%	51%	36%	38%	41%	54%	36%	36%	43%
Very Satisfied	(2)	193	181	4	29	164	39	89	66	55	17	118	81	112
		39%	44%	17%	20%	47% a	33%	40%	42%	38%	21%	48% b	41%	38%
Don't Know (DO NOT READ OUT)		27	19	-	2	24	-	19	7	7	4	11	8	19
		5%	4%	-%	1%	7%	-%	9% a	5%	5%	5%	4%	4%	6%
NET: Satisfied		393	353	12	106	287	99	168	126	115	60	206	153	240
		79%	85%	56%	72%	83%	85%	76%	81%	78%	75%	84%	77%	81%
NET: Dissatisfied		20	13	5	12	8	5	6	9	10	1	9	14	6
		4%	3%	23%	8%	2%	4%	3%	6%	7%	2%	4%	7%	2%
Answered		468	398	22	145	323	116	202	149	140	76	234	192	276
Mean score		1.2	1.3	.4	.8	1.4 a	1.1	1.2	1.2	1.1	1.0	1.3	1.1	1.2

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 181 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Amount / level of lost post sent

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		563	148	182	119	114	330	233
Effective base		198	60	51	41	52	111	88
Weighted Base		495	143	125	126	100	269	226
Very Dissatisfied	(-2)	8	6	1	*	1	6	1
		2%	4%	*%	*%	1%	2%	1%
Fairly Dissatisfied	(-1)	13	3	2	2	5	5	7
		3%	2%	2%	2%	5%	2%	3%
Neither Satisfied Nor Dissatisfied	(0)	55	11	17	23	4	28	27
		11%	8%	13%	18%	4%	10%	12%
					d			
Fairly Satisfied	(1)	200	68	50	41	40	118	82
		40%	47%	40%	33%	40%	44%	36%
Very Satisfied	(2)	193	47	42	58	47	89	105
		39%	33%	33%	46%	47%	33%	46%
Don't Know (DO NOT READ OUT)		27	8	14	2	3	22	4
		5%	6%	11%	1%	3%	8%	2%
NET: Satisfied		393	115	92	99	87	207	186
		79%	80%	73%	79%	87%	77%	82%
NET: Dissatisfied		20	9	3	2	6	12	9
		4%	6%	2%	2%	6%	4%	4%
Answered		468	135	111	124	97	246	222
Mean score		1.2	1.1	1.2	1.2	1.3	1.1	1.3

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		563	162	401	320	104	33	106	243
Effective base		198	61	139	179	61	15	50	84
Weighted Base		495	130	365	468	22	3	2	26
Very Dissatisfied	(-2)	15	6	9	14	1	*	*	1
		3%	5%	2%	3%	5%	5%	2%	5%
Fairly Dissatisfied	(-1)	30	2	28	29	*	*	*	*
		6%	1%	8%	6%	1%	7%	2%	1%
Neither Satisfied Nor Dissatisfied	(0)	100	26	75	94	5	*	*	6
		20%	20%	20%	20%	25%	2%	19%	22%
						c			
Fairly Satisfied	(1)	210	73	137	198	9	1	1	11
		42%	56%	38%	42%	43%	43%	45%	43%
			b						
Very Satisfied	(2)	134	23	112	128	5	1	1	7
		27%	17%	31%	27%	23%	36%	30%	25%
				a					
Don't Know (DO NOT READ OUT)		6	1	4	5	1	*	*	1
		1%	1%	1%	1%	3%	7%	2%	3%
NET: Satisfied		344	95	249	326	14	2	1	18
		70%	73%	68%	70%	67%	79%	75%	69%
NET: Dissatisfied		45	8	37	43	1	*	*	2
		9%	6%	10%	9%	6%	12%	4%	6%
Answered		489	129	360	463	21	3	2	26
Mean score		.9	.8	.9	.9	.8	1.0	1.0	.9

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		563	182	85	53	51	86	106	320	104	139
Effective base		198	107	51	28	33	41	50	179	61	36
Weighted Base		495	301	127	40	12	12	2	468	22	5
Very Dissatisfied	(-2)	15	10	3	1	*	1	*	14	1	*
		3%	3%	2%	3%	4%	6%	2%	3%	5%	4%
Fairly Dissatisfied	(-1)	30	14	15	*	*	*	*	29	*	*
		6%	5%	12%	*%	*%	3%	2%	6%	1%	5%
				dfh							
Neither Satisfied Nor Dissatisfied	(0)	100	63	27	5	4	1	*	94	5	*
		20%	21%	21%	11%	33%	11%	19%	20%	25%	9%
						cei				i	
Fairly Satisfied	(1)	210	125	46	27	5	6	1	198	9	2
		42%	41%	37%	68%	41%	46%	45%	42%	43%	44%
					abdgh						
Very Satisfied	(2)	134	85	35	7	3	3	1	128	5	2
		27%	28%	28%	18%	22%	28%	30%	27%	23%	34%
Don't Know (DO NOT READ OUT)		6	5	-	-	-	1	*	5	1	*
		1%	2%	-%	-%	-%	6%	2%	1%	3%	5%
							g				
NET: Satisfied		344	210	82	35	8	9	1	326	14	4
		70%	70%	64%	86%	63%	74%	75%	70%	67%	77%
					bd						
NET: Dissatisfied		45	24	18	1	*	1	*	43	1	*
		9%	8%	14%	3%	4%	9%	4%	9%	6%	9%
Answered		489	296	127	40	12	11	2	463	21	5
Mean score		.9	.9	.8	1.0	.8	.9	1.0	.9	.8	1.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		563	218	91	35	26	82
Effective base		198	118	31	12	3	10
Weighted Base		495	331	61	17	12	18
Very Dissatisfied	(-2)	15	13	2	*	*	-
		3%	4%	2%	3%	*%	-%
Fairly Dissatisfied	(-1)	30	15	3	3	7	*
		6%	4%	5%	18%	56%	1%
Neither Satisfied Nor Dissatisfied	(0)	100	66	19	2	1	7
		20%	20%	31%	10%	9%	41%
Fairly Satisfied	(1)	210	131	29	6	3	5
		42%	40%	48%	37%	28%	31%
Very Satisfied	(2)	134	101	9	6	1	5
		27%	31%	14%	33%	7%	28%
Don't Know (DO NOT READ OUT)		6	4	-	-	-	-
		1%	1%	-%	-%	-%	-%
NET: Satisfied		344	232	38	12	4	10
		70%	70%	62%	70%	35%	58%
NET: Dissatisfied		45	27	5	4	7	*
		9%	8%	8%	20%	56%	1%
Answered		489	326	61	17	12	18
Mean score		.9	.9	.7	.8	-.1	.8

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	*g	h	*i	j	k	l	m
Unweighted Base		563	37	38	59	14	30	40	21	35	27	301	78	71	113
Effective base		198	24	22	32	8	18	23	15	14	15	162	41	44	25
Weighted Base		495	48	48	103	16	39	66	56	34	32	442	27	18	7
Very Dissatisfied	(-2)	15	4	-	4	*	2	3	-	-	-	14	1	-	1
		3%	9%	-%	4%	*%	5%	5%	-%	-%	-%	3%	2%	-%	7%
			l												
Fairly Dissatisfied	(-1)	30	3	1	2	-	4	-	13	2	1	26	3	1	*
		6%	6%	3%	2%	-%	9%	-%	23%	6%	4%	6%	10%	7%	2%
Neither Satisfied Nor Dissatisfied	(0)	100	3	15	29	5	5	11	5	12	7	92	5	3	1
		20%	6%	30%	28%	32%	13%	17%	9%	34%	22%	21%	17%	15%	17%
				a	a					a					
Fairly Satisfied	(1)	210	28	23	33	8	17	29	23	9	18	187	10	9	4
		42%	58%	47%	32%	52%	43%	43%	41%	26%	56%	42%	38%	50%	48%
Very Satisfied	(2)	134	10	10	35	3	11	19	15	11	6	119	8	5	2
		27%	21%	20%	33%	16%	29%	29%	28%	32%	19%	27%	29%	28%	26%
Don't Know (DO NOT READ OUT)		6	-	*	-	-	*	4	-	*	-	5	1	-	-
		1%	-%	*%	-%	-%	1%	6%	-%	1%	-%	1%	3%	-%	-%
NET: Satisfied		344	38	32	68	11	28	47	39	20	24	306	18	14	6
		70%	79%	67%	66%	68%	72%	72%	69%	58%	74%	69%	68%	78%	74%
NET: Dissatisfied		45	7	1	6	*	5	3	13	2	1	39	3	1	1
		9%	15%	3%	6%	*%	14%	5%	23%	6%	4%	9%	12%	7%	9%
Answered		489	48	48	103	16	39	62	56	33	32	437	26	18	7
Mean score		.9	.8	.8	.9	.8	.8	1.0	.7	.8	.9	.9	.8	1.0	.8

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base		563	15	72	7	43	113	18	25	244	471	92	483	80
Effective base		198	4	27	3	16	40	7	6	94	163	38	180	20
Weighted Base		495	10	68	1	39	136	12	14	174	424	71	459	35
Very Dissatisfied	(-2)	15	*	*	-	*	2	*	1	9	15	*	15	*
		3%	*%	1%	-%	1%	2%	2%	8%	5%	3%	1%	3%	*%
Fairly Dissatisfied	(-1)	30	-	8	-	3	10	-	-	9	22	8	27	3
		6%	-%	12%	-%	7%	7%	-%	-%	5%	5%	11%	6%	9%
Neither Satisfied Nor Dissatisfied	(0)	100	*	16	*	7	20	*	9	36	84	16	95	5
		20%	1%	23%	21%	18%	14%	3%	62%	21%	20%	23%	21%	15%
Fairly Satisfied	(1)	210	2	29	*	24	58	7	3	65	179	31	192	18
		42%	24%	42%	18%	61%	43%	60%	24%	38%	42%	44%	42%	50%
Very Satisfied	(2)	134	4	15	*	5	46	4	1	54	123	11	125	9
		27%	35%	22%	12%	12%	34%	35%	6%	31%	29%	16%	27%	25%
Don't Know (DO NOT READ OUT)		6	4	*	*	-	*	-	-	1	1	4	5	*
		1%	41%	*%	48%	-%	*%	-%	-%	*%	*%	6% a	1%	1%
NET: Satisfied		344	6	44	*	28	104	11	4	119	302	42	318	26
		70%	58%	64%	30%	74%	77%	95%	30%	69%	71%	60%	69%	75%
NET: Dissatisfied		45	*	8	-	3	12	*	1	18	37	8	42	3
		9%	*%	12%	-%	8%	9%	2%	8%	10%	9%	11%	9%	9%
Answered		489	6	68	1	39	135	12	14	173	422	67	454	35
Mean score		.9	1.6	.7	.8	.8	1.0	1.3	.2	.8	.9	.7	.9	.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		563	561	2	235	167	161
Effective base		198	197	1	90	44	67
Weighted Base		495	492	2	229	85	180
Very Dissatisfied	(-2)	15	15	-	4	4	7
		3%	3%	-%	2%	5%	4%
Fairly Dissatisfied	(-1)	30	30	-	13	3	14
		6%	6%	-%	6%	3%	8%
Neither Satisfied Nor Dissatisfied	(0)	100	100	*	33	27	41
		20%	20%	7%	14%	31%	23%
						a	
Fairly Satisfied	(1)	210	208	2	118	34	58
		42%	42%	93%	52%	39%	32%
					c		
Very Satisfied	(2)	134	134	-	56	18	61
		27%	27%	-%	24%	21%	34%
Don't Know (DO NOT READ OUT)		6	6	-	5	*	*
		1%	1%	-%	2%	*%	*%
NET: Satisfied		344	342	2	174	52	118
		70%	69%	93%	76%	61%	66%
NET: Dissatisfied		45	45	-	17	7	21
		9%	9%	-%	7%	8%	12%
Answered		489	487	2	224	85	180
Mean score		.9	.9	.9	.9	.7	.8

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		563	299	151	49	14	22	12	8	8	450	113	64	89	210	264
Effective base		198	133	47	12	2	6	3	3	3	180	19	10	42	91	65
Weighted Base		495	327	125	15	11	8	3	*	6	452	43	27	114	213	168
Very Dissatisfied	(-2)	15	8	7	-	-	*	-	-	-	15	*	*	-	8	7
		3%	2%	5%	-%	-%	4%	-%	-%	-%	3%	1%	1%	-%	4%	4%
Fairly Dissatisfied	(-1)	30	14	3	3	6	*	-	-	3	17	12	9	*	14	15
		6%	4%	2%	20% abi	61%	*%	-%	-%	49%	4%	29% abi	34% abi	*%	7%	9%
Neither Satisfied Nor Dissatisfied	(0)	100	70	26	4	*	-	*	-	-	96	5	*	20	50	31
		20%	21%	21%	28%	1%	-%	*%	-%	-%	21%	11%	*%	17%	23%	18%
Fairly Satisfied	(1)	210	145	50	6	1	7	2	*	*	195	15	9	53	91	65
		42%	44%	40%	37%	6%	81%	56%	22%	5%	43%	35%	34%	47%	43%	39%
Very Satisfied	(2)	134	85	39	2	3	1	1	*	3	124	11	8	36	48	49
		27%	26%	31%	14%	31%	15%	44%	78%	46%	27%	25%	31%	32%	23%	29%
Don't Know (DO NOT READ OUT)		6	5	*	*	-	-	-	-	-	6	*	-	4	1	*
		1%	2%	*%	1%	-%	-%	-%	-%	-%	1%	*%	-%	4%	1%	*%
NET: Satisfied		344	230	89	8	4	8	3	*	3	319	26	18	90	140	114
		70%	70%	71%	51%	37%	96%	100%	100%	51%	71%	60%	65%	79%	66%	68%
NET: Dissatisfied		45	22	10	3	6	*	-	-	3	32	13	10	*	22	22
		9%	7%	8%	20%	61%	4%	-%	-%	49%	7%	30% abi	35% abi	*%	10% a	13% a
Answered		489	322	125	15	11	8	3	*	6	446	43	27	110	212	167
Mean score		.9	.9	.9	.4	.1	1.0	1.4	1.8	.5	.9	.5	.6	1.1 b	.7	.8

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		563	341	303	412	439	170	211	235	43	38	28	25	21	22
Effective base		198	99	108	138	160	44	71	104	16	9	3	5	2	2
Weighted Base		495	234	247	341	383	96	192	259	37	17	12	7	7	3
Very Dissatisfied	(-2)	15	5	10	10	14	2	5	9	-	*	*	-	-	*
		3%	2%	4%	3%	4%	2%	2%	4%	-%	1%	2%	-%	-%	*%
Fairly Dissatisfied	(-1)	30	21	15	21	20	5	21	9	4	-	6	2	*	*
		6%	9%	6%	6%	5%	6%	11%	4%	11%	-%	55%	27%	1%	1%
Neither Satisfied Nor Dissatisfied	(0)	100	45	66	79	76	13	41	71	3	5	*	*	*	*
		20%	19%	27%	23%	20%	13%	22%	27%	8%	27%	1%	4%	*%	1%
Fairly Satisfied	(1)	210	100	83	137	164	39	73	111	10	7	4	1	2	2
		42%	43%	34%	40%	43%	41%	38%	43%	28%	39%	35%	11%	26%	87%
Very Satisfied	(2)	134	57	73	88	105	36	48	54	19	5	1	4	5	*
		27%	24%	30%	26%	27%	38%	25%	21%	51% a	30%	6%	58%	73%	11%
Don't Know (DO NOT READ OUT)		6	6	1	6	5	-	4	4	1	*	-	-	-	-
		1%	2%	*%	2%	1%	-%	2%	2%	2%	3%	-%	-%	-%	-%
NET: Satisfied		344	157	157	226	268	76	121	165	29	12	5	5	7	3
		70%	67%	63%	66%	70%	79%	63%	64%	79%	69%	41%	69%	99%	98%
NET: Dissatisfied		45	26	24	31	34	8	25	18	4	*	7	2	*	*
		9%	11%	10%	9%	9%	8%	13%	7%	11%	1%	58%	27%	1%	1%
Answered		489	228	246	336	378	96	188	255	36	17	12	7	7	3
Mean score		.9	.8	.8	.8	.9	1.1	.7	.8	1.2	1.0	-.1	1.0	1.7	1.1

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		563	306	34	19	23	12	28	17	57	88	77	125	81	41
Effective base		198	134	12	3	6	5	3	4	11	39	29	48	19	5
Weighted Base		495	331	26	10	6	4	3	3	10	98	80	102	50	12
Very Dissatisfied	(-2)	15	13	*	-	*	-	-	-	-	2	*	7	-	*
		3%	4%	*%	-%	5%	-%	-%	-%	-%	2%	*%	7%	-%	2%
Fairly Dissatisfied	(-1)	30	18	*	-	*	-	2	-	2	*	5	13	1	2
		6%	5%	1%	-%	*%	-%	59%	-%	18%	*%	7%	13% a	1%	14%
Neither Satisfied Nor Dissatisfied	(0)	100	69	6	*	*	*	*	*	1	18	22	18	20	*
		20%	21%	22%	4%	1%	5%	4%	7%	5%	19%	28%	18%	41%	*%
Fairly Satisfied	(1)	210	138	14	5	4	2	*	*	3	47	29	38	21	2
		42%	42%	52%	44%	79%	62%	15%	12%	33%	48%	36%	38%	43%	14%
Very Satisfied	(2)	134	87	7	5	1	1	1	2	4	26	23	25	7	8
		27%	26%	25%	52%	15%	33%	23%	80%	44%	26%	29%	24%	13%	69% d
Don't Know (DO NOT READ OUT)		6	5	-	-	-	-	-	-	-	4	1	-	1	-
		1%	2%	-%	-%	-%	-%	-%	-%	-%	4%	1%	-%	1%	-%
NET: Satisfied		344	225	20	10	5	4	1	3	8	73	51	63	28	10
		70%	68%	77%	96%	93%	95%	37%	93%	77%	75%	65%	62%	56%	83%
NET: Dissatisfied		45	32	*	-	*	-	2	-	2	2	5	21	1	2
		9%	10%	1%	-%	5%	-%	59%	-%	18%	2%	7%	20% ad	1%	17%
Answered		489	326	26	10	6	4	3	3	10	93	79	102	49	12
Mean score		.9	.8	1.0	1.5	1.0	1.3	*	1.7	1.0	1.0	.9	.6	.7	1.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		563	102	86	131	78	42	306	35	94	319	244	307	105
Effective base		198	52	39	40	25	5	114	12	34	122	77	113	26
Weighted Base		495	115	102	103	51	12	287	24	70	293	202	266	75
Very Dissatisfied	(-2)	15	2	3	8	*	-	9	*	4	10	5	9	*
		3%	2%	3%	8%	1%	-%	3%	*%	6%	3%	3%	3%	1%
Fairly Dissatisfied	(-1)	30	5	4	4	6	2	17	-	3	17	12	18	3
		6%	4%	4%	4%	11%	14%	6%	-%	4%	6%	6%	7%	4%
Neither Satisfied Nor Dissatisfied	(0)	100	26	15	24	9	2	54	7	15	65	35	52	27
		20%	23%	15%	23%	19%	15%	19%	27%	22%	22%	17%	20%	36%
Fairly Satisfied	(1)	210	43	48	37	29	6	119	13	30	112	98	110	27
		42%	38%	47%	35%	57%	50%	41%	55%	43%	38%	49%	41%	36%
Very Satisfied	(2)	134	34	31	31	6	3	83	4	17	84	50	71	17
		27%	29%	31%	30%	12%	21%	29%	18%	24%	29%	25%	27%	22%
Don't Know (DO NOT READ OUT)		6	5	*	-	*	-	4	-	1	5	1	5	1
		1%	4%	*%	-%	*%	-%	1%	-%	1%	2%	*%	2%	1%
NET: Satisfied		344	77	79	67	35	9	202	17	47	196	148	182	44
		70%	67%	78%	65%	69%	71%	70%	73%	67%	67%	73%	68%	59%
NET: Dissatisfied		45	7	7	12	6	2	27	*	7	27	18	28	3
		9%	6%	7%	12%	12%	14%	9%	*%	10%	9%	9%	10%	5%
Answered		489	110	101	103	51	12	283	24	70	288	201	261	75
Mean score		.9	.9	1.0	.8	.7	.8	.9	.9	.8	.8	.9	.8	.8

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		563	181	199	286	97	184	255	232	272	104	213	234	91
Effective base		198	77	62	114	18	78	84	60	84	24	71	87	26
Weighted Base		495	196	139	265	60	199	184	154	188	64	164	194	65
Very Dissatisfied	(-2)	15	9	5	9	*	9	5	5	4	-	4	6	2
		3%	4%	4%	4%	1%	4%	3%	3%	2%	-%	2%	3%	3%
Fairly Dissatisfied	(-1)	30	14	5	11	10	14	6	21	9	14	14	12	5
		6%	7%	3%	4%	16%	7%	3%	13%	5%	23% b	9%	6%	7%
Neither Satisfied Nor Dissatisfied	(0)	100	34	38	61	17	44	32	26	40	20	43	52	19
		20%	17%	27%	23%	28%	22%	18%	17%	21%	31%	26%	27%	30%
Fairly Satisfied	(1)	210	72	60	108	25	70	94	64	86	17	60	63	18
		42%	36%	43%	41%	41%	35%	51% a	42%	46%	26%	37%	32%	29%
Very Satisfied	(2)	134	64	32	71	9	58	47	36	44	12	42	61	20
		27%	32%	23%	27%	14%	29%	25%	23%	24%	20%	25%	31%	31%
Don't Know (DO NOT READ OUT)		6	5	*	5	-	5	*	1	5	-	1	1	-
		1%	2%	*%	2%	-%	2%	*%	1%	3%	-%	*%	*%	-%
NET: Satisfied		344	135	92	178	33	128	140	100	130	29	102	124	39
		70%	69%	66%	67%	55%	64%	76%	65%	69% c	46%	62%	64%	60%
NET: Dissatisfied		45	22	9	21	10	23	11	26	13	14	18	18	6
		9%	11%	7%	8%	17%	11%	6%	17%	7%	23% b	11%	9%	10%
Answered		489	192	139	260	60	194	184	153	183	64	163	194	65
Mean score		.9	.9	.8	.8	.5	.8	.9	.7	.9	.4	.7	.8	.8

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		563	356	252	122	289	253	256	284	227	20
Effective base		198	124	96	37	93	96	98	100	79	4
Weighted Base		495	295	235	80	225	221	243	242	196	8
Very Dissatisfied	(-2)	15	14	*	2	5	10	9	10	4	*
		3%	5%	*%	3%	2%	4%	4%	4%	2%	4%
			b								
Fairly Dissatisfied	(-1)	30	20	14	9	18	12	15	15	10	*
		6%	7%	6%	12%	8%	5%	6%	6%	5%	1%
Neither Satisfied Nor Dissatisfied	(0)	100	54	50	11	44	62	53	41	48	*
		20%	18%	21%	13%	20%	28%	22%	17%	24%	4%
Fairly Satisfied	(1)	210	127	95	29	98	77	90	100	84	1
		42%	43%	40%	36%	44%	35%	37%	41%	43%	17%
Very Satisfied	(2)	134	79	71	28	55	60	76	70	45	6
		27%	27%	30%	35%	24%	27%	31%	29%	23%	75%
Don't Know (DO NOT READ OUT)		6	1	5	-	5	1	1	5	5	-
		1%	*%	2%	-%	2%	*%	*%	2%	2%	-%
NET: Satisfied		344	206	166	57	152	137	166	170	129	7
		70%	70%	71%	72%	68%	62%	68%	70%	66%	91%
NET: Dissatisfied		45	34	14	12	23	21	24	25	14	*
		9%	11%	6%	15%	10%	10%	10%	10%	7%	5%
Answered		489	294	230	80	220	220	243	237	192	8
Mean score		.9	.8	1.0	.9	.8	.8	.9	.9	.8	1.6

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base		563	135	133	163	47	23	240	201	51	34	42	10
Effective base		198	53	56	55	21	9	84	71	17	7	19	4
Weighted Base		495	136	137	126	49	19	195	171	43	19	37	9
Very Dissatisfied	(-2)	15	3	3	4	2	-	6	3	*	2	-	-
		3%	2%	2%	3%	5%	-%	3%	2%	1%	11%	-%	-%
Fairly Dissatisfied	(-1)	30	6	7	11	9	4	8	6	8	-	1	-
		6%	4%	5%	9%	19% a	21%	4%	4%	18%	-%	4%	-%
Neither Satisfied Nor Dissatisfied	(0)	100	24	27	19	1	2	38	37	1	12	10	3
		20%	18%	20%	15%	2%	11%	19%	22%	1%	64% a	26% a	36%
Fairly Satisfied	(1)	210	50	52	49	16	4	81	77	23	3	15	3
		42%	37%	38%	39%	33%	23%	42%	45%	53%	18%	40%	31%
Very Satisfied	(2)	134	52	47	42	20	9	57	43	11	1	11	3
		27%	38%	35%	34%	41%	45%	29%	25%	26%	8%	29%	33%
Don't Know (DO NOT READ OUT)		6	*	*	1	-	-	5	5	-	-	-	-
		1%	*%	*%	1%	-%	-%	3%	3%	-%	-%	-%	-%
NET: Satisfied		344	102	100	91	37	13	138	120	34	5	26	6
		70%	75%	73%	72%	74%	68%	71%	70%	79% b	25%	70% b	64%
NET: Dissatisfied		45	9	10	15	12	4	14	10	8	2	1	-
		9%	6%	7%	12%	24% ab	21%	7%	6%	19%	11%	4%	-%
Answered		489	135	137	125	49	19	190	166	43	19	37	9
Mean score		.9	1.1	1.0	.9	.9	.9	.9	.9	.9	.1	1.0 b	1.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base		563	445	344	488	419	363	366	449	133	2	377	28	180	258
Effective base		198	164	117	175	158	133	128	167	43	1	134	14	72	92
Weighted Base		495	399	262	423	379	305	276	414	102	2	329	34	182	226
Very Dissatisfied	(-2)	15	10	7	10	10	8	8	10	*	-	5	*	6	4
		3%	3%	3%	2%	3%	3%	3%	2%	*%	-%	2%	*%	3%	2%
Fairly Dissatisfied	(-1)	30	20	17	23	20	18	20	20	11	-	21	4	13	12
		6%	5%	7%	5%	5%	6%	7%	5%	11%	-%	6%	13%	7%	5%
Neither Satisfied Nor Dissatisfied	(0)	100	86	58	89	78	60	52	87	27	-	61	16	57	37
		20%	21%	22%	21%	21%	20%	19%	21%	27%	-%	18%	48%	31% b	16%
Fairly Satisfied	(1)	210	180	97	186	172	138	125	179	43	*	137	11	68	94
		42%	45%	37%	44%	45%	45%	45%	43%	42%	2%	42%	33%	37%	41%
Very Satisfied	(2)	134	98	82	110	99	79	70	113	20	2	104	2	34	79
		27%	24%	31%	26%	26%	26%	25%	27%	20%	98%	32%	6%	19%	35% a
Don't Know (DO NOT READ OUT)		6	6	1	6	1	1	1	6	-	-	1	-	4	1
		1%	1%	*%	1%	*%	*%	*%	1%	-%	-%	*%	-%	2%	*%
NET: Satisfied		344	278	179	295	271	218	195	292	63	2	242	13	102	173
		70%	70%	68%	70%	71%	71%	71%	70%	62%	100%	73%	39%	56%	76% a
NET: Dissatisfied		45	30	24	33	30	26	28	30	12	-	26	4	19	16
		9%	8%	9%	8%	8%	9%	10%	7%	11%	-%	8%	13%	10%	7%
Answered		489	394	261	417	379	304	275	408	102	2	328	34	178	226
Mean score		.9	.9	.9	.9	.9	.9	.8	.9	.7	2.0	1.0	.3	.6	1.0 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		563	468	28	212	351	138	276	148	160	115	264	283	280
Effective base		198	166	10	61	138	49	92	58	64	34	94	90	110
Weighted Base		495	417	22	147	348	116	222	156	147	80	245	199	295
Very Dissatisfied	(-2)	15	8	6	4	11	9	6	*	8	1	7	6	9
		3%	2%	27%	3%	3%	7%	3%	*%	5%	1%	3%	3%	3%
Fairly Dissatisfied	(-1)	30	26	*	16	14	16	8	6	8	11	11	16	14
		6%	6%	*%	11%	4%	14% b	4%	4%	5%	14%	4%	8%	5%
Neither Satisfied Nor Dissatisfied	(0)	100	63	9	36	64	15	33	52	28	19	42	46	55
		20%	15%	42%	25%	18%	13%	15%	33% ab	19%	23%	17%	23%	19%
Fairly Satisfied	(1)	210	193	5	59	150	49	93	67	63	37	100	90	120
		42%	46%	22%	40%	43%	42%	42%	43%	43%	46%	41%	45%	40%
Very Satisfied	(2)	134	126	2	31	104	28	76	30	35	13	86	42	93
		27%	30%	8%	21%	30%	24%	35% c	19%	24%	16%	35% b	21%	31%
Don't Know (DO NOT READ OUT)		6	1	-	*	5	-	5	1	4	*	1	*	5
		1%	*%	-%	*%	2%	-%	2%	*%	3%	*%	*%	*%	2%
NET: Satisfied		344	319	7	90	254	77	170	97	99	50	186	132	212
		70%	77%	30%	61%	73%	66%	77%	62%	67%	62%	76%	66%	72%
NET: Dissatisfied		45	34	6	20	25	25	14	6	16	12	17	22	23
		9%	8%	28%	14%	7%	21% bc	6%	4%	11%	15%	7%	11%	8%
Answered		489	416	22	147	342	116	217	156	143	80	244	199	290
Mean score		.9	1.0	-.2	.7	.9	.6	1.0 a	.8	.8	.6	1.0 b	.7	.9

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 182 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Price of postage

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		563	148	182	119	114	330	233
Effective base		198	60	51	41	52	111	88
Weighted Base		495	143	125	126	100	269	226
Very Dissatisfied	(-2)	15	11	3	1	*	14	1
		3%	8%	3%	1%	*%	5%	*%
			d					
Fairly Dissatisfied	(-1)	30	6	3	16	4	9	20
		6%	4%	3%	13%	4%	4%	9%
Neither Satisfied Nor Dissatisfied	(0)	100	38	18	27	18	56	44
		20%	27%	14%	21%	18%	21%	20%
Fairly Satisfied	(1)	210	65	69	36	40	134	76
		42%	45%	55%	29%	40%	50%	34%
				c			b	
Very Satisfied	(2)	134	23	27	46	38	50	85
		27%	16%	21%	37%	39%	18%	37%
					a	a		a
Don't Know (DO NOT READ OUT)		6	*	6	-	-	6	-
		1%	*%	4%	-%	-%	2%	-%
NET: Satisfied		344	88	95	83	78	183	161
		70%	61%	76%	66%	78%	68%	71%
NET: Dissatisfied		45	17	7	17	4	24	21
		9%	12%	5%	13%	4%	9%	9%
Answered		489	143	120	126	100	263	226
Mean score		.9	.6	.9	.9	1.1	.7	1.0
						a		

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		563	162	401	320	104	33	106	243
Effective base		198	61	139	179	61	15	50	84
Weighted Base		495	130	365	468	22	3	2	26
Very Dissatisfied	(-2)	6	3	3	5	1	*	*	1
		1%	2%	1%	1%	6%	4%	*%	5%
						a			
Fairly Dissatisfied	(-1)	19	6	13	18	1	-	*	1
		4%	4%	4%	4%	3%	-%	2%	3%
Neither Satisfied Nor Dissatisfied	(0)	40	8	32	37	2	*	*	2
		8%	6%	9%	8%	9%	7%	7%	9%
Fairly Satisfied	(1)	194	43	151	184	9	1	1	11
		39%	33%	41%	39%	42%	28%	39%	41%
Very Satisfied	(2)	226	67	158	215	8	2	1	11
		46%	52%	43%	46%	37%	54%	49%	40%
Don't Know (DO NOT READ OUT)		10	3	6	9	*	*	*	1
		2%	3%	2%	2%	2%	7%	2%	3%
NET: Satisfied		420	111	309	399	17	2	2	21
		85%	85%	85%	85%	80%	81%	89%	81%
NET: Dissatisfied		25	9	17	23	2	*	*	2
		5%	7%	5%	5%	9%	4%	2%	8%
Answered		485	127	358	459	21	3	2	26
Mean score		1.3	1.3	1.3	1.3	1.1	1.4	1.4	1.1

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		563	182	85	53	51	86	106	320	104	139
Effective base		198	107	51	28	33	41	50	179	61	36
Weighted Base		495	301	127	40	12	12	2	468	22	5
Very Dissatisfied	(-2)	6	3	-	1	1	*	*	5	1	*
		1%	1%	-%	3%	7%	4%	*%	1%	6%	3%
						bg				g	
Fairly Dissatisfied	(-1)	19	11	6	1	1	*	*	18	1	*
		4%	4%	5%	3%	5%	*%	2%	4%	3%	1%
Neither Satisfied Nor Dissatisfied	(0)	40	15	20	2	1	1	*	37	2	*
		8%	5%	16%	5%	11%	7%	7%	8%	9%	7%
				a							
Fairly Satisfied	(1)	194	119	47	17	5	5	1	184	9	2
		39%	40%	37%	42%	38%	43%	39%	39%	42%	32%
Very Satisfied	(2)	226	146	52	17	5	5	1	215	8	3
		46%	48%	41%	42%	38%	40%	49%	46%	37%	52%
Don't Know (DO NOT READ OUT)		10	6	1	2	-	1	*	9	*	*
		2%	2%	1%	5%	-%	6%	2%	2%	2%	5%
NET: Satisfied		420	265	99	34	10	10	2	399	17	4
		85%	88%	78%	84%	77%	83%	89%	85%	80%	84%
NET: Dissatisfied		25	14	6	2	2	1	*	23	2	*
		5%	5%	5%	6%	12%	4%	2%	5%	9%	3%
						f					
Answered		485	295	126	38	12	11	2	459	21	5
Mean score		1.3	1.3	1.2	1.2	1.0	1.2	1.4	1.3	1.1	1.4
			d								

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	*d	e
Unweighted Base		563	218	91	35	26	82
Effective base		198	118	31	12	3	10
Weighted Base		495	331	61	17	12	18
Very Dissatisfied	(-2)	6	4	1	-	*	1
		1%	1%	2%	-%	*%	4%
Fairly Dissatisfied	(-1)	19	12	3	3	-	*
		4%	4%	5%	18%	-%	*%
					a		
Neither Satisfied Nor Dissatisfied	(0)	40	24	12	*	1	1
		8%	7%	20%	*%	7%	8%
				a			
Fairly Satisfied	(1)	194	134	23	8	2	5
		39%	40%	37%	44%	20%	30%
Very Satisfied	(2)	226	151	20	6	9	10
		46%	46%	33%	34%	73%	58%
Don't Know (DO NOT READ OUT)		10	6	2	1	-	*
		2%	2%	3%	5%	-%	*%
NET: Satisfied		420	284	43	14	11	16
		85%	86%	70%	77%	93%	88%
			b				
NET: Dissatisfied		25	16	4	3	*	1
		5%	5%	7%	18%	*%	4%
Answered		485	324	59	17	12	18
Mean score		1.3	1.3	1.0	1.0	1.7	1.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	*d	e	f	*g	h	*i	j	k	l	m
Unweighted Base		563	37	38	59	14	30	40	21	35	27	301	78	71	113
Effective base		198	24	22	32	8	18	23	15	14	15	162	41	44	25
Weighted Base		495	48	48	103	16	39	66	56	34	32	442	27	18	7
Very Dissatisfied	(-2)	6	1	-	*	-	-	1	-	3	-	6	-	1	*
		1%	3%	-%	*%	-%	-%	1%	-%	9%	-%	1%	-%	3%	1%
Fairly Dissatisfied	(-1)	19	-	2	8	1	5	-	-	*	2	17	1	-	*
		4%	-%	3%	7%	5%	13% l	-%	-%	*%	7%	4%	5%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	40	4	-	12	2	*	7	3	3	2	32	4	2	1
		8%	8%	-%	11%	14%	*%	11%	5%	8%	5%	7%	15%	13%	14%
Fairly Satisfied	(1)	194	31	22	18	7	17	27	26	13	15	176	10	5	3
		39%	65% cjkl	45% c	17%	43%	42%	42% c	47%	39%	45%	40% c	39% c	30%	41%
Very Satisfied	(2)	226	11	24	64	6	17	26	25	14	14	202	11	10	3
		46%	24%	50%	62% a	37%	44%	40%	44%	43%	44%	46% a	41%	54% a	42%
Don't Know (DO NOT READ OUT)		10	-	1	2	-	*	4	2	*	-	10	-	-	-
		2%	-%	2%	2%	-%	1%	6%	4%	1%	-%	2%	-%	-%	-%
NET: Satisfied		420	42	46	82	13	34	54	51	28	29	377	21	15	6
		85%	89%	95%	79%	81%	86%	81%	91%	82%	89%	85%	80%	84%	83%
NET: Dissatisfied		25	1	2	8	1	5	1	-	3	2	23	1	1	*
		5%	3%	3%	8%	5%	13%	1%	-%	9%	7%	5%	5%	3%	3%
Answered		485	48	48	102	16	39	62	54	33	32	432	27	18	7
Mean score		1.3	1.1	1.4	1.4	1.1	1.2	1.3	1.4	1.1	1.3	1.3	1.2	1.3	1.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base		563	15	72	7	43	113	18	25	244	471	92	483	80
Effective base		198	4	27	3	16	40	7	6	94	163	38	180	20
Weighted Base		495	10	68	1	39	136	12	14	174	424	71	459	35
Very Dissatisfied	(-2)	6	-	-	-	1	3	-	*	1	6	-	6	*
		1%	-%	-%	-%	3%	3%	-%	2%	1%	1%	-%	1%	*%
Fairly Dissatisfied	(-1)	19	-	*	*	3	3	1	1	9	19	-	18	1
		4%	-%	*%	16%	8%	2%	5%	6%	5%	4%	-%	4%	2%
Neither Satisfied Nor Dissatisfied	(0)	40	*	10	-	*	8	5	5	10	32	8	36	3
		8%	*%	14%	-%	1%	6%	40%	33%	6%	7%	11%	8%	9%
Fairly Satisfied	(1)	194	2	28	*	27	42	2	2	61	159	35	180	14
		39%	18%	41%	24%	71% eh	31%	17%	17%	35%	38%	49%	39%	40%
Very Satisfied	(2)	226	4	30	*	6	79	5	6	88	205	21	209	17
		46%	41%	45% d	12%	15%	58% d	38%	42%	51% d	48% b	29%	45%	48%
Don't Know (DO NOT READ OUT)		10	4	-	*	1	*	-	-	4	3	7	10	*
		2%	41%	-%	48%	2%	*%	-%	-%	2%	1%	10% a	2%	1%
NET: Satisfied		420	6	58	*	33	121	7	8	149	364	56	389	31
		85%	59%	86%	36%	86%	89%	56%	59%	86%	86%	78%	85%	88%
NET: Dissatisfied		25	-	*	*	4	7	1	1	10	25	-	24	1
		5%	-%	*%	16%	11%	5%	5%	8%	6%	6%	-%	5%	2%
Answered		485	6	68	1	38	135	12	14	169	421	64	450	35
Mean score		1.3	1.7	1.3	.6	.9	1.4	.9	.9	1.3	1.3	1.2	1.3	1.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		563	561	2	235	167	161
Effective base		198	197	1	90	44	67
Weighted Base		495	492	2	229	85	180
Very Dissatisfied	(-2)	6	6	-	3	*	3
		1%	1%	-%	1%	*%	2%
Fairly Dissatisfied	(-1)	19	19	-	11	7	*
		4%	4%	-%	5%	9%	*%
						c	
Neither Satisfied Nor Dissatisfied	(0)	40	40	-	12	11	16
		8%	8%	-%	5%	13%	9%
Fairly Satisfied	(1)	194	192	2	98	33	63
		39%	39%	100%	43%	39%	35%
Very Satisfied	(2)	226	226	-	97	33	96
		46%	46%	-%	42%	38%	53%
Don't Know (DO NOT READ OUT)		10	10	-	8	*	2
		2%	2%	-%	3%	*%	1%
NET: Satisfied		420	418	2	195	66	159
		85%	85%	100%	85%	77%	88%
NET: Dissatisfied		25	25	-	14	8	3
		5%	5%	-%	6%	9%	2%
Answered		485	483	2	221	85	178
Mean score		1.3	1.3	1.0	1.2	1.1	1.4

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		563	299	151	49	14	22	12	8	8	450	113	64	89	210	264
Effective base		198	133	47	12	2	6	3	3	3	180	19	10	42	91	65
Weighted Base		495	327	125	15	11	8	3	*	6	452	43	27	114	213	168
Very Dissatisfied	(-2)	6	2	3	1	-	*	-	-	-	6	1	*	-	2	4
		1%	1%	3%	3%	-%	*%	-%	-%	-%	1%	1%	*%	-%	1%	2%
Fairly Dissatisfied	(-1)	19	12	4	3	-	*	-	-	-	16	3	*	4	9	7
		4%	4%	3%	17% i	-%	*%	-%	-%	-%	4%	6%	*%	3%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	40	24	12	*	*	4	-	-	-	36	4	4	4	21	16
		8%	7%	9%	1%	1%	44%	-%	-%	-%	8%	9%	13%	3%	10%	9%
Fairly Satisfied	(1)	194	135	44	7	*	3	*	*	5	178	16	9	35	100	60
		39%	41%	35%	46%	4%	38%	10%	22%	88%	39%	37%	32%	30%	47%	36%
Very Satisfied	(2)	226	146	60	5	10	1	3	*	1	206	20	15	66	80	80
		46%	45%	48%	33%	95%	18%	90%	58%	12%	46%	46%	54%	58% b	37%	48%
Don't Know (DO NOT READ OUT)		10	8	2	-	-	-	-	*	-	10	*	*	6	1	2
		2%	2%	2%	-%	-%	-%	-%	20%	-%	2%	*%	*%	6%	1%	1%
NET: Satisfied		420	280	104	12	10	5	3	*	6	384	36	24	100	180	140
		85%	86%	83%	78%	99%	56%	100%	80%	100%	85%	83%	86%	88%	85%	83%
NET: Dissatisfied		25	15	7	3	-	*	-	-	-	22	3	*	4	11	10
		5%	5%	6%	20% ai	-%	*%	-%	-%	-%	5%	7%	*%	3%	5%	6%
Answered		485	319	123	15	11	8	3	*	6	442	43	27	108	212	166
Mean score		1.3	1.3	1.3	.9	1.9	.7	1.9	1.7	1.1	1.3	1.2	1.4	1.5 b	1.2	1.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base		563	341	303	412	439	170	211	235	43	38	28	25	21	22
Effective base		198	99	108	138	160	44	71	104	16	9	3	5	2	2
Weighted Base		495	234	247	341	383	96	192	259	37	17	12	7	7	3
Very Dissatisfied	(-2)	6	5	5	5	6	1	1	5	*	*	-	-	-	*
		1%	2%	2%	1%	1%	1%	1%	2%	*%	1%	-%	-%	-%	*%
Fairly Dissatisfied	(-1)	19	6	8	8	15	5	7	5	*	-	1	2	-	*
		4%	3%	3%	2%	4%	5%	4%	2%	*%	-%	7%	27%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	40	18	25	32	23	4	17	22	1	7	*	*	*	2
		8%	8%	10%	9%	6%	4%	9%	8%	2%	39%	*%	3%	*%	71%
											ab				
Fairly Satisfied	(1)	194	82	99	135	168	39	70	106	14	6	3	4	2	*
		39%	35%	40%	39%	44%	41%	37%	41%	39%	32%	24%	53%	22%	14%
Very Satisfied	(2)	226	115	107	155	164	44	91	114	22	4	8	1	6	*
		46%	49%	43%	45%	43%	46%	47%	44%	59%	25%	69%	17%	77%	13%
Don't Know (DO NOT READ OUT)		10	8	3	8	7	3	6	7	-	*	-	-	-	-
		2%	3%	1%	2%	2%	3%	3%	3%	-%	3%	-%	-%	-%	-%
NET: Satisfied		420	197	206	289	332	83	161	220	36	10	11	5	7	1
		85%	84%	83%	85%	87%	87%	84%	85%	98%	57%	93%	70%	100%	28%
									c	c					
NET: Dissatisfied		25	11	13	13	21	6	8	10	*	*	1	2	-	*
		5%	5%	5%	4%	6%	6%	4%	4%	*%	1%	7%	27%	-%	2%
Answered		485	226	244	334	376	93	186	252	37	17	12	7	7	3
Mean score		1.3	1.3	1.2	1.3	1.2	1.3	1.3	1.3	1.6	.8	1.5	.6	1.8	.4
										c					

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base		563	306	34	19	23	12	28	17	57	88	77	125	81	41
Effective base		198	134	12	3	6	5	3	4	11	39	29	48	19	5
Weighted Base		495	331	26	10	6	4	3	3	10	98	80	102	50	12
Very Dissatisfied	(-2)	6	5	1	-	-	-	-	-	-	*	3	2	-	-
		1%	2%	2%	-%	-%	-%	-%	-%	-%	*%	4%	2%	-%	-%
Fairly Dissatisfied	(-1)	19	12	1	-	*	1	2	-	3	2	*	3	1	2
		4%	4%	3%	-%	*%	21%	60%	-%	26% a	2%	*%	3%	2%	14%
Neither Satisfied Nor Dissatisfied	(0)	40	21	1	*	*	*	*	*	*	6	6	5	15	*
		8%	6%	3%	3%	1%	1%	8%	7%	5%	6%	7%	4%	30% ac	*%
Fairly Satisfied	(1)	194	143	14	5	3	3	*	*	3	28	46	43	16	2
		39%	43%	53%	45%	56%	70%	11%	11%	34%	29%	58% a	42%	32%	15%
Very Satisfied	(2)	226	143	10	5	2	*	1	2	3	57	23	50	16	9
		46%	43%	38%	52%	43%	9%	21%	81%	35%	58% b	30%	49%	31%	71%
Don't Know (DO NOT READ OUT)		10	7	-	-	-	-	-	-	-	4	1	-	3	-
		2%	2%	-%	-%	-%	-%	-%	-%	-%	4%	1%	-%	5%	-%
NET: Satisfied		420	286	24	10	6	3	1	3	7	85	69	93	31	10
		85%	86%	91%	97%	99%	78%	32%	93%	69%	87% d	87%	91% d	63%	85%
NET: Dissatisfied		25	17	1	-	*	1	2	-	3	2	4	5	1	2
		5%	5%	5%	-%	*%	21%	60%	-%	26% a	2%	4%	5%	2%	14%
Answered		485	324	26	10	6	4	3	3	10	93	79	102	47	12
Mean score		1.3	1.3	1.2	1.5	1.4	.7	-.1	1.7	.8	1.5 bd	1.1	1.3	1.0	1.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		563	102	86	131	78	42	306	35	94	319	244	307	105
Effective base		198	52	39	40	25	5	114	12	34	122	77	113	26
Weighted Base		495	115	102	103	51	12	287	24	70	293	202	266	75
Very Dissatisfied	(-2)	6	*	1	5	-	-	4	-	2	4	2	4	1
		1%	*%	1%	5%	-%	-%	1%	-%	2%	1%	1%	2%	1%
Fairly Dissatisfied	(-1)	19	3	4	2	4	2	12	-	3	11	8	8	*
		4%	2%	4%	2%	9%	14%	4%	-%	4%	4%	4%	3%	*%
Neither Satisfied Nor Dissatisfied	(0)	40	4	11	3	5	1	17	*	6	20	20	22	10
		8%	3%	10%	3%	9%	5%	6%	*%	9%	7%	10%	8%	13%
Fairly Satisfied	(1)	194	42	58	47	14	6	127	12	29	116	78	109	26
		39%	37%	57% d	46%	27%	50%	44%	51%	41%	40%	39%	41%	34%
Very Satisfied	(2)	226	61	26	46	28	4	120	12	30	134	92	118	36
		46%	53% b	25%	44%	55% b	30%	42%	49%	43%	46%	45%	44%	48%
Don't Know (DO NOT READ OUT)		10	5	2	-	*	-	6	-	1	7	3	5	3
		2%	4%	2%	-%	*%	-%	2%	-%	1%	2%	1%	2%	4%
NET: Satisfied		420	103	84	93	42	10	247	24	59	250	170	227	62
		85%	90%	82%	90%	82%	80%	86%	100%	84%	86%	84%	85%	82%
NET: Dissatisfied		25	3	5	7	4	2	17	-	5	16	9	12	1
		5%	3%	5%	7%	9%	14%	6%	-%	7%	5%	5%	5%	1%
Answered		485	110	99	103	51	12	281	24	70	285	199	261	72
Mean score		1.3	1.5 b	1.0	1.2	1.3	1.0	1.2	1.5	1.2	1.3	1.3	1.3	1.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		563	181	199	286	97	184	255	232	272	104	213	234	91
Effective base		198	77	62	114	18	78	84	60	84	24	71	87	26
Weighted Base		495	196	139	265	60	199	184	154	188	64	164	194	65
Very Dissatisfied	(-2)	6	4	1	5	*	4	2	2	4	*	1	4	-
		1%	2%	*%	2%	*%	2%	1%	1%	2%	*%	1%	2%	-%
Fairly Dissatisfied	(-1)	19	5	9	7	1	4	11	4	6	3	6	6	2
		4%	3%	6%	3%	1%	2%	6%	3%	3%	4%	3%	3%	3%
Neither Satisfied Nor Dissatisfied	(0)	40	9	14	21	8	10	13	14	12	10	20	22	15
		8%	5%	10%	8%	13%	5%	7%	9%	6%	15%	12%	11%	24%
Fairly Satisfied	(1)	194	82	53	109	15	88	80	58	66	19	66	70	21
		39%	42%	38%	41%	25%	44%	43%	38%	35%	29%	40%	36%	33%
Very Satisfied	(2)	226	89	63	118	33	85	79	73	93	32	68	89	26
		46%	45%	45%	44%	55%	43%	43%	47%	50%	51%	42%	46%	40%
Don't Know (DO NOT READ OUT)		10	7	-	5	3	7	-	3	8	-	3	3	-
		2%	4%	-%	2%	5%	4%	-%	2%	4%	-%	2%	2%	-%
NET: Satisfied		420	171	116	227	49	173	159	131	159	51	135	160	47
		85%	87%	84%	86%	81%	87%	86%	85%	85%	80%	82%	82%	73%
NET: Dissatisfied		25	9	9	12	1	9	13	6	9	3	7	9	2
		5%	5%	7%	5%	2%	4%	7%	4%	5%	4%	4%	5%	3%
Answered		485	189	139	260	58	192	184	151	181	64	161	191	65
Mean score		1.3	1.3	1.2	1.3	1.4	1.3	1.2	1.3	1.3	1.3	1.2	1.2	1.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		563	356	252	122	289	253	256	284	227	20
Effective base		198	124	96	37	93	96	98	100	79	4
Weighted Base		495	295	235	80	225	221	243	242	196	8
Very Dissatisfied	(-2)	6	3	5	-	5	5	5	2	3	-
		1%	1%	2%	-%	2%	2%	2%	1%	2%	-%
Fairly Dissatisfied	(-1)	19	15	13	3	6	8	6	6	5	-
		4%	5%	6%	4%	3%	4%	2%	2%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	40	22	12	10	18	23	14	20	18	*
		8%	7%	5%	12%	8%	10%	6%	8%	9%	4%
Fairly Satisfied	(1)	194	127	101	31	76	85	108	94	81	1
		39%	43%	43%	39%	34%	38%	44%	39%	41%	17%
Very Satisfied	(2)	226	126	98	36	113	97	108	114	83	6
		46%	43%	42%	46%	50%	44%	44%	47%	42%	80%
Don't Know (DO NOT READ OUT)		10	3	7	-	8	3	3	6	7	-
		2%	1%	3%	-%	3%	2%	1%	2%	3%	-%
NET: Satisfied		420	252	199	67	189	182	216	208	164	8
		85%	86%	85%	84%	84%	82%	89%	86%	83%	96%
NET: Dissatisfied		25	17	18	3	11	13	10	7	8	-
		5%	6%	8%	4%	5%	6%	4%	3%	4%	-%
Answered		485	292	228	80	217	218	240	236	190	8
Mean score		1.3	1.2	1.2	1.3	1.3	1.2	1.3	1.3	1.2	1.8

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base		563	135	133	163	47	23	240	201	51	34	42	10
Effective base		198	53	56	55	21	9	84	71	17	7	19	4
Weighted Base		495	136	137	126	49	19	195	171	43	19	37	9
Very Dissatisfied	(-2)	6	1	3	1	-	-	1	3	*	-	-	-
		1%	*%	2%	1%	-%	-%	*%	2%	*%	-%	-%	-%
Fairly Dissatisfied	(-1)	19	1	3	2	3	*	3	3	3	2	3	-
		4%	1%	2%	2%	6%	*%	2%	2%	6%	13%	7%	-%
Neither Satisfied Nor Dissatisfied	(0)	40	3	4	12	7	2	12	10	3	5	8	*
		8%	2%	3%	10%	15% a	11%	6%	6%	6%	28%	21%	5%
Fairly Satisfied	(1)	194	62	67	52	18	9	79	75	19	3	17	*
		39%	46%	49%	41%	37%	48%	41%	44%	45%	17%	45%	*%
Very Satisfied	(2)	226	67	58	58	21	8	95	73	18	6	10	9
		46%	49%	42%	46%	43%	41%	49%	43%	42%	32%	27%	95%
Don't Know (DO NOT READ OUT)		10	2	2	1	-	-	6	8	-	2	-	-
		2%	2%	2%	1%	-%	-%	3%	4%	-%	10%	-%	-%
NET: Satisfied		420	129	125	110	39	17	174	148	37	9	26	9
		85%	95% d	91%	87%	80%	89%	89%	86%	87%	48%	71%	95%
NET: Dissatisfied		25	2	6	3	3	*	4	6	3	2	3	-
		5%	1%	4%	3%	6%	*%	2%	4%	7%	13%	7%	-%
Answered		485	133	135	125	49	19	189	164	43	17	37	9
Mean score		1.3	1.5	1.3	1.3	1.2	1.3	1.4	1.3	1.2	.7	.9	1.9

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base		563	445	344	488	419	363	366	449	133	2	377	28	180	258
Effective base		198	164	117	175	158	133	128	167	43	1	134	14	72	92
Weighted Base		495	399	262	423	379	305	276	414	102	2	329	34	182	226
Very Dissatisfied	(-2)	6	5	5	6	2	6	2	6	-	-	4	1	4	1
		1%	1%	2%	1%	1%	2%	1%	1%	-%	-%	1%	2%	2%	1%
Fairly Dissatisfied	(-1)	19	18	16	18	17	11	13	18	4	-	11	*	8	7
		4%	5%	6%	4%	5%	4%	5%	4%	4%	-%	3%	*%	4%	3%
Neither Satisfied Nor Dissatisfied	(0)	40	29	23	33	31	24	28	29	13	-	18	12	22	14
		8%	7%	9%	8%	8%	8%	10%	7%	12%	-%	5%	35%	12%	6%
Fairly Satisfied	(1)	194	158	100	171	162	113	106	161	49	-	124	13	79	73
		39%	40%	38%	40%	43%	37%	38%	39%	48%	-%	38%	40%	43%	32%
Very Satisfied	(2)	226	179	113	184	163	145	124	190	36	2	169	8	62	130
		46%	45%	43%	44%	43%	47%	45%	46%	35%	100%	51%	23%	34%	57% a
Don't Know (DO NOT READ OUT)		10	10	6	10	4	5	3	10	-	-	4	-	8	2
		2%	2%	2%	2%	1%	2%	1%	2%	-%	-%	1%	-%	5%	1%
NET: Satisfied		420	337	213	355	325	258	230	351	85	2	292	21	140	203
		85%	84%	81%	84%	86%	85%	83%	85%	83%	100%	89%	63%	77%	90% a
NET: Dissatisfied		25	24	21	24	20	17	15	24	4	-	16	1	11	8
		5%	6%	8%	6%	5%	6%	5%	6%	4%	-%	5%	2%	6%	3%
Answered		485	389	256	413	376	299	273	404	102	2	325	34	174	225
Mean score		1.3	1.2	1.2	1.2	1.2	1.3	1.2	1.3	1.1	2.0	1.4	.8	1.1	1.4 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		563	468	28	212	351	138	276	148	160	115	264	283	280
Effective base		198	166	10	61	138	49	92	58	64	34	94	90	110
Weighted Base		495	417	22	147	348	116	222	156	147	80	245	199	295
Very Dissatisfied	(-2)	6	1	5	6	*	2	3	1	5	1	*	1	5
		1%	*%	22%	4% b	*%	2%	1%	1%	3%	1%	*%	1%	2%
Fairly Dissatisfied	(-1)	19	10	1	18	1	7	8	4	10	4	5	15	4
		4%	2%	5%	12% b	*%	6%	4%	3%	7%	5%	2%	7% b	1%
Neither Satisfied Nor Dissatisfied	(0)	40	27	6	16	23	8	16	16	9	14	16	19	20
		8%	6%	26%	11%	7%	7%	7%	10%	6%	18%	7%	10%	7%
Fairly Satisfied	(1)	194	173	2	69	126	45	95	55	47	36	94	64	131
		39%	42%	7%	47%	36%	39%	43%	35%	32%	45%	38%	32%	44%
Very Satisfied	(2)	226	202	9	38	188	55	93	77	69	23	129	98	128
		46%	49%	39%	26%	54% a	47%	42%	49%	47%	29%	53% b	49%	43%
Don't Know (DO NOT READ OUT)		10	3	*	*	10	*	6	3	7	2	1	3	7
		2%	1%	*%	*%	3%	*%	3%	2%	5% c	3%	*%	2%	2%
NET: Satisfied		420	376	10	107	314	100	188	132	116	59	223	161	259
		85%	90%	46%	72%	90% a	86%	85%	85%	79%	74%	91% ab	81%	88%
NET: Dissatisfied		25	11	6	24	1	9	11	5	15	4	5	16	9
		5%	3%	27%	16% b	*%	7%	5%	3%	10% c	6%	2%	8%	3%
Answered		485	413	22	147	338	116	215	153	140	78	244	196	288
Mean score		1.3	1.4	.4	.8	1.5 a	1.2	1.2	1.3	1.2	1.0	1.4 b	1.2	1.3

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 183 (continuation)

QOP2. As a recipient and sender of post, how would you rate the performance of [QV4 provider] in the following areas on a 5 point scale where 1 is very dissatisfied and 5 is very satisfied: Items being delivered intact/undamaged

Base: All those who use other providers to RM (QV4=2-18,98)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		563	148	182	119	114	330	233
Effective base		198	60	51	41	52	111	88
Weighted Base		495	143	125	126	100	269	226
Very Dissatisfied	(-2)	6	2	3	1	*	5	1
		1%	1%	3%	1%	*%	2%	*%
Fairly Dissatisfied	(-1)	19	4	5	8	2	9	10
		4%	3%	4%	6%	2%	4%	4%
Neither Satisfied Nor Dissatisfied	(0)	40	6	17	7	9	23	16
		8%	4%	13%	6%	9%	9%	7%
Fairly Satisfied	(1)	194	65	39	45	45	104	91
		39%	45%	31%	36%	45%	39%	40%
Very Satisfied	(2)	226	61	56	65	43	117	108
		46%	43%	45%	51%	43%	44%	48%
Don't Know (DO NOT READ OUT)		10	5	5	-	*	10	*
		2%	3%	4%	-%	*%	4%	*%
NET: Satisfied		420	126	95	110	89	221	199
		85%	88%	76%	87%	89%	82%	88%
NET: Dissatisfied		25	6	8	9	2	14	11
		5%	4%	7%	7%	2%	5%	5%
Answered		485	138	120	126	100	259	226
Mean score		1.3	1.3	1.2	1.3	1.3	1.2	1.3

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	563	162	401	320	104	33	106	243
Effective base	198	61	139	179	61	15	50	84
Weighted Base	495	130	365	468	22	3	2	26
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	5	41	43	2	*	*	3
	9%	4%	11%	9%	8%	16%	19%	10%
Delivery time (when you receive your mail delivery)	39	5	33	36	1	1	*	3
	8%	4%	9%	8%	6%	33%	14%	10%
						abe		
Price of postage	33	-	33	31	1	1	*	2
	7%	-%	9%	7%	5%	22%	21%	8%
			a			ab	abe	
Damaged mail / goods	32	10	22	30	1	1	*	2
	7%	8%	6%	6%	6%	19%	16%	8%
							a	
Collection reliability	18	*	18	17	1	*	*	1
	4%	*%	5%	4%	5%	5%	17%	6%
							abe	
Collection time of items you are sending	18	1	18	17	1	*	*	2
	4%	*%	5%	4%	5%	2%	19%	6%
							abe	
Amount / level of lost post sent	15	2	14	14	1	*	*	1
	3%	1%	4%	3%	4%	1%	9%	4%
Latest collection time	7	-	7	6	*	*	*	*
	1%	-%	2%	1%	*%	*%	2%	1%
Other	13	12	2	13	*	*	*	*
	3%	9%	*%	3%	*%	7%	2%	1%
		b						
No Problems	348	101	247	330	16	1	1	18
	70%	78%	68%	70%	72%	45%	58%	68%
				c				
NET: Any problems	147	29	118	139	6	2	1	8
	30%	22%	32%	30%	28%	55%	42%	32%
						a		

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	563	182	85	53	51	86	106	320	104	139
Effective base	198	107	51	28	33	41	50	179	61	36
Weighted Base	495	301	127	40	12	12	2	468	22	5
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	19	17	7	1	2	*	43	2	1
	9%	6%	14%	17%	5%	13%	19% a	9%	8%	17%
Delivery time (when you receive your mail delivery)	39	17	15	4	1	1	*	36	1	1
	8%	6%	12%	9%	10%	9%	14%	8%	6%	26% agh
Price of postage	33	11	16	5	*	1	*	31	1	1
	7%	4%	12% a	11%	2%	12%	21% adgh	7%	5%	21% adgh
Damaged mail / goods	32	23	5	2	1	1	*	30	1	1
	7%	8%	4%	5%	11%	5%	16% g	6%	6%	18% g
Collection reliability	18	5	10	2	*	1	*	17	1	*
	4%	2%	8%	4%	*%	9% a	17% adgh	4%	5%	9%
Collection time of items you are sending	18	6	8	3	*	1	*	17	1	*
	4%	2%	6%	7%	4%	6%	19% agh	4%	5%	8%
Amount / level of lost post sent	15	8	4	2	*	1	*	14	1	*
	3%	3%	3%	6%	3%	5%	9%	3%	4%	4%
Latest collection time	7	4	2	*	-	*	*	6	*	*
	1%	1%	2%	1%	-%	1%	2%	1%	*%	1%
Other	13	7	5	1	-	*	*	13	*	*
	3%	2%	4%	2%	-%	2%	2%	3%	*%	5%
No Problems	348	227	78	25	9	7	1	330	16	2
	70%	75% fi	62%	61%	76% i	61%	58%	70% i	72% i	50%

Columns Tested:: a,b,c,d,e,f,g,h,i

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	563	182	85	53	51	86	106	320	104	139
Effective base	198	107	51	28	33	41	50	179	61	36
Weighted Base	495	301	127	40	12	12	2	468	22	5
NET: Any problems	147	74	48	16	3	5	1	139	6	2
	30%	25%	38%	39%	24%	39%	42%	30%	28%	50%
							a			adgh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	563	218	91	35	26	82
Effective base	198	118	31	12	3	10
Weighted Base	495	331	61	17	12	18
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	31	7	1	*	3
	9%	9%	11%	5%	1%	15%
Delivery time (when you receive your mail delivery)	39	24	4	2	7	1
	8%	7%	6%	10%	57%	8%
Price of postage	33	18	5	1	7	2
	7%	6%	8%	4%	58%	13%
Damaged mail / goods	32	25	2	3	*	*
	7%	7%	3%	15%	4%	1%
Collection reliability	18	5	1	2	7	1
	4%	1%	2%	13%	56%	8%
				a		
Collection time of items you are sending	18	11	1	1	*	3
	4%	3%	2%	8%	1%	20%
Amount / level of lost post sent	15	6	7	*	*	2
	3%	2%	11%	2%	1%	14%
			a			
Latest collection time	7	4	*	2	*	*
	1%	1%	*%	10%	*%	*%
Other	13	9	3	-	*	-
	3%	3%	4%	-%	1%	-%
No Problems	348	236	40	11	4	11
	70%	71%	66%	65%	36%	63%
NET: Any problems	147	95	21	6	8	7
	30%	29%	34%	35%	64%	37%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	*g	h	*i	j	k	l	m
Unweighted Base	563	37	38	59	14	30	40	21	35	27	301	78	71	113
Effective base	198	24	22	32	8	18	23	15	14	15	162	41	44	25
Weighted Base	495	48	48	103	16	39	66	56	34	32	442	27	18	7
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	5	7	7	4	*	8	-	7	*	39	5	1	*
	9%	11%	15%	7%	25%	*%	13%	-%	20%	1%	9%	20% ejlm	5%	4%
Delivery time (when you receive your mail delivery)	39	2	*	8	6	4	1	11	-	4	35	2	1	1
	8%	4%	*%	7%	39%	9%	1%	19%	-%	13%	8%	8%	3%	7%
Price of postage	33	4	3	5	-	1	8	9	*	*	29	2	1	*
	7%	8%	6%	4%	-%	1%	12%	16%	1%	1%	7%	9%	6%	5%
Damaged mail / goods	32	4	*	12	-	4	-	3	3	3	29	3	*	*
	7%	8%	*%	11%	-%	10%	-%	6%	10%	8%	7%	9%	2%	3%
Collection reliability	18	-	1	3	*	-	3	7	*	1	16	1	*	*
	4%	-%	3%	3%	*%	-%	5%	13%	*%	3%	4%	5%	2%	6%
Collection time of items you are sending	18	4	1	1	*	2	7	1	*	-	16	1	*	1
	4%	8%	1%	1%	1%	4%	11%	2%	*%	-%	4%	5%	2%	8%
Amount / level of lost post sent	15	3	2	2	1	6	1	-	*	-	15	*	-	*
	3%	7%	4%	2%	5%	15% jklm	1%	-%	1%	-%	3%	1%	-%	1%
Latest collection time	7	-	4	2	-	-	*	-	-	-	6	*	*	*
	1%	-%	8% j	2%	-%	-%	*%	-%	-%	-%	1%	1%	*%	6%
Other	13	1	-	-	-	5	-	4	-	-	11	1	1	*
	3%	3%	-%	-%	-%	14% cj	-%	8%	-%	-%	3%	3%	8%	2%
No Problems	348	31	38	80	8	22	47	38	23	25	313	16	13	6
	70%	66%	78%	77%	54%	57%	71%	68%	69%	77%	71%	59%	74%	76%
NET: Any problems	147	16	11	24	7	17	19	18	10	7	130	11	5	2
	30%	34%	22%	23%	46%	43%	29%	32%	31%	23%	29%	41%	26%	24%

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

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	*g	h	a	b	a	b
Unweighted Base	563	15	72	7	43	113	18	25	244	471	92	483	80
Effective base	198	4	27	3	16	40	7	6	94	163	38	180	20
Weighted Base	495	10	68	1	39	136	12	14	174	424	71	459	35
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	3	7	*	7	9	5	2	11	38	7	39	7
	9%	29%	11%	6%	17%	6%	40%	17%	7%	9%	10%	8%	18%
Delivery time (when you receive your mail delivery)	39	*	11	*	4	13	2	4	5	33	5	38	1
	8%	*%	16% h	7%	10%	10%	17%	29%	3%	8%	7%	8%	3%
Price of postage	33	-	7	-	7	9	3	1	3	24	9	27	6
	7%	-%	10% h	-%	19% h	7%	23%	8%	2%	6%	13%	6%	18%
Damaged mail / goods	32	3	6	*	4	4	1	1	11	27	6	31	1
	7%	29%	9%	16%	11%	3%	8%	8%	6%	6%	8%	7%	3%
Collection reliability	18	-	1	-	*	8	-	-	10	17	2	18	*
	4%	-%	1%	-%	1%	6%	-%	-%	5%	4%	3%	4%	*%
Collection time of items you are sending	18	*	1	-	3	*	5	*	9	16	2	13	5
	4%	*%	2%	-%	8%	*%	38%	*%	5%	4%	3%	3%	14% a
Amount / level of lost post sent	15	-	*	-	-	6	-	1	6	13	2	15	1
	3%	-%	*%	-%	-%	5%	-%	6%	4%	3%	3%	3%	2%
Latest collection time	7	-	4	-	-	-	-	*	2	7	-	7	*
	1%	-%	6%	-%	-%	-%	-%	*%	1%	2%	-%	1%	*%
Other	13	*	-	-	-	7	-	-	2	13	*	11	3
	3%	*%	-%	-%	-%	5%	-%	-%	1%	3%	*%	2%	8%
No Problems	348	7	42	1	18	99	4	8	136	298	50	325	22
	70%	70%	62%	72%	46%	73%	37%	58%	78% d	70%	70%	71%	63%
NET: Any problems	147	3	25	*	21	36	7	6	38	126	21	134	13
	30%	30%	38%	28%	54% h	27%	63%	42%	22%	30%	30%	29%	37%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	563	561	2	235	167	161
Effective base	198	197	1	90	44	67
Weighted Base	495	492	2	229	85	180
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	45	-	17	14	14
	9%	9%	-%	8%	16%	8%
Delivery time (when you receive your mail delivery)	39	39	-	20	13	6
	8%	8%	-%	9%	16% c	3%
Price of postage	33	33	-	16	13	5
	7%	7%	-%	7%	15% c	3%
Damaged mail / goods	32	32	-	14	11	7
	7%	7%	-%	6%	13%	4%
Collection reliability	18	18	-	11	4	3
	4%	4%	-%	5%	5%	2%
Collection time of items you are sending	18	16	2	11	5	3
	4%	3%	93%	5%	6%	2%
Amount / level of lost post sent	15	15	-	12	3	1
	3%	3%	-%	5%	3%	*%
Latest collection time	7	7	-	*	6	*
	1%	1%	-%	*%	7% a	*%
Other	13	13	-	9	*	4
	3%	3%	-%	4%	*%	2%
No Problems	348	347	*	154	48	146
	70%	71%	7%	67%	56%	81% b
NET: Any problems	147	145	2	75	38	34
	30%	29%	93%	33%	44% c	19%

Columns Tested:: a,b - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	563	299	151	49	14	22	12	8	8	450	113	64	89	210	264
Effective base	198	133	47	12	2	6	3	3	3	180	19	10	42	91	65
Weighted Base	495	327	125	15	11	8	3	*	6	452	43	27	114	213	168
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	23	17	3	*	1	2	*	-	39	6	3	11	12	23
	9%	7%	13%	19%	1%	18%	55%	12%	-%	9%	14%	11%	9%	6%	14%
Delivery time (when you receive your mail delivery)	39	22	8	1	7	*	*	*	*	30	8	7	12	11	16
	8%	7%	7%	6%	64%	1%	1%	22%	5%	7%	19%	26% i	10%	5%	10%
Price of postage	33	18	4	*	6	2	*	*	2	22	11	11	3	15	15
	7%	6%	3%	2%	61%	26%	*%	3%	34%	5%	25% abi	38% abci	2%	7%	9%
Damaged mail / goods	32	22	8	2	-	*	*	*	*	30	2	1	9	13	10
	7%	7%	6%	12%	-%	3%	9%	12%	1%	7%	6%	2%	8%	6%	6%
Collection reliability	18	5	3	2	6	1	*	-	-	8	10	8	*	5	13
	4%	2%	2%	16% ai	61%	14%	1%	-%	-%	2%	24% abi	28% abi	*%	2%	8%
Collection time of items you are sending	18	7	5	1	*	3	*	*	2	11	7	5	1	5	12
	4%	2%	4%	10%	*%	42%	*%	15%	34%	3%	16% ai	20% ai	1%	3%	7%
Amount / level of lost post sent	15	9	1	1	-	2	1	*	2	10	6	5	4	5	6
	3%	3%	*%	7%	-%	22%	35%	12%	34%	2%	14% bi	17% bi	3%	3%	4%
Latest collection time	7	5	*	2	*	-	*	-	-	5	2	*	4	*	2
	1%	1%	*%	12% abi	*%	-%	1%	-%	-%	1%	4%	*%	4%	*%	1%
Other	13	9	3	1	-	1	-	-	-	12	1	1	*	9	4
	3%	3%	2%	3%	-%	9%	-%	-%	-%	3%	3%	3%	*%	4%	3%
No Problems	348	241	90	8	4	*	-	*	3	332	16	8	87	154	106
	70%	74% jk	72% jk	55%	36%	4%	-%	65%	60%	73% jk	37%	28%	77%	72%	63%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	563	299	151	49	14	22	12	8	8	450	113	64	89	210	264
Effective base	198	133	47	12	2	6	3	3	3	180	19	10	42	91	65
Weighted Base	495	327	125	15	11	8	3	*	6	452	43	27	114	213	168
NET: Any problems	147	85	35	7	7	8	3	*	2	120	27	20	27	59	62
	30%	26%	28%	45%	64%	96%	100%	35%	40%	27%	63% abi	72% abi	23%	28%	37%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	563	341	303	412	439	170	211	235	43	38	28	25	21	22
Effective base	198	99	108	138	160	44	71	104	16	9	3	5	2	2
Weighted Base	495	234	247	341	383	96	192	259	37	17	12	7	7	3
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	15	30	36	29	18	18	20	2	10	2	2	*	*
	9%	6%	12%	11%	8%	18% ad	10%	8%	6%	60% ab	14%	30%	*%	9%
Delivery time (when you receive your mail delivery)	39	17	11	20	26	3	17	6	3	2	8	1	*	1
	8%	7%	5%	6%	7%	3%	9%	2%	8%	13%	67%	15%	*%	20%
Price of postage	33	17	20	29	19	8	11	9	3	9	7	1	*	*
	7%	7%	8%	9%	5%	8%	6%	3%	9%	51% ab	63%	8%	*%	9%
Damaged mail / goods	32	15	18	23	25	8	17	13	3	4	1	2	*	*
	7%	7%	7%	7%	6%	8%	9%	5%	8%	24% a	5%	30%	*%	3%
Collection reliability	18	13	9	16	12	4	10	5	1	1	7	3	*	*
	4%	5%	4%	5%	3%	4%	5%	2%	3%	3%	57%	41%	*%	8%
Collection time of items you are sending	18	6	11	13	11	9	4	6	1	3	2	1	*	*
	4%	3%	5%	4%	3%	10%	2%	2%	4%	18% a	16%	19%	*%	2%
Amount / level of lost post sent	15	6	7	8	12	4	1	5	*	*	1	*	*	2
	3%	3%	3%	2%	3%	4%	1%	2%	*%	*%	8%	4%	*%	65%
Latest collection time	7	2	6	6	2	2	2	5	-	*	-	2	*	*
	1%	1%	2%	2%	1%	2%	1%	2%	-%	*%	-%	27%	*%	1%
Other	13	5	8	8	13	7	5	8	-	-	-	-	-	-
	3%	2%	3%	2%	3%	7%	3%	3%	-%	-%	-%	-%	-%	-%
No Problems	348	176	166	238	275	59	139	199	28	2	2	1	7	*
	70%	75%	67%	70%	72%	62%	72%	77% c	77% c	10%	15%	13%	99%	4%
NET: Any problems	147	58	81	103	108	37	53	60	9	16	10	6	*	3
	30%	25%	33%	30%	28%	38%	28%	23%	23%	90% ab	85%	87%	1%	96%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	563	306	34	19	23	12	28	17	57	88	77	125	81	41
Effective base	198	134	12	3	6	5	3	4	11	39	29	48	19	5
Weighted Base	495	331	26	10	6	4	3	3	10	98	80	102	50	12
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	23	2	1	1	*	*	1	1	6	12	7	10	1
	9%	7%	9%	6%	25%	1%	7%	40%	15%	6%	15%	7%	20%	10%
Delivery time (when you receive your mail delivery)	39	17	3	4	*	1	*	1	2	2	3	11	4	*
	8%	5%	13%	34%	3%	25%	2%	28%	19%	3%	3%	11%	8%	3%
Price of postage	33	14	1	3	*	-	*	*	*	2	12	10	4	1
	7%	4%	5%	32%	8%	-%	7%	1%	2%	2%	16% a	10%	8%	10%
Damaged mail / goods	32	19	3	1	*	*	2	*	2	3	7	7	3	2
	7%	6%	11%	6%	*%	1%	60%	2%	19%	3%	9%	7%	7%	16%
Collection reliability	18	7	*	*	*	2	2	1	5	4	*	10	*	2
	4%	2%	*%	1%	1%	46%	65%	39%	49% ab	4%	*%	9%	1%	16%
Collection time of items you are sending	18	6	1	*	*	1	*	1	2	4	1	2	4	2
	4%	2%	5%	2%	8%	25%	1%	47%	24% a	4%	1%	2%	8%	16%
Amount / level of lost post sent	15	9	1	*	*	*	*	1	1	4	*	3	1	*
	3%	3%	3%	1%	5%	5%	*%	32%	12%	4%	*%	3%	2%	1%
Latest collection time	7	*	*	-	*	-	2	*	2	*	4	*	-	2
	1%	*%	*%	-%	1%	-%	60%	1%	18% a	*%	5%	*%	-%	15%
Other	13	9	3	1	*	-	-	-	-	*	4	3	*	-
	3%	3%	12%	7%	1%	-%	-%	-%	-%	*%	6%	3%	1%	-%
No Problems	348	249	14	6	3	2	1	-	3	79	49	71	32	7
	70%	75% h	52%	56%	62%	49%	32%	-%	29%	81%	61%	70%	64%	58%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	563	306	34	19	23	12	28	17	57	88	77	125	81	41
Effective base	198	134	12	3	6	5	3	4	11	39	29	48	19	5
Weighted Base	495	331	26	10	6	4	3	3	10	98	80	102	50	12
NET: Any problems	147	82	13	4	2	2	2	3	7	18	31	31	18	5
	30%	25%	48%	44%	38%	51%	68%	100%	71% a	19%	39%	30%	36%	42%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	563	102	86	131	78	42	306	35	94	319	244	307	105
Effective base	198	52	39	40	25	5	114	12	34	122	77	113	26
Weighted Base	495	115	102	103	51	12	287	24	70	293	202	266	75
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	6	5	12	3	2	24	*	4	25	20	26	11
	9%	6%	5%	11%	5%	20%	8%	2%	6%	9%	10%	10%	14%
Delivery time (when you receive your mail delivery)	39	1	12	11	1	1	24	2	*	16	22	18	2
	8%	1%	12% a	10%	3%	5%	8%	10%	*%	6%	11%	7%	3%
Price of postage	33	3	8	6	1	1	13	2	4	16	17	21	8
	7%	2%	8%	6%	1%	8%	4%	9%	6%	5%	8%	8%	11%
Damaged mail / goods	32	4	8	4	7	2	18	3	4	19	13	17	6
	7%	3%	8%	4%	13%	15%	6%	12%	5%	7%	6%	6%	8%
Collection reliability	18	1	5	4	*	2	8	3	1	9	9	16	*
	4%	1%	5%	4%	1%	14%	3%	12%	1%	3%	4%	6%	1%
Collection time of items you are sending	18	*	3	4	2	2	5	4	2	10	8	10	4
	4%	*%	3%	4%	4%	16%	2%	17% a	3%	3%	4%	4%	5%
Amount / level of lost post sent	15	3	5	3	1	*	9	1	1	7	8	8	*
	3%	2%	5%	3%	1%	2%	3%	5%	2%	3%	4%	3%	*%
Latest collection time	7	-	*	*	-	2	2	*	-	6	*	2	4
	1%	-%	*%	*%	-%	14%	1%	*%	-%	2%	*%	1%	5%
Other	13	7	-	1	6	-	13	-	*	8	6	8	1
	3%	6%	-%	1%	12% bc	-%	5%	-%	*%	3%	3%	3%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	563	102	86	131	78	42	306	35	94	319	244	307	105
Effective base	198	52	39	40	25	5	114	12	34	122	77	113	26
Weighted Base	495	115	102	103	51	12	287	24	70	293	202	266	75
No Problems	348	95	69	72	32	6	203	14	56	211	137	187	52
	70%	83%	68%	70%	63%	45%	71%	60%	79%	72%	68%	70%	69%
NET: Any problems	147	20	32	31	19	7	84	10	15	82	65	79	24
	30%	17%	32%	30%	37%	55%	29%	40%	21%	28%	32%	30%	31%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	563	181	199	286	97	184	255	232	272	104	213	234	91
Effective base	198	77	62	114	18	78	84	60	84	24	71	87	26
Weighted Base	495	196	139	265	60	199	184	154	188	64	164	194	65
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	11	17	26	8	13	16	12	7	1	23	21	9
	9%	6%	12%	10%	13%	6%	9%	8%	4%	1%	14%	11%	13%
Delivery time (when you receive your mail delivery)	39	11	11	12	7	12	15	15	5	8	11	7	3
	8%	6%	8%	4%	11%	6%	8%	10%	2%	13% b	6%	3%	4%
Price of postage	33	11	4	15	10	13	6	17	3	8	15	10	1
	7%	5%	3%	6%	17%	6%	3%	11% b	2%	12% b	9%	5%	2%
Damaged mail / goods	32	7	16	16	5	12	13	12	12	5	13	16	4
	7%	3%	11%	6%	8%	6%	7%	8%	6%	7%	8%	8%	6%
Collection reliability	18	8	4	7	9	6	5	13	4	10	5	9	2
	4%	4%	3%	3%	15% a	3%	3%	8%	2%	16% b	3%	4%	3%
Collection time of items you are sending	18	7	3	7	6	8	2	4	3	2	8	10	3
	4%	3%	2%	3%	10%	4%	1%	3%	2%	3%	5%	5%	4%
Amount / level of lost post sent	15	5	6	7	1	5	7	5	3	*	5	3	2
	3%	2%	4%	3%	1%	2%	4%	3%	2%	1%	3%	2%	4%
Latest collection time	7	*	2	6	*	*	2	2	2	2	6	2	4
	1%	*%	1%	2%	*%	*%	1%	1%	1%	3%	4%	1%	6%
Other	13	4	6	8	-	3	10	5	1	-	5	4	*
	3%	2%	4%	3%	-%	2%	5%	3%	*%	-%	3%	2%	*%
No Problems	348	152	92	190	43	148	126	107	160	49	107	141	47
	70%	77%	66%	72%	71%	74%	69%	69%	85% a	77%	66%	73%	72%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	563	181	199	286	97	184	255	232	272	104	213	234	91
Effective base	198	77	62	114	18	78	84	60	84	24	71	87	26
Weighted Base	495	196	139	265	60	199	184	154	188	64	164	194	65
NET: Any problems	147	44	47	75	17	51	58	47	28	15	56	53	18
	30%	23%	34%	28%	29%	26%	31%	31% b	15%	23%	34%	27%	28%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	563	356	252	122	289	253	256	284	227	20
Effective base	198	124	96	37	93	96	98	100	79	4
Weighted Base	495	295	235	80	225	221	243	242	196	8
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	22	20	5	14	28	16	22	29	*
	9%	8%	8%	6%	6%	13%	7%	9%	15%	5%
Delivery time (when you receive your mail delivery)	39	23	19	4	17	9	20	18	8	1
	8%	8%	8%	5%	8%	4%	8%	8%	4%	10%
Price of postage	33	12	12	4	17	16	10	19	9	*
	7%	4%	5%	5%	8%	7%	4%	8%	4%	6%
Damaged mail / goods	32	21	17	1	14	11	17	13	13	1
	7%	7%	7%	2%	6%	5%	7%	5%	7%	7%
Collection reliability	18	10	10	5	12	9	7	12	9	*
	4%	4%	4%	6%	6%	4%	3%	5%	5%	1%
Collection time of items you are sending	18	9	8	6	5	10	7	7	9	*
	4%	3%	4%	7%	2%	4%	3%	3%	5%	2%
Amount / level of lost post sent	15	12	7	3	6	6	10	6	2	-
	3%	4%	3%	4%	3%	3%	4%	2%	1%	-%
Latest collection time	7	2	2	*	2	6	*	2	6	-
	1%	1%	1%	*%	1%	3%	*%	1%	3%	-%
Other	13	9	6	1	5	8	6	5	3	-
	3%	3%	3%	1%	2%	4%	2%	2%	2%	-%
No Problems	348	211	165	64	169	155	179	182	138	7
	70%	72%	70%	80%	75%	70%	74%	75%	70%	89%
NET: Any problems	147	83	70	16	56	66	64	60	58	1
	30%	28%	30%	20%	25%	30%	26%	25%	30%	11%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	c	*d
Unweighted Base	563	135	133	163	47	23	240	201	51	34	42	10
Effective base	198	53	56	55	21	9	84	71	17	7	19	4
Weighted Base	495	136	137	126	49	19	195	171	43	19	37	9
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	13	11	8	3	*	17	17	4	6	4	*
	9%	10%	8%	6%	6%	2%	8%	10%	10%	31%	10%	4%
Delivery time (when you receive your mail delivery)	39	13	12	9	2	*	7	5	7	*	3	*
	8%	10%	9%	8%	5%	2%	3%	3%	16%	2%	9%	1%
Price of postage	33	4	1	8	3	*	6	7	1	1	7	*
	7%	3%	1%	6%	5%	2%	3%	4%	3%	4%	18%	1%
Damaged mail / goods	32	13	14	3	*	*	11	11	5	*	7	3
	7%	10%	10%	2%	1%	2%	6%	7%	12%	3%	19%	31%
Collection reliability	18	3	6	3	2	*	8	6	3	2	1	*
	4%	2%	5%	2%	3%	*%	4%	3%	7%	8%	4%	*%
Collection time of items you are sending	18	4	7	3	2	1	11	8	2	2	3	-
	4%	3%	5%	2%	5%	7%	5%	5%	6%	9%	8%	-%
Amount / level of lost post sent	15	5	3	2	3	-	1	2	5	2	4	-
	3%	4%	2%	2%	6%	-%	1%	1%	11%	11%	11%	-%
Latest collection time	7	*	*	*	-	*	2	*	2	4	*	-
	1%	*%	*%	*%	-%	*%	1%	*%	4%	22%	*%	-%
Other	13	3	3	*	-	-	1	3	-	-	1	3
	3%	2%	2%	*%	-%	-%	*%	2%	-%	-%	3%	28%
No Problems	348	99	96	103	41	17	157	126	29	10	18	3
	70%	73%	70%	82%	82%	90%	81%	74%	68%	55%	48%	36%
NET: Any problems	147	37	41	23	9	2	38	45	14	8	19	6
	30%	27%	30%	18%	18%	10%	19%	26%	32%	45%	52%	64%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	563	445	344	488	419	363	366	449	133	2	377	28	180	258
Effective base	198	164	117	175	158	133	128	167	43	1	134	14	72	92
Weighted Base	495	399	262	423	379	305	276	414	102	2	329	34	182	226
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	34	19	37	35	21	32	32	11	-	32	3	30	11
	9%	8%	7%	9%	9%	7%	12%	8%	10%	-%	10%	9%	16% b	5%
Delivery time (when you receive your mail delivery)	39	19	15	22	27	18	26	26	4	*	28	3	21	11
	8%	5%	6%	5%	7%	6%	10%	6%	4%	2%	9%	10%	11%	5%
Price of postage	33	13	9	17	17	13	20	14	1	*	25	2	22	7
	7%	3%	4%	4%	4%	4%	7%	3%	1%	2%	7%	5%	12% b	3%
Damaged mail / goods	32	23	21	26	21	23	20	24	6	-	23	*	23	3
	7%	6%	8%	6%	6%	8%	7%	6%	6%	-%	7%	1%	13% b	1%
Collection reliability	18	11	10	12	10	5	6	12	4	-	14	1	10	7
	4%	3%	4%	3%	3%	2%	2%	3%	4%	-%	4%	4%	6%	3%
Collection time of items you are sending	18	10	9	11	14	13	12	11	6	-	13	*	13	2
	4%	3%	4%	3%	4%	4%	4%	3%	6%	-%	4%	1%	7% b	1%
Amount / level of lost post sent	15	7	8	10	13	6	13	10	2	-	10	-	10	4
	3%	2%	3%	2%	3%	2%	5%	2%	2%	-%	3%	-%	6%	2%
Latest collection time	7	7	2	7	7	1	7	6	*	*	2	-	6	*
	1%	2%	1%	2%	2%	*%	2%	2%	*%	2%	1%	-%	3%	*%
Other	13	12	9	12	12	12	5	6	3	-	1	2	9	1
	3%	3%	4%	3%	3%	4%	2%	1%	3%	-%	*%	6%	5%	*%
No Problems	348	301	185	311	277	224	186	316	73	2	244	24	92	199
	70%	75%	70%	73%	73%	74%	67%	76%	71%	98%	74%	71%	51%	88% a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	563	445	344	488	419	363	366	449	133	2	377	28	180	258
Effective base	198	164	117	175	158	133	128	167	43	1	134	14	72	92
Weighted Base	495	399	262	423	379	305	276	414	102	2	329	34	182	226
NET: Any problems	147	98	77	112	103	80	90	98	29	*	85	10	90	28
	30%	25%	30%	27%	27%	26%	33%	24%	29%	2%	26%	29%	49% b	12%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	563	468	28	212	351	138	276	148	160	115	264	283	280
Effective base	198	166	10	61	138	49	92	58	64	34	94	90	110
Weighted Base	495	417	22	147	348	116	222	156	147	80	245	199	295
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	30	3	45	-	17	11	18	19	20	6	25	21
	9%	7%	15%	31%	-%	14%	5%	11%	13%	25%	3%	12%	7%
				b					c	c			
Delivery time (when you receive your mail delivery)	39	29	2	39	-	14	14	10	8	18	12	16	22
	8%	7%	10%	26%	-%	12%	7%	6%	5%	23%	5%	8%	8%
				b						ac			
Price of postage	33	29	2	33	-	15	14	4	8	15	10	12	21
	7%	7%	8%	22%	-%	13%	6%	2%	5%	18%	4%	6%	7%
				b		c				ac			
Damaged mail / goods	32	22	7	32	-	5	14	13	22	3	7	19	13
	7%	5%	32%	22%	-%	4%	7%	8%	15%	4%	3%	9%	5%
				b					c				
Collection reliability	18	12	*	18	-	11	4	4	3	10	6	7	12
	4%	3%	1%	12%	-%	9%	2%	2%	2%	12%	2%	3%	4%
				b		b				ac			
Collection time of items you are sending	18	13	*	18	-	8	5	6	6	7	5	14	4
	4%	3%	*%	12%	-%	7%	2%	4%	4%	9%	2%	7%	1%
				b									
Amount / level of lost post sent	15	10	4	15	-	7	4	4	9	2	5	8	8
	3%	2%	18%	10%	-%	6%	2%	2%	6%	2%	2%	4%	3%
				b									
Latest collection time	7	2	-	7	-	2	*	4	1	4	2	7	*
	1%	1%	-%	4%	-%	2%	*%	3%	*%	5%	1%	3%	*%
				b									
Other	13	11	-	13	-	7	6	*	9	4	*	5	8
	3%	3%	-%	9%	-%	6%	3%	*%	6%	5%	*%	2%	3%
				b					c				

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	563	468	28	212	351	138	276	148	160	115	264	283	280
Effective base	198	166	10	61	138	49	92	58	64	34	94	90	110
Weighted Base	495	417	22	147	348	116	222	156	147	80	245	199	295
No Problems	348	313	7	-	348	67	167	114	90	29	207	125	223
	70%	75%	34%	-%	100%	57%	75%	73%	61%	37%	84%	63%	75%
					a		a		b		ab		
NET: Any problems	147	104	15	147	-	50	55	42	58	51	38	74	73
	30%	25%	66%	100%	-%	43%	25%	27%	39%	63%	16%	37%	25%
				b		b			c	ac			

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 184 (continuation)

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All those who use other providers to RM (QV4=2-18,98)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	563	148	182	119	114	330	233
Effective base	198	60	51	41	52	111	88
Weighted Base	495	143	125	126	100	269	226
Delivery consistency / reliability (e.g. arrives as promised consistently)	45	7	11	22	5	18	27
	9%	5%	9%	18%	5%	7%	12%
				a			
Delivery time (when you receive your mail delivery)	39	11	7	16	4	18	21
	8%	7%	6%	13%	4%	7%	9%
Price of postage	33	3	9	18	3	12	21
	7%	2%	7%	15%	3%	4%	9%
				a			
Damaged mail / goods	32	11	7	5	9	18	14
	7%	8%	6%	4%	9%	7%	6%
Collection reliability	18	2	3	11	3	5	14
	4%	2%	2%	9%	3%	2%	6%
Collection time of items you are sending	18	3	4	8	4	6	12
	4%	2%	3%	6%	4%	2%	5%
Amount / level of lost post sent	15	1	5	7	2	6	9
	3%	1%	4%	5%	2%	2%	4%
Latest collection time	7	4	*	*	2	4	2
	1%	3%	*%	*%	2%	2%	1%
Other	13	10	*	1	2	11	2
	3%	7%	*%	*%	2%	4%	1%
		b					
No Problems	348	104	95	73	76	198	149
	70%	72%	76%	58%	76%	74%	66%
NET: Any problems	147	40	30	53	24	70	77
	30%	28%	24%	42%	24%	26%	34%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	*a	*b	*c	*d	*e
Unweighted Base		36	1	35	11	7	3	15	25
Effective base		8	1	7	7	3	3	6	5
Weighted Base		21	3	17	20	*	*	*	1
Very Dissatisfied	(-2)	7	3	4	7	*	-	-	*
		35%	100%	23%	36%	4%	-%	-%	3%
Fairly Dissatisfied	(-1)	1	-	1	1	*	*	-	*
		4%	-%	5%	4%	7%	28%	-%	6%
Neither Satisfied Nor Dissatisfied	(0)	4	-	4	4	*	-	*	*
		20%	-%	23%	20%	9%	-%	7%	8%
Fairly Satisfied	(1)	5	-	5	5	*	-	*	*
		26%	-%	30%	25%	67%	-%	25%	54%
Very Satisfied	(2)	3	-	3	3	*	*	*	*
		15%	-%	18%	15%	14%	72%	52%	25%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-	-	-	*	*
		*%	-%	*%	-%	-%	-%	16%	4%
NET: Satisfied		8	-	8	8	*	*	*	*
		41%	-%	48%	39%	80%	72%	76%	79%
NET: Dissatisfied		8	3	5	8	*	*	-	*
		40%	100%	28%	40%	11%	28%	-%	9%
Answered		21	3	17	20	*	*	*	1
Mean score		-.2	-2.0	.1	-.2	.8	1.2	1.5	1.0

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		36	5	2	4	4	6	15	11	7	18
Effective base		8	4	2	2	2	5	6	7	3	8
Weighted Base		21	13	3	4	*	*	*	20	*	*
Very Dissatisfied	(-2)	7	7	-	-	-	*	-	7	*	-
		35%	55%	-%	-%	-%	20%	-%	36%	4%	-%
Fairly Dissatisfied	(-1)	1	-	-	1	-	*	-	1	*	*
		4%	-%	-%	21%	-%	39%	-%	4%	7%	4%
Neither Satisfied Nor Dissatisfied	(0)	4	3	1	*	*	-	*	4	*	*
		20%	21%	33%	8%	10%	-%	7%	20%	9%	6%
Fairly Satisfied	(1)	5	*	2	3	*	-	*	5	*	*
		26%	2%	67%	70%	79%	-%	25%	25%	67%	21%
Very Satisfied	(2)	3	3	-	-	*	*	*	3	*	*
		15%	22%	-%	-%	11%	41%	52%	15%	14%	55%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	16%	-%	-%	14%
NET: Satisfied		8	3	2	3	*	*	*	8	*	*
		41%	24%	67%	70%	90%	41%	76%	39%	80%	76%
NET: Dissatisfied		8	7	-	1	-	*	-	8	*	*
		40%	55%	-%	21%	-%	59%	-%	40%	11%	4%
Answered		21	13	3	4	*	*	*	20	*	*
Mean score		-.2	-.6	.7	.5	1.0	*	1.5	-.2	.8	1.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		36	12	11	3	3	6
Effective base		8	6	2	2	3	4
Weighted Base		21	17	3	*	*	*
Very Dissatisfied	(-2)	7	7	*	-	-	-
		35%	43%	1%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	1	-	-	*
		4%	-%	24%	-%	-%	25%
Neither Satisfied Nor Dissatisfied	(0)	4	4	*	*	-	-
		20%	22%	8%	27%	-%	-%
Fairly Satisfied	(1)	5	3	2	-	-	*
		26%	17%	67%	-%	-%	30%
Very Satisfied	(2)	3	3	*	*	*	*
		15%	17%	1%	73%	100%	26%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	*
		*%	-%	-%	-%	-%	20%
NET: Satisfied		8	6	2	*	*	*
		41%	35%	67%	73%	100%	56%
NET: Dissatisfied		8	7	1	-	-	*
		40%	43%	25%	-%	-%	25%
Answered		21	17	3	*	*	*
Mean score		-.2	-.3	.4	1.5	2.0	.7

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			GOR (QC3)									
		Total base	East Midlands	Greater London	North East	North West	South East	West Midlands	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Base		36	2	3	1	1	4	1	12	5	2	17
Effective base		8	1	3	1	1	2	1	7	2	1	8
Weighted Base		21	4	8	1	3	4	*	20	1	*	*
Very Dissatisfied	(-2)	7	4	-	-	3	-	-	7	-	-	*
		35%	99%	-%	-%	100%	-%	-%	37%	-%	-%	8%
Fairly Dissatisfied	(-1)	1	-	-	1	-	-	-	1	-	-	*
		4%	-%	-%	100%	-%	-%	-%	4%	-%	-%	16%
Neither Satisfied Nor Dissatisfied	(0)	4	-	-	-	-	4	-	4	*	-	*
		20%	-%	-%	-%	-%	99%	-%	19%	54%	-%	20%
Fairly Satisfied	(1)	5	-	5	-	-	-	*	5	*	*	*
		26%	-%	62%	-%	-%	-%	100%	24%	46%	98%	13%
Very Satisfied	(2)	3	*	3	-	-	*	-	3	-	*	*
		15%	1%	38%	-%	-%	1%	-%	15%	-%	2%	43%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	*	-	*	-	-	-
		*%	-%	-%	-%	-%	1%	-%	*%	-%	-%	-%
NET: Satisfied		8	*	8	-	-	*	*	8	*	*	*
		41%	1%	100%	-%	-%	1%	100%	40%	46%	100%	55%
NET: Dissatisfied		8	4	-	1	3	-	-	8	-	-	*
		40%	99%	-%	100%	100%	-%	-%	41%	-%	-%	24%
Answered		21	4	8	1	3	4	*	19	1	*	*
Mean score		-.2	-2.0	1.4	-1.0	-2.0	*	1.0	-.2	.5	1.0	.7

Columns Tested:: a,b,c,d,e,f,g,h,i,j

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Industry							Urbanity		Location		Internet connection
		Total base	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	a	*b	a	*b	
Unweighted Base		36	8	1	1	5	1	2	16	33	3	32	4	36
Effective base		8	4	1	1	1	1	1	1	7	2	7	1	8
Weighted Base		21	12	*	3	*	*	1	3	20	*	20	1	21
Very Dissatisfied	(-2)	7	4	-	3	-	-	-	*	7	-	7	-	7
		35%	34%	-%	100%	-%	-%	-%	1%	36%	-%	37%	-%	35%
Fairly Dissatisfied	(-1)	1	-	-	-	*	-	1	*	1	-	*	1	1
		4%	-%	-%	-%	10%	-%	99%	*%	4%	-%	*%	93%	4%
Neither Satisfied Nor Dissatisfied	(0)	4	*	-	-	-	-	-	3	4	-	4	*	4
		20%	*%	-%	-%	-%	-%	-%	90%	20%	-%	21%	1%	20%
Fairly Satisfied	(1)	5	5	-	-	*	*	-	*	5	*	5	*	5
		26%	40%	-%	-%	85%	100%	-%	7%	24%	100%	27%	3%	26%
Very Satisfied	(2)	3	3	*	-	*	-	*	*	3	*	3	*	3
		15%	25%	100%	-%	5%	-%	1%	2%	15%	*%	15%	3%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	-	*	*	-	*	-	*
		*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%	*%
NET: Satisfied		8	8	*	-	*	*	*	*	8	*	8	*	8
		41%	65%	100%	-%	90%	100%	1%	9%	39%	100%	42%	6%	41%
NET: Dissatisfied		8	4	-	3	*	-	1	*	8	-	7	1	8
		40%	34%	-%	100%	10%	-%	99%	1%	40%	-%	37%	93%	40%
Answered		21	12	*	3	*	*	1	3	20	*	20	1	21
Mean score		-.2	.2	2.0	-2.0	.9	1.0	-1.0	.1	-.2	1.0	-.2	-.8	-.2

Columns Tested:: a,b,c,d,e,f,g - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Role of mail services			Monthly postal spend									
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	0-<£1000	£1000+	£5000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Base		36	11	18	7	15	10	3	1	3	3	1	25	11	8
Effective base		8	1	5	1	6	1	1	1	2	1	1	7	2	2
Weighted Base		21	3	14	3	16	4	1	*	*	*	*	19	1	*
Very Dissatisfied	(-2)	7	-	7	-	4	3	-	-	*	-	-	7	*	*
		35%	-%	51%	-%	26%	88%	-%	-%	28%	-%	-%	37%	2%	5%
Fairly Dissatisfied	(-1)	1	*	1	*	-	*	1	-	*	-	-	*	1	*
		4%	*%	6%	1%	-%	1%	98%	-%	11%	-%	-%	*%	69%	2%
Neither Satisfied Nor Dissatisfied	(0)	4	3	1	-	4	*	-	-	-	*	-	4	*	*
		20%	91%	9%	-%	24%	1%	-%	-%	-%	91%	-%	20%	22%	71%
Fairly Satisfied	(1)	5	*	5	*	5	*	-	-	-	-	-	5	-	-
		26%	7%	34%	8%	31%	9%	-%	-%	-%	-%	-%	27%	-%	-%
Very Satisfied	(2)	3	*	*	3	3	*	*	*	*	*	*	3	*	*
		15%	1%	1%	91%	19%	1%	2%	100%	61%	1%	100%	16%	6%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	*	-	-	-	-	-	-	-	*	-	-	*	*
		*%	1%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	2%	7%
NET: Satisfied		8	*	5	3	8	*	*	*	*	*	*	8	*	*
		41%	8%	34%	99%	50%	9%	2%	100%	61%	1%	100%	43%	6%	15%
NET: Dissatisfied		8	*	8	*	4	3	1	-	*	-	-	7	1	*
		40%	*%	57%	1%	26%	89%	98%	-%	39%	-%	-%	38%	70%	7%
Answered		21	3	14	3	16	4	1	*	*	*	*	19	1	*
Mean score		-.2	.1	-.7	1.9	.2	-1.7	-.9	2.0	.5	*	2.0	-.2	-.6	.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		36	4	11	21	21	23	28	26	19	13	5	3	6	6	2	1	5
Effective base		8	2	4	2	3	6	6	6	1	2	2	2	2	2	2	1	3
Weighted Base		21	7	9	5	5	16	17	14	1	5	7	6	3	1	*	*	*
Very Dissatisfied	(-2)	7	4	-	3	*	4	4	3	-	3	4	-	-	-	-	-	*
		35%	58%	-%	67%	*%	26%	24%	23%	-%	60%	58%	-%	-%	-%	-%	-%	34%
Fairly Dissatisfied	(-1)	1	-	-	1	1	1	1	1	*	1	-	*	-	1	-	-	-
		4%	-%	-%	18%	17%	5%	5%	6%	3%	16%	-%	1%	-%	71%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	4	*	4	*	1	3	4	4	1	1	3	-	1	*	-	-	-
		20%	1%	43%	7%	21%	17%	22%	27%	82%	18%	39%	-%	32%	4%	-%	-%	-%
Fairly Satisfied	(1)	5	3	2	*	3	5	5	3	*	*	*	3	2	*	-	-	-
		26%	42%	23%	6%	60%	32%	31%	22%	6%	4%	3%	48%	67%	23%	-%	-%	-%
Very Satisfied	(2)	3	-	3	*	*	3	3	3	*	*	*	3	*	*	*	*	*
		15%	-%	34%	2%	2%	19%	18%	22%	7%	1%	*%	51%	1%	2%	100%	100%	22%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	*	-	*	*	*	*	*	-	-	-	-	-	-	*
		*%	-%	-%	1%	-%	*%	*%	*%	2%	*%	-%	-%	-%	-%	-%	-%	43%
NET: Satisfied		8	3	5	*	3	8	8	6	*	*	*	6	2	*	*	*	*
		41%	42%	57%	8%	62%	51%	49%	43%	12%	5%	3%	99%	68%	25%	100%	100%	22%
NET: Dissatisfied		8	4	-	4	1	5	5	4	*	4	4	*	-	1	-	-	*
		40%	58%	-%	84%	18%	31%	29%	29%	3%	77%	58%	1%	-%	71%	-%	-%	34%
Answered		21	7	9	5	5	16	17	14	1	5	7	6	3	1	*	*	*
Mean score		-.2	-.7	.9	-1.4	.5	.1	.1	.1	.2	-1.3	-1.1	1.5	.7	-.4	2.0	2.0	-.4

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Number of packets and parcels sent							Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base		36	8	4	2	3	5	4	9	5	6	5	4	8
Effective base		8	2	2	1	1	3	2	3	1	2	4	3	1
Weighted Base		21	6	5	3	*	*	*	*	3	7	*	6	1
Very Dissatisfied	(-2)	7	3	-	-	*	-	-	-	-	4	-	-	-
		35%	53%	-%	-%	6%	-%	-%	-%	-%	60%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	*	1	-	-	-	-	-	-	-	*	1	-
		4%	1%	17%	-%	-%	-%	-%	-%	-%	-%	22%	14%	-%
Neither Satisfied Nor Dissatisfied	(0)	4	3	1	-	*	-	-	-	3	-	*	-	1
		20%	46%	21%	-%	12%	-%	-%	-%	92%	-%	28%	-%	96%
Fairly Satisfied	(1)	5	*	-	3	*	-	-	-	*	3	*	2	-
		26%	1%	-%	100%	82%	-%	-%	-%	7%	40%	26%	38%	-%
Very Satisfied	(2)	3	*	3	*	-	*	*	*	*	*	*	3	*
		15%	*%	61%	*%	-%	100%	65%	71%	*%	*%	24%	48%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	*	*	-	*	-	-	-
		*%	-%	-%	-%	-%	-%	35%	29%	-%	*%	-%	-%	-%
NET: Satisfied		8	*	3	3	*	*	*	*	*	3	*	5	*
		41%	1%	61%	100%	82%	100%	65%	71%	8%	40%	50%	86%	4%
NET: Dissatisfied		8	3	1	-	*	-	-	-	-	4	*	1	-
		40%	53%	17%	-%	6%	-%	-%	-%	-%	60%	22%	14%	-%
Answered		21	6	5	3	*	*	*	*	3	7	*	6	1
Mean score		-.2	-1.0	1.1	1.0	.7	2.0	2.0	2.0	.1	-.8	.5	1.2	.1

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		36	3	5	9	3	6	19	5	1	18	18	14	14
Effective base		8	1	1	1	2	1	4	1	1	5	3	3	3
Weighted Base		21	1	3	3	6	1	11	3	*	14	7	7	10
Very Dissatisfied	(-2)	7	-	*	-	3	-	3	-	-	4	3	*	4
		35%	-%	1%	-%	50%	-%	30%	-%	-%	29%	48%	*%	40%
Fairly Dissatisfied	(-1)	1	1	-	*	-	-	1	-	-	1	-	1	*
		4%	95%	-%	1%	-%	-%	8%	-%	-%	6%	-%	12%	*%
Neither Satisfied Nor Dissatisfied	(0)	4	-	3	*	-	1	1	3	*	3	1	3	1
		20%	-%	98%	3%	-%	98%	9%	89%	100%	20%	20%	40%	10%
Fairly Satisfied	(1)	5	-	-	3	*	-	3	*	-	3	2	3	2
		26%	-%	-%	94%	4%	-%	25%	10%	-%	23%	30%	47%	20%
Very Satisfied	(2)	3	*	*	*	3	*	3	-	-	3	*	*	3
		15%	5%	*%	1%	46%	2%	28%	-%	-%	21%	2%	1%	29%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-	-	-	-	*	-	-	*	-	*
		*%	-%	1%	-%	-%	-%	-%	1%	-%	-%	*%	-%	*%
NET: Satisfied		8	*	*	3	3	*	6	*	-	6	2	3	5
		41%	5%	*%	96%	50%	2%	53%	10%	-%	45%	32%	48%	49%
NET: Dissatisfied		8	1	*	*	3	-	4	-	-	5	3	1	4
		40%	95%	1%	1%	50%	-%	38%	-%	-%	35%	48%	12%	41%
Answered		21	1	3	3	6	1	11	3	*	14	7	7	10
Mean score		-.2	-.8	*	1.0	*	*	.1	.1	-	*	-.6	.4	*

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base		36	11	11	15	10	9	17	19	13	7	22	12	10
Effective base		8	3	3	5	4	3	2	2	3	2	5	4	2
Weighted Base		21	7	7	15	*	9	5	5	2	*	13	9	7
Very Dissatisfied	(-2)	7	*	3	4	-	*	3	*	-	-	4	-	4
		35%	*%	45%	28%	-%	*%	62%	*%	-%	-%	31%	-%	58%
Fairly Dissatisfied	(-1)	1	-	1	1	*	-	1	1	1	-	1	1	*
		4%	-%	12%	6%	28%	-%	17%	18%	40%	-%	7%	10%	*%
Neither Satisfied Nor Dissatisfied	(0)	4	4	*	4	*	3	1	1	1	-	*	3	-
		20%	55%	*%	25%	36%	32%	20%	21%	46%	-%	*%	32%	-%
Fairly Satisfied	(1)	5	3	*	3	-	3	*	3	*	*	5	2	-
		26%	44%	1%	22%	-%	34%	1%	58%	12%	70%	39%	23%	-%
Very Satisfied	(2)	3	*	3	3	*	3	*	*	*	*	3	3	3
		15%	1%	42%	20%	36%	34%	*%	2%	3%	30%	23%	35%	42%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	*	-	-	-	*	*	-
		*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	-%
NET: Satisfied		8	3	3	6	*	6	*	3	*	*	8	5	3
		41%	45%	43%	42%	36%	68%	1%	60%	14%	100%	62%	58%	42%
NET: Dissatisfied		8	*	4	5	*	*	4	1	1	-	5	1	4
		40%	*%	57%	33%	28%	*%	78%	19%	40%	-%	38%	10%	58%
Answered		21	7	7	15	*	9	5	5	2	*	13	9	7
Mean score		-.2	.4	-.2	*	.4	1.0	-1.4	.4	-.2	1.3	.2	.8	-.3

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		36	25	7	12	14	15	13	15	12	1
Effective base		8	5	3	2	3	4	4	2	3	1
Weighted Base		21	14	7	5	5	11	10	4	8	*
Very Dissatisfied	(-2)	7	3	3	-	-	4	-	-	4	-
		35%	23%	47%	-%	-%	38%	-%	-%	52%	-%
Fairly Dissatisfied	(-1)	1	1	1	1	1	1	1	1	*	-
		4%	6%	12%	18%	17%	8%	9%	21%	*%	-%
Neither Satisfied Nor Dissatisfied	(0)	4	4	3	4	1	3	3	*	4	-
		20%	27%	40%	81%	21%	26%	29%	*%	47%	-%
Fairly Satisfied	(1)	5	3	-	-	3	3	3	3	*	*
		26%	22%	-%	-%	61%	28%	31%	78%	*%	100%
Very Satisfied	(2)	3	3	*	*	*	*	3	*	*	-
		15%	22%	1%	*%	1%	*%	31%	1%	*%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	*	-	*	-	-	-	-	-	-
		*%	*%	-%	1%	-%	-%	-%	-%	-%	-%
NET: Satisfied		8	6	*	*	3	3	6	3	*	*
		41%	43%	1%	*%	62%	29%	63%	79%	1%	100%
NET: Dissatisfied		8	4	4	1	1	5	1	1	4	-
		40%	29%	59%	18%	17%	46%	9%	21%	52%	-%
Answered		21	14	7	5	5	11	10	4	8	*
Mean score		-.2	.1	-1.0	-.2	.5	-.5	.8	.6	-1.0	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted Base		36	5	5	8	2	2	14	7	6	7	4	1
Effective base		8	2	3	2	1	1	3	1	1	1	1	1
Weighted Base		21	4	7	4	1	*	8	3	1	4	1	3
Very Dissatisfied	(-2)	7	-	-	-	-	-	-	-	*	4	-	-
		35%	-%	-%	-%	-%	-%	-%	-%	2%	97%	-%	-%
Fairly Dissatisfied	(-1)	1	1	1	1	1	*	1	*	1	*	-	-
		4%	23%	13%	22%	100%	95%	11%	1%	95%	*%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	4	-	3	-	-	-	4	3	-	-	1	-
		20%	-%	42%	-%	-%	-%	48%	90%	-%	-%	99%	-%
Fairly Satisfied	(1)	5	-	-	3	-	-	*	*	-	*	-	-
		26%	-%	-%	77%	-%	-%	3%	8%	-%	2%	-%	-%
Very Satisfied	(2)	3	3	3	*	-	*	3	*	*	*	*	3
		15%	77%	45%	1%	-%	5%	38%	1%	3%	2%	1%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		8	3	3	3	-	*	3	*	*	*	*	3
		41%	77%	45%	78%	-%	5%	41%	9%	3%	3%	1%	100%
NET: Dissatisfied		8	1	1	1	1	*	1	*	1	4	-	-
		40%	23%	13%	22%	100%	95%	11%	1%	97%	97%	-%	-%
Answered		21	4	7	4	1	*	8	3	1	4	1	3
Mean score		-.2	1.3	.8	.6	-1.0	-.8	.7	.1	-.9	-1.9	*	2.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b	*a	*b
Unweighted Base		36	21	21	26	21	17	29	17	13	19	2	20	4	24	5
Effective base		8	4	4	5	5	4	5	4	3	4	2	5	2	4	2
Weighted Base		21	12	9	15	15	10	14	13	8	8	*	14	1	10	4
Very Dissatisfied	(-2)	7	7	3	7	7	3	7	7	3	-	*	4	-	3	*
		35%	58%	34%	50%	49%	31%	51%	55%	41%	-%	39%	29%	-%	33%	1%
Fairly Dissatisfied	(-1)	1	1	1	1	1	*	1	1	1	1	-	*	1	-	1
		4%	7%	9%	6%	6%	*%	6%	6%	11%	11%	-%	*%	77%	-%	22%
Neither Satisfied Nor Dissatisfied	(0)	4	4	3	4	4	4	1	3	4	4	-	4	*	1	*
		20%	30%	30%	26%	25%	37%	7%	21%	47%	47%	-%	27%	*%	13%	1%
Fairly Satisfied	(1)	5	1	2	3	3	*	5	2	*	3	*	3	*	5	-
		26%	4%	25%	18%	19%	2%	35%	17%	*%	41%	61%	22%	20%	52%	-%
Very Satisfied	(2)	3	*	*	*	*	3	*	*	*	*	-	3	*	*	3
		15%	1%	1%	1%	*%	29%	1%	1%	*%	1%	-%	22%	2%	2%	76%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	*	*	*	-	-	-	-	-	-	*	-
		*%	-%	-%	-%	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%
NET: Satisfied		8	1	2	3	3	3	5	2	*	3	*	6	*	5	3
		41%	5%	26%	18%	19%	31%	36%	18%	1%	42%	61%	43%	22%	54%	76%
NET: Dissatisfied		8	8	4	8	8	3	8	8	4	1	*	4	1	3	1
		40%	65%	44%	56%	55%	31%	57%	61%	52%	11%	39%	30%	77%	33%	22%
Answered		21	12	9	15	15	10	14	13	8	8	*	14	1	10	4
Mean score		-.2	-1.2	-.5	-.9	-.9	*	-.7	-1.0	-.9	.3	-.2	.1	-.5	-.1	1.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			
		Total base	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%				*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*c	*d
Unweighted Base		36	36	11	16	9	11	16	9	22	14	5	17	5	9
Effective base		8	8	2	2	5	2	3	2	5	3	3	2	2	2
Weighted Base		21	21	4	3	14	6	10	4	15	6	10	1	4	5
Very Dissatisfied	(-2)	7	7	*	-	7	3	4	-	7	-	7	*	-	-
		35%	35%	1%	-%	50%	52%	41%	-%	48%	-%	71%	2%	-%	-%
Fairly Dissatisfied	(-1)	1	1	1	*	*	*	*	1	1	*	-	1	-	-
		4%	4%	23%	*%	*%	*%	*%	19%	6%	1%	-%	69%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	4	4	-	*	4	-	1	3	4	*	-	*	4	*
		20%	20%	-%	14%	26%	-%	11%	68%	25%	5%	-%	4%	98%	5%
Fairly Satisfied	(1)	5	5	3	2	1	-	5	*	*	5	3	*	*	2
		26%	26%	75%	80%	4%	-%	48%	11%	*%	93%	29%	22%	1%	38%
Very Satisfied	(2)	3	3	*	*	3	3	*	*	3	*	-	*	*	3
		15%	15%	1%	5%	20%	48%	1%	2%	20%	2%	-%	4%	1%	56%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	*	*	-	-	-	*	-	*	-	-	-	-	*
		*%	*%	1%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%	*%
NET: Satisfied		8	8	3	2	3	3	5	1	3	5	3	*	*	5
		41%	41%	76%	85%	24%	48%	48%	13%	20%	95%	29%	26%	2%	94%
NET: Dissatisfied		8	8	1	*	7	3	4	1	8	*	7	1	-	-
		40%	40%	23%	*%	50%	52%	41%	19%	54%	1%	71%	70%	-%	-%
Answered		21	21	4	3	14	6	10	4	15	6	10	1	4	5
Mean score		-.2	-.2	.5	.9	-.6	-.1	-.3	*	-.6	1.0	-1.1	-.4	*	1.5

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 185 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Half	
		Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b
Unweighted Base		36	22	14
Effective base		8	4	4
Weighted Base		21	11	9
Very Dissatisfied	(-2)	7	7	-
		35%	63%	-%
Fairly Dissatisfied	(-1)	1	1	-
		4%	8%	-%
Neither Satisfied Nor Dissatisfied	(0)	4	*	4
		20%	*%	44%
Fairly Satisfied	(1)	5	3	2
		26%	28%	22%
Very Satisfied	(2)	3	*	3
		15%	*%	33%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*
		*%	-%	*%
NET: Satisfied		8	3	5
		41%	29%	55%
NET: Dissatisfied		8	8	-
		40%	71%	-%
Answered		21	11	9
Mean score		-.2	-1.0	.9

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	*a	*b	*c	*d	*e
Unweighted Base		36	1	35	11	7	3	15	25
Effective base		8	1	7	7	3	3	6	5
Weighted Base		21	3	17	20	*	*	*	1
Very Dissatisfied	(-2)	1	-	1	1	-	-	-	-
		4%	-%	5%	4%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	4	-	4	4	*	-	-	*
		20%	-%	23%	20%	4%	-%	-%	3%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	-	-	*	*
		*%	-%	*%	-%	-%	-%	4%	1%
Fairly Satisfied	(1)	7	3	4	6	*	*	*	*
		34%	100%	21%	32%	86%	72%	35%	74%
Very Satisfied	(2)	9	-	9	9	*	*	*	*
		43%	-%	50%	43%	9%	28%	61%	22%
NET: Satisfied		16	3	12	15	*	*	*	1
		76%	100%	72%	76%	96%	100%	96%	96%
NET: Dissatisfied		5	-	5	5	*	-	-	*
		24%	-%	28%	24%	4%	-%	-%	3%
Answered		21	3	17	20	*	*	*	1
Mean score		.9	1.0	.9	.9	1.0	1.3	1.6	1.2

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		36	5	2	4	4	6	15	11	7	18
Effective base		8	4	2	2	2	5	6	7	3	8
Weighted Base		21	13	3	4	*	*	*	20	*	*
Very Dissatisfied	(-2)	1	-	-	1	-	-	-	1	-	-
		4%	-%	-%	21%	-%	-%	-%	4%	-%	-%
Fairly Dissatisfied	(-1)	4	4	-	-	-	*	-	4	*	-
		20%	31%	-%	-%	-%	20%	-%	20%	4%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	4%	-%	-%	3%
Fairly Satisfied	(1)	7	6	-	*	*	*	*	6	*	*
		34%	47%	-%	8%	89%	72%	35%	32%	86%	41%
Very Satisfied	(2)	9	3	3	3	*	*	*	9	*	*
		43%	22%	100%	70%	11%	8%	61%	43%	9%	56%
NET: Satisfied		16	9	3	3	*	*	*	15	*	*
		76%	69%	100%	79%	100%	80%	96%	76%	96%	97%
NET: Dissatisfied		5	4	-	1	-	*	-	5	*	-
		24%	31%	-%	21%	-%	20%	-%	24%	4%	-%
Answered		21	13	3	4	*	*	*	20	*	*
Mean score		.9	.6	2.0	1.1	1.1	.7	1.6	.9	1.0	1.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		36	12	11	3	3	6
Effective base		8	6	2	2	3	4
Weighted Base		21	17	3	*	*	*
Very Dissatisfied	(-2)	1	-	1	-	-	-
		4%	-%	24%	-%	-%	-%
Fairly Dissatisfied	(-1)	4	4	*	-	-	-
		20%	24%	1%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	-	-
		*%	*%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	6	1	*	*	*
		34%	37%	16%	100%	39%	58%
Very Satisfied	(2)	9	7	2	-	*	*
		43%	39%	59%	-%	61%	42%
NET: Satisfied		16	13	3	*	*	*
		76%	76%	75%	100%	100%	100%
NET: Dissatisfied		5	4	1	-	-	-
		24%	24%	25%	-%	-%	-%
Answered		21	17	3	*	*	*
Mean score		.9	.9	.9	1.0	1.6	1.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			GOR (QC3)									
		Total base	East Midlands	Greater London	North East	North West	South East	West Midlands	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Base		36	2	3	1	1	4	1	12	5	2	17
Effective base		8	1	3	1	1	2	1	7	2	1	8
Weighted Base		21	4	8	1	3	4	*	20	1	*	*
Very Dissatisfied	(-2)	1	-	-	1	-	-	-	1	-	-	-
		4%	-%	-%	100%	-%	-%	-%	4%	-%	-%	-%
Fairly Dissatisfied	(-1)	4	4	-	-	-	-	-	4	-	-	*
		20%	99%	-%	-%	-%	-%	-%	21%	-%	-%	8%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Fairly Satisfied	(1)	7	-	-	-	3	3	*	6	1	*	*
		34%	-%	-%	-%	100%	73%	100%	31%	99%	98%	67%
Very Satisfied	(2)	9	*	8	-	-	1	-	9	-	*	*
		43%	1%	100%	-%	-%	27%	-%	44%	-%	2%	25%
NET: Satisfied		16	*	8	-	3	4	*	15	1	*	*
		76%	1%	100%	-%	100%	100%	100%	75%	99%	100%	92%
NET: Dissatisfied		5	4	-	1	-	-	-	5	-	-	*
		24%	99%	-%	100%	-%	-%	-%	25%	-%	-%	8%
Answered		21	4	8	1	3	4	*	20	1	*	*
Mean score		.9	-1.0	2.0	-2.0	1.0	1.3	1.0	.9	1.0	1.0	1.1

Columns Tested:: a,b,c,d,e,f,g,h,i,j

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Industry							Urbanity		Location		Internet connection
		Total base	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	a	*b	a	*b	
Unweighted Base		36	8	1	1	5	1	2	16	33	3	32	4	36
Effective base		8	4	1	1	1	1	1	1	7	2	7	1	8
Weighted Base		21	12	*	3	*	*	1	3	20	*	20	1	21
Very Dissatisfied	(-2)	1	-	-	-	-	-	1	-	1	-	-	1	1
		4%	-%	-%	-%	-%	-%	99%	-%	4%	-%	-%	93%	4%
Fairly Dissatisfied	(-1)	4	4	-	-	-	-	-	*	4	-	4	-	4
		20%	34%	-%	-%	-%	-%	-%	1%	20%	-%	21%	-%	20%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	*	*	-	-	*	*
		*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	1%	*%
Fairly Satisfied	(1)	7	*	-	3	*	*	*	3	6	*	7	*	7
		34%	1%	-%	100%	100%	100%	1%	97%	32%	100%	35%	3%	34%
Very Satisfied	(2)	9	8	*	-	-	-	-	*	9	-	9	*	9
		43%	65%	100%	-%	-%	-%	-%	2%	44%	-%	44%	3%	43%
NET: Satisfied		16	8	*	3	*	*	*	3	15	*	16	*	16
		76%	66%	100%	100%	100%	100%	1%	99%	76%	100%	79%	6%	76%
NET: Dissatisfied		5	4	-	-	-	-	1	*	5	-	4	1	5
		24%	34%	-%	-%	-%	-%	99%	1%	24%	-%	21%	93%	24%
Answered		21	12	*	3	*	*	1	3	20	*	20	1	21
Mean score		.9	1.0	2.0	1.0	1.0	1.0	-2.0	1.0	.9	1.0	1.0	-1.8	.9

Columns Tested:: a,b,c,d,e,f,g - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Role of mail services			Monthly postal spend									
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	0-<£1000	£1000+	£5000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Base		36	11	18	7	15	10	3	1	3	3	1	25	11	8
Effective base		8	1	5	1	6	1	1	1	2	1	1	7	2	2
Weighted Base		21	3	14	3	16	4	1	*	*	*	*	19	1	*
Very Dissatisfied	(-2)	1	-	1	-	-	-	1	-	-	-	-	-	1	-
		4%	-%	6%	-%	-%	-%	98%	-%	-%	-%	-%	-%	68%	-%
Fairly Dissatisfied	(-1)	4	-	4	-	4	-	-	-	*	-	-	4	*	*
		20%	-%	29%	-%	26%	-%	-%	-%	28%	-%	-%	21%	2%	5%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	-	*	-	-	-	-	-	*	-	-
		*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%
Fairly Satisfied	(1)	7	3	4	*	3	4	*	*	-	*	-	7	*	*
		34%	99%	25%	10%	19%	100%	2%	100%	-%	92%	-%	34%	24%	74%
Very Satisfied	(2)	9	*	6	3	9	*	-	-	*	*	*	9	*	*
		43%	1%	40%	90%	55%	*%	-%	-%	72%	8%	100%	45%	6%	20%
NET: Satisfied		16	3	9	3	12	4	*	*	*	*	*	15	*	*
		76%	100%	66%	100%	74%	100%	2%	100%	72%	100%	100%	79%	30%	95%
NET: Dissatisfied		5	-	5	-	4	-	1	-	*	-	-	4	1	*
		24%	-%	34%	-%	26%	-%	98%	-%	28%	-%	-%	21%	70%	5%
Answered		21	3	14	3	16	4	1	*	*	*	*	19	1	*
Mean score		.9	1.0	.7	1.9	1.0	1.0	-1.9	1.0	1.2	1.1	2.0	1.0	-1.0	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		36	4	11	21	21	23	28	26	19	13	5	3	6	6	2	1	5
Effective base		8	2	4	2	3	6	6	6	1	2	2	2	2	2	2	1	3
Weighted Base		21	7	9	5	5	16	17	14	1	5	7	6	3	1	*	*	*
Very Dissatisfied	(-2)	1	-	-	1	1	1	1	1	-	1	-	-	-	1	-	-	-
		4%	-%	-%	17%	17%	5%	5%	6%	-%	16%	-%	-%	-%	71%	-%	-%	-%
Fairly Dissatisfied	(-1)	4	4	-	*	*	4	4	*	-	-	4	-	-	-	-	-	*
		20%	58%	-%	*%	*%	26%	24%	*%	-%	-%	58%	-%	-%	-%	-%	-%	34%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	*	*	*	*	*	-	*	-	-	-	-	-	-
		*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	*	3	4	*	3	3	6	*	3	3	*	*	*	*	*	*
		34%	4%	32%	80%	8%	20%	20%	46%	10%	65%	42%	1%	2%	29%	100%	100%	5%
Very Satisfied	(2)	9	3	6	*	4	8	9	7	1	1	*	6	3	-	-	-	*
		43%	39%	68%	2%	75%	49%	51%	48%	89%	19%	*%	99%	98%	-%	-%	-%	61%
NET: Satisfied		16	3	9	4	4	11	12	13	1	4	3	6	3	*	*	*	*
		76%	42%	100%	82%	83%	69%	71%	94%	100%	84%	42%	100%	100%	29%	100%	100%	66%
NET: Dissatisfied		5	4	-	1	1	5	5	1	-	1	4	-	-	1	-	-	*
		24%	58%	-%	18%	17%	31%	29%	6%	-%	16%	58%	-%	-%	71%	-%	-%	34%
Answered		21	7	9	5	5	16	17	14	1	5	7	6	3	1	*	*	*
Mean score		.9	.2	1.7	.5	1.2	.8	.9	1.3	1.9	.7	-.2	2.0	2.0	-1.1	1.0	1.0	.9

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Number of packets and parcels sent							Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base		36	8	4	2	3	5	4	9	5	6	5	4	8
Effective base		8	2	2	1	1	3	2	3	1	2	4	3	1
Weighted Base		21	6	5	3	*	*	*	*	3	7	*	6	1
Very Dissatisfied	(-2)	1	-	1	-	-	-	-	-	-	-	-	1	-
		4%	-%	17%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%
Fairly Dissatisfied	(-1)	4	-	-	-	*	-	-	-	-	4	-	-	-
		20%	-%	-%	-%	6%	-%	-%	-%	-%	60%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	-	-	-	-	*	-	-	-	-
		*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	6	*	*	*	*	*	*	3	*	*	*	*
		34%	99%	1%	*%	94%	43%	2%	9%	100%	*%	76%	5%	4%
Very Satisfied	(2)	9	*	4	3	-	*	*	*	-	3	*	5	1
		43%	*%	82%	100%	-%	57%	98%	91%	-%	40%	24%	82%	96%
NET: Satisfied		16	6	4	3	*	*	*	*	3	3	*	5	1
		76%	100%	83%	100%	94%	100%	100%	100%	100%	40%	100%	86%	100%
NET: Dissatisfied		5	-	1	-	*	-	-	-	-	4	-	1	-
		24%	-%	17%	-%	6%	-%	-%	-%	-%	60%	-%	14%	-%
Answered		21	6	5	3	*	*	*	*	3	7	*	6	1
Mean score		.9	1.0	1.3	2.0	.9	1.6	2.0	1.9	1.0	.2	1.2	1.4	2.0

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		36	3	5	9	3	6	19	5	1	18	18	14	14
Effective base		8	1	1	1	2	1	4	1	1	5	3	3	3
Weighted Base		21	1	3	3	6	1	11	3	*	14	7	7	10
Very Dissatisfied	(-2)	1	1	-	-	-	-	1	-	-	1	-	1	-
		4%	95%	-%	-%	-%	-%	8%	-%	-%	6%	-%	12%	-%
Fairly Dissatisfied	(-1)	4	-	*	-	-	-	*	-	-	4	-	*	4
		20%	-%	1%	-%	-%	-%	*%	-%	-%	29%	-%	*%	40%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	-	-	-	-	*	*	-	*	-
		*%	-%	-%	*%	-%	-%	-%	-%	100%	*%	-%	*%	-%
Fairly Satisfied	(1)	7	*	3	*	3	*	3	3	-	3	4	3	*
		34%	*%	98%	5%	54%	2%	30%	99%	-%	24%	54%	48%	1%
Very Satisfied	(2)	9	*	*	3	3	1	7	*	-	6	3	3	6
		43%	5%	1%	94%	46%	98%	62%	1%	-%	41%	46%	40%	59%
NET: Satisfied		16	*	3	3	6	1	10	3	-	9	7	6	6
		76%	5%	99%	100%	100%	100%	92%	100%	-%	65%	100%	88%	60%
NET: Dissatisfied		5	1	*	-	-	-	1	-	-	5	-	1	4
		24%	95%	1%	-%	-%	-%	8%	-%	-%	35%	-%	12%	40%
Answered		21	1	3	3	6	1	11	3	*	14	7	7	10
Mean score		.9	-1.8	1.0	1.9	1.5	2.0	1.4	1.0	-	.6	1.5	1.0	.8

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base		36	11	11	15	10	9	17	19	13	7	22	12	10
Effective base		8	3	3	5	4	3	2	2	3	2	5	4	2
Weighted Base		21	7	7	15	*	9	5	5	2	*	13	9	7
Very Dissatisfied	(-2)	1	-	1	1	-	-	1	1	1	-	1	1	-
		4%	-%	12%	6%	-%	-%	16%	17%	39%	-%	6%	10%	-%
Fairly Dissatisfied	(-1)	4	*	-	4	-	*	-	*	-	-	4	-	4
		20%	*%	-%	28%	-%	*%	-%	*%	-%	-%	31%	-%	58%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	*	-	-	*	-	*	-	*	-	-
		*%	-%	*%	*%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Fairly Satisfied	(1)	7	3	3	3	*	3	3	*	*	*	*	3	*
		34%	45%	46%	22%	91%	35%	64%	3%	14%	97%	3%	33%	1%
Very Satisfied	(2)	9	4	3	7	*	6	1	4	1	*	8	5	3
		43%	55%	42%	45%	9%	65%	20%	79%	47%	3%	59%	58%	41%
NET: Satisfied		16	7	6	10	*	9	4	4	1	*	8	8	3
		76%	100%	88%	67%	100%	100%	84%	82%	61%	100%	62%	90%	42%
NET: Dissatisfied		5	*	1	5	-	*	1	1	1	-	5	1	4
		24%	*%	12%	33%	-%	*%	16%	18%	39%	-%	38%	10%	58%
Answered		21	7	7	15	*	9	5	5	2	*	13	9	7
Mean score		.9	1.5	1.1	.7	1.1	1.6	.7	1.3	.3	1.0	.8	1.3	.3

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

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Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		36	25	7	12	14	15	13	15	12	1
Effective base		8	5	3	2	3	4	4	2	3	1
Weighted Base		21	14	7	5	5	11	10	4	8	*
Very Dissatisfied	(-2)	1	1	1	1	1	1	1	1	-	-
		4%	6%	12%	18%	17%	8%	9%	20%	-%	-%
Fairly Dissatisfied	(-1)	4	*	-	-	-	4	-	-	4	-
		20%	*%	-%	-%	-%	38%	-%	-%	52%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	*	*	-	*	*	-
		*%	*%	-%	-%	*%	*%	-%	*%	*%	-%
Fairly Satisfied	(1)	7	6	6	3	*	3	3	1	3	*
		34%	46%	87%	61%	7%	29%	32%	14%	36%	100%
Very Satisfied	(2)	9	7	*	1	4	3	6	3	1	-
		43%	48%	1%	22%	76%	26%	60%	66%	12%	-%
NET: Satisfied		16	13	6	4	4	6	9	3	4	*
		76%	94%	88%	82%	83%	54%	91%	80%	48%	100%
NET: Dissatisfied		5	1	1	1	1	5	1	1	4	-
		24%	6%	12%	18%	17%	46%	9%	20%	52%	-%
Answered		21	14	7	5	5	11	10	4	8	*
Mean score		.9	1.3	.6	.7	1.3	.3	1.3	1.1	.1	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted Base		36	5	5	8	2	2	14	7	6	7	4	1
Effective base		8	2	3	2	1	1	3	1	1	1	1	1
Weighted Base		21	4	7	4	1	*	8	3	1	4	1	3
Very Dissatisfied	(-2)	1	1	1	1	1	-	1	-	1	-	-	-
		4%	22%	13%	21%	96%	-%	11%	-%	95%	-%	-%	-%
Fairly Dissatisfied	(-1)	4	-	-	-	-	-	-	-	*	4	-	-
		20%	-%	-%	-%	-%	-%	-%	-%	2%	97%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	*	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	*	3	*	*	*	3	3	*	*	*	-
		34%	1%	43%	8%	4%	100%	39%	99%	3%	2%	4%	-%
Very Satisfied	(2)	9	3	3	3	-	-	4	*	*	*	1	3
		43%	77%	45%	71%	-%	-%	50%	1%	*%	2%	96%	100%
NET: Satisfied		16	3	6	3	*	*	7	3	*	*	1	3
		76%	78%	87%	79%	4%	100%	89%	100%	3%	3%	100%	100%
NET: Dissatisfied		5	1	1	1	1	-	1	-	1	4	-	-
		24%	22%	13%	21%	96%	-%	11%	-%	97%	97%	-%	-%
Answered		21	4	7	4	1	*	8	3	1	4	1	3
Mean score		.9	1.1	1.1	1.1	-1.9	1.0	1.2	1.0	-1.9	-.9	2.0	2.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b	*a	*b
Unweighted Base		36	21	21	26	21	17	29	17	13	19	2	20	4	24	5
Effective base		8	4	4	5	5	4	5	4	3	4	2	5	2	4	2
Weighted Base		21	12	9	15	15	10	14	13	8	8	*	14	1	10	4
Very Dissatisfied	(-2)	1	1	1	1	1	-	1	1	1	1	-	-	1	-	1
		4%	7%	9%	6%	6%	-%	6%	6%	11%	10%	-%	-%	77%	-%	22%
Fairly Dissatisfied	(-1)	4	4	-	4	4	-	4	4	-	-	*	4	-	-	*
		20%	33%	-%	28%	28%	-%	28%	31%	-%	-%	39%	29%	-%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	*	*	*	*	*	*	-	-	*	-	-
		*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%
Fairly Satisfied	(1)	7	7	6	7	6	6	4	6	6	3	*	3	*	4	*
		34%	53%	69%	45%	41%	61%	25%	47%	77%	42%	61%	23%	20%	40%	1%
Very Satisfied	(2)	9	1	2	3	4	4	6	2	1	4	-	7	*	6	3
		43%	8%	22%	21%	26%	39%	40%	16%	12%	48%	-%	48%	2%	60%	76%
NET: Satisfied		16	8	8	10	10	10	9	8	7	7	*	10	*	10	3
		76%	61%	91%	66%	67%	100%	66%	63%	89%	90%	61%	71%	22%	100%	78%
NET: Dissatisfied		5	5	1	5	5	-	5	5	1	1	*	4	1	-	1
		24%	39%	9%	34%	33%	-%	34%	37%	11%	10%	39%	29%	77%	-%	22%
Answered		21	12	9	15	15	10	14	13	8	8	*	14	1	10	4
Mean score		.9	.2	1.0	.5	.5	1.4	.7	.4	.8	1.2	.2	.9	-1.3	1.6	1.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			
		Total base	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%				*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*c	*d
Unweighted Base		36	36	11	16	9	11	16	9	22	14	5	17	5	9
Effective base		8	8	2	2	5	2	3	2	5	3	3	2	2	2
Weighted Base		21	21	4	3	14	6	10	4	15	6	10	1	4	5
Very Dissatisfied	(-2)	1	1	1	-	-	-	-	1	1	-	-	1	-	-
		4%	4%	23%	-%	-%	-%	-%	19%	6%	-%	-%	66%	-%	-%
Fairly Dissatisfied	(-1)	4	4	*	-	4	-	4	-	4	-	4	*	-	-
		20%	20%	1%	-%	28%	-%	41%	-%	27%	-%	40%	2%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	*	-	-	-	*	-	*	-	-	-	*
		*%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%	*%
Fairly Satisfied	(1)	7	7	*	*	6	3	*	3	6	1	3	*	3	*
		34%	34%	1%	17%	45%	52%	2%	79%	41%	14%	34%	32%	73%	5%
Very Satisfied	(2)	9	9	3	2	4	3	6	*	4	5	3	*	1	5
		43%	43%	76%	83%	27%	48%	57%	2%	26%	86%	27%	1%	27%	95%
NET: Satisfied		16	16	3	3	10	6	6	4	10	6	6	*	4	5
		76%	76%	77%	100%	72%	100%	59%	81%	67%	100%	60%	33%	100%	100%
NET: Dissatisfied		5	5	1	-	4	-	4	1	5	-	4	1	-	-
		24%	24%	23%	-%	28%	-%	41%	19%	33%	-%	40%	67%	-%	-%
Answered		21	21	4	3	14	6	10	4	15	6	10	1	4	5
Mean score		.9	.9	1.1	1.8	.7	1.5	.8	.5	.6	1.9	.5	-1.0	1.3	1.9

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 186 (continuation)

QOP3A2. Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects: The staff being polite and curteous

Base: All who have had a problem with DHL in the last 6 months (QOP3=2)

			Half	
		Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b
Unweighted Base		36	22	14
Effective base		8	4	4
Weighted Base		21	11	9
Very Dissatisfied	(-2)	1	1	-
		4%	7%	-%
Fairly Dissatisfied	(-1)	4	4	-
		20%	36%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*
		*%	-%	*%
Fairly Satisfied	(1)	7	4	3
		34%	33%	34%
Very Satisfied	(2)	9	3	6
		43%	24%	66%
NET: Satisfied		16	7	9
		76%	57%	100%
NET: Dissatisfied		5	5	-
		24%	43%	-%
Answered		21	11	9
Mean score		.9	.3	1.7

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Method	Business Size 1				
		Total base	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%				*a	*b	*c	*d	*e
Unweighted Base		27	27	9	5	2	11	18
Effective base		8	8	7	2	1	4	6
Weighted Base		14	14	13	1	*	*	1
Very Dissatisfied	(-2)	*	*	-	-	*	*	*
		1%	1%	-%	-%	87%	14%	18%
Fairly Dissatisfied	(-1)	*	*	*	*	-	-	*
		4%	4%	2%	46%	-%	-%	25%
Neither Satisfied Nor Dissatisfied	(0)	3	3	3	-	-	-	-
		22%	22%	23%	-%	-%	-%	-%
Fairly Satisfied	(1)	5	5	4	*	-	*	*
		35%	35%	34%	48%	-%	69%	47%
Very Satisfied	(2)	5	5	5	*	*	*	*
		39%	39%	41%	5%	13%	17%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	*	-	-	-	*	*
		*%	*%	-%	-%	-%	1%	*%
NET: Satisfied		10	10	9	*	*	*	1
		74%	74%	75%	54%	13%	86%	57%
NET: Dissatisfied		1	1	*	*	*	*	*
		5%	5%	2%	46%	87%	14%	43%
Answered		14	14	13	1	*	*	1
Mean score		1.1	1.1	1.1	.1	-1.5	.8	.1

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		27	2	3	4	2	5	11	9	5	13
Effective base		8	2	3	2	2	2	4	7	2	5
Weighted Base		14	4	6	3	*	*	*	13	1	*
Very Dissatisfied	(-2)	*	-	-	-	-	*	*	-	-	*
		1%	-%	-%	-%	-%	66%	14%	-%	-%	39%
Fairly Dissatisfied	(-1)	*	-	-	*	*	-	-	*	*	-
		4%	-%	-%	9%	51%	-%	-%	2%	46%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	2	1	-	-	-	3	-	-
		22%	-%	30%	42%	-%	-%	-%	23%	-%	-%
Fairly Satisfied	(1)	5	-	4	*	*	*	*	4	*	*
		35%	-%	70%	2%	49%	10%	69%	34%	48%	45%
Very Satisfied	(2)	5	4	-	1	-	*	*	5	*	*
		39%	100%	-%	47%	-%	24%	17%	41%	5%	16%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	1%	-%	-%	*%
NET: Satisfied		10	4	4	1	*	*	*	9	*	*
		74%	100%	70%	49%	49%	34%	86%	75%	54%	61%
NET: Dissatisfied		1	-	-	*	*	*	*	*	*	*
		5%	-%	-%	9%	51%	66%	14%	2%	46%	39%
Answered		14	4	6	3	*	*	*	13	1	*
Mean score		1.1	2.0	.7	.9	*	-.8	.8	1.1	.1	*

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		27	8	7	2	2	8
Effective base		8	4	1	2	1	3
Weighted Base		14	7	2	*	*	4
Very Dissatisfied	(-2)	*	*	-	-	-	*
		1%	2%	-%	-%	-%	1%
Fairly Dissatisfied	(-1)	*	*	*	-	-	-
		4%	3%	12%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	2	-	-	1
		22%	-%	88%	-%	-%	25%
Fairly Satisfied	(1)	5	5	*	-	*	*
		35%	66%	*%	-%	87%	1%
Very Satisfied	(2)	5	2	*	*	*	3
		39%	29%	*%	100%	13%	73%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-	-	-
		*%	-%	*%	-%	-%	-%
NET: Satisfied		10	7	*	*	*	3
		74%	95%	1%	100%	100%	74%
NET: Dissatisfied		1	*	*	-	-	*
		5%	5%	12%	-%	-%	1%
Answered		14	7	2	*	*	4
Mean score		1.1	1.2	-.1	2.0	1.1	1.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			GOR (QC3)										
		Total base	East of England	East Midlands	Greater London	North East	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted Base		27	5	1	3	1	1	1	1	2	15	1	11
Effective base		8	3	1	2	1	1	1	1	1	8	1	5
Weighted Base		14	5	*	3	*	*	*	2	2	13	*	*
Very Dissatisfied	(-2)	*	*	-	-	-	-	*	-	-	*	-	-
		1%	2%	-%	-%	-%	-%	100%	-%	-%	1%	-%	-%
Fairly Dissatisfied	(-1)	*	-	*	-	-	-	-	-	-	*	*	-
		4%	-%	100%	-%	-%	-%	-%	-%	-%	2%	100%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	3	-	-	-	-	-	3	-	-
		22%	-%	-%	96%	-%	-%	-%	-%	-%	22%	-%	-%
Fairly Satisfied	(1)	5	2	-	*	*	-	-	-	2	5	-	*
		35%	38%	-%	4%	100%	-%	-%	-%	100%	35%	-%	55%
Very Satisfied	(2)	5	3	-	-	-	*	-	2	-	5	-	*
		39%	59%	-%	-%	-%	100%	-%	100%	-%	40%	-%	44%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
NET: Satisfied		10	5	-	*	*	*	-	2	2	10	-	*
		74%	98%	-%	4%	100%	100%	-%	100%	100%	75%	-%	99%
NET: Dissatisfied		1	*	*	-	-	-	*	-	-	*	*	-
		5%	2%	100%	-%	-%	-%	100%	-%	-%	3%	100%	-%
Answered		14	5	*	3	*	*	*	2	2	13	*	*
Mean score		1.1	1.5	-1.0	*	1.0	2.0	-2.0	2.0	1.0	1.1	-1.0	1.4

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Industry							Urbanity		Location		Internet connection	
		Total base	Agriculture	Manufacturing	Construction	Retail/ Distribution	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*a	*b	*a	*b
Unweighted Base		27	2	3	2	6	1	12	24	3	23	4	26	1
Effective base		8	2	2	1	2	1	4	6	2	8	2	7	1
Weighted Base		14	*	3	2	*	*	7	10	3	13	*	12	2
Very Dissatisfied	(-2)	*	*	-	-	-	-	*	*	-	*	-	*	-
		1%	48%	-%	-%	-%	-%	2%	2%	-%	1%	-%	1%	-%
Fairly Dissatisfied	(-1)	*	-	-	*	-	-	-	*	-	*	-	*	-
		4%	-%	-%	10%	-%	-%	-%	5%	-%	4%	-%	4%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	-	-	-	3	3	-	3	-	3	-
		22%	-%	-%	-%	-%	-%	40%	28%	-%	22%	-%	25%	-%
Fairly Satisfied	(1)	5	*	2	2	*	-	*	5	-	5	*	3	2
		35%	52%	63%	90%	95%	-%	4%	46%	-%	34%	93%	23%	100%
Very Satisfied	(2)	5	-	1	-	*	*	4	2	3	5	*	5	-
		39%	-%	37%	-%	5%	100%	54%	20%	100%	39%	7%	46%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	*	*	-	*	-	*	-
		*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%	-%
NET: Satisfied		10	*	3	2	*	*	4	7	3	10	*	8	2
		74%	52%	100%	90%	100%	100%	58%	66%	100%	74%	100%	69%	100%
NET: Dissatisfied		1	*	-	*	-	-	*	1	-	1	-	1	-
		5%	48%	-%	10%	-%	-%	2%	6%	-%	5%	-%	6%	-%
Answered		14	*	3	2	*	*	7	10	3	13	*	12	2
Mean score		1.1	-.4	1.4	.8	1.0	2.0	1.1	.8	2.0	1.1	1.1	1.1	1.0

Columns Tested:: a,b,c,d,e,f - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Role of mail services			Monthly postal spend									
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Base		27	13	11	3	11	3	1	7	2	2	1	14	13	12
Effective base		8	5	2	1	2	2	1	3	1	2	1	3	5	5
Weighted Base		14	9	3	1	4	*	*	5	1	*	2	5	9	9
Very Dissatisfied	(-2)	*	*	-	-	*	-	-	-	-	*	-	*	*	*
		1%	2%	-%	-%	3%	-%	-%	-%	-%	67%	-%	3%	*%	*%
Fairly Dissatisfied	(-1)	*	*	*	-	-	-	-	*	*	-	-	-	*	*
		4%	2%	8%	-%	-%	-%	-%	4%	16%	-%	-%	-%	5%	5%
Neither Satisfied Nor Dissatisfied	(0)	3	2	-	1	-	-	-	3	-	-	-	-	3	3
		22%	19%	-%	95%	-%	-%	-%	56%	-%	-%	-%	-%	33%	33%
Fairly Satisfied	(1)	5	2	3	*	2	*	*	2	-	*	-	3	2	2
		35%	22%	91%	2%	52%	98%	100%	39%	-%	33%	-%	55%	24%	23%
Very Satisfied	(2)	5	5	*	*	2	*	-	*	1	-	2	2	3	3
		39%	55%	1%	3%	45%	2%	-%	1%	84%	-%	100%	42%	37%	37%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-	*	-	-	-	-	-	-	*	-	-
		*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%
NET: Satisfied		10	7	3	*	4	*	*	2	1	*	2	5	5	5
		74%	77%	92%	5%	97%	100%	100%	40%	84%	33%	100%	97%	61%	61%
NET: Dissatisfied		1	*	*	-	*	-	-	*	*	*	-	*	1	1
		5%	4%	8%	-%	3%	-%	-%	4%	16%	67%	-%	3%	6%	6%
Answered		14	9	3	1	4	*	*	5	1	*	2	5	9	9
Mean score		1.1	1.3	.8	.1	1.4	1.0	1.0	.4	1.5	-1.0	2.0	1.3	.9	.9

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent					
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	5,000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f
Unweighted Base		27	3	8	16	16	15	19	13	14	7	1	2	3	3	7	3
Effective base		8	1	1	6	3	3	4	2	3	2	1	1	2	1	1	1
Weighted Base		14	2	2	9	4	4	6	4	6	*	*	1	*	*	2	2
Very Dissatisfied	(-2)	*	-	*	*	*	-	*	-	*	-	-	-	*	-	-	-
		1%	-%	6%	*%	4%	-%	2%	-%	1%	-%	-%	-%	34%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	*	*	*	*	-	*	*	-	-	*	-	-	-
		4%	-%	-%	5%	7%	6%	4%	-%	4%	57%	-%	-%	60%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	3	3	1	3	1	-	-	-	1	-	-	-	2
		22%	-%	-%	32%	82%	31%	52%	30%	-%	-%	-%	96%	-%	-%	-%	97%
Fairly Satisfied	(1)	5	2	*	2	*	*	*	3	2	*	*	*	*	*	*	-
		35%	100%	*%	27%	6%	6%	5%	69%	39%	37%	100%	4%	6%	99%	*%	-%
Very Satisfied	(2)	5	-	2	3	*	2	2	*	3	*	-	-	-	*	2	*
		39%	-%	94%	36%	2%	56%	37%	2%	56%	6%	-%	-%	-%	1%	100%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-	*	*	*	*	*	*	-	-	-	-	*	-
		*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	-%
NET: Satisfied		10	2	2	6	*	2	2	3	5	*	*	*	*	*	2	*
		74%	100%	94%	62%	8%	62%	41%	70%	95%	43%	100%	4%	6%	100%	100%	3%
NET: Dissatisfied		1	-	*	1	*	*	*	-	*	*	-	-	*	-	-	-
		5%	-%	6%	6%	10%	6%	7%	-%	5%	57%	-%	-%	94%	-%	-%	-%
Answered		14	2	2	9	4	4	6	4	6	*	*	1	*	*	2	2
Mean score		1.1	1.0	1.8	.9	*	1.1	.7	.7	1.5	-.1	1.0	*	-1.2	1.0	2.0	.1

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Number of packets and parcels sent						Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base		27	1	1	2	5	4	9	5	4	1	2	7
Effective base		8	1	1	1	5	2	2	2	1	1	2	2
Weighted Base		14	*	2	*	*	1	1	3	2	*	*	*
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	*	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	-	-	-	-	*	-	-	-
		4%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	-	-	1	1	3	-	-	-	-
		22%	-%	-%	-%	-%	80%	79%	95%	-%	-%	-%	-%
Fairly Satisfied	(1)	5	*	2	*	*	*	*	-	*	-	*	*
		35%	100%	100%	100%	22%	16%	16%	-%	3%	-%	37%	95%
Very Satisfied	(2)	5	-	-	-	*	*	*	*	2	*	*	*
		39%	-%	-%	-%	65%	4%	5%	*%	87%	100%	63%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	*	-	*	-	-	-	-	*
		*%	-%	-%	-%	14%	-%	*%	-%	-%	-%	-%	1%
NET: Satisfied		10	*	2	*	*	*	*	*	2	*	*	*
		74%	100%	100%	100%	86%	20%	21%	*%	90%	100%	100%	99%
NET: Dissatisfied		1	-	-	-	-	-	-	*	*	-	-	-
		5%	-%	-%	-%	-%	-%	-%	4%	10%	-%	-%	-%
Answered		14	*	2	*	*	1	1	3	2	*	*	*
Mean score		1.1	1.0	1.0	1.0	1.8	.2	.3	-.1	1.7	2.0	1.6	1.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Frequency - parcels and packets					Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base		27	1	1	3	2	6	10	3	8	19	8	11	3	9
Effective base		8	1	1	2	2	1	2	1	3	6	2	1	1	3
Weighted Base		14	*	*	3	*	*	2	2	4	10	3	2	1	*
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	*	-	*	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	5%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	-	-	-	-	*	*	-	*	-	-
		4%	-%	-%	-%	-%	-%	-%	-%	7%	2%	-%	10%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	1	-	-	1	-	3	-	3	-	1	-
		22%	-%	-%	34%	-%	-%	72%	-%	83%	-%	91%	-%	81%	-%
Fairly Satisfied	(1)	5	*	-	2	*	*	*	2	*	4	*	*	*	*
		35%	100%	-%	66%	76%	96%	24%	99%	9%	44%	7%	2%	16%	87%
Very Satisfied	(2)	5	-	*	-	*	*	*	*	*	5	*	2	*	*
		39%	-%	100%	-%	24%	3%	3%	1%	1%	52%	2%	83%	3%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	*	*	-	-	*	-	*	-	*
		*%	-%	-%	-%	-%	1%	*%	-%	-%	*%	-%	*%	-%	1%
NET: Satisfied		10	*	*	2	*	*	*	2	*	10	*	2	*	*
		74%	100%	100%	66%	100%	99%	27%	100%	10%	96%	9%	85%	19%	99%
NET: Dissatisfied		1	-	-	-	-	-	-	-	*	*	-	*	-	-
		5%	-%	-%	-%	-%	-%	-%	-%	7%	4%	-%	15%	-%	-%
Answered		14	*	*	3	*	*	2	2	4	10	3	2	1	*
Mean score		1.1	1.0	2.0	.7	1.2	1.0	.3	1.0	*	1.4	.1	1.5	.2	1.1

Columns Tested:: a,b,c,d,e - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			Types of services used: parcels and packets		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		27	5	12	5	8	16	8	6	14	6	6	13	5	7
Effective base		8	1	2	2	1	3	2	2	2	2	2	2	1	2
Weighted Base		14	2	2	1	2	4	*	*	2	3	*	4	1	*
Very Dissatisfied	(-2)	*	-	*	-	-	*	-	-	-	-	-	-	-	-
		1%	-%	8%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	*	-	-	*	-	-	*	-	-	-	-	-
		4%	-%	14%	-%	-%	7%	-%	-%	14%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	2	1	1	-	3	-	-	1	1	-	1	1	-
		22%	94%	65%	77%	-%	82%	-%	-%	68%	35%	-%	30%	97%	-%
Fairly Satisfied	(1)	5	*	*	*	2	*	*	*	*	*	*	3	*	*
		35%	5%	10%	20%	99%	6%	93%	73%	13%	3%	94%	69%	2%	87%
Very Satisfied	(2)	5	*	*	*	*	*	*	*	*	2	*	*	*	*
		39%	1%	3%	3%	1%	2%	6%	22%	5%	62%	5%	2%	*%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-	*	*	*	*	*	*	*	*	*	*
		*%	-%	*%	-%	*%	*%	1%	5%	*%	*%	1%	*%	*%	1%
NET: Satisfied		10	*	*	*	2	*	*	*	*	2	*	3	*	*
		74%	6%	13%	23%	100%	8%	99%	95%	18%	64%	99%	70%	2%	99%
NET: Dissatisfied		1	-	*	-	-	*	-	-	*	-	-	-	-	-
		5%	-%	21%	-%	-%	10%	-%	-%	14%	-%	-%	-%	-%	-%
Answered		14	2	2	1	2	4	*	*	2	3	*	4	1	*
Mean score		1.1	.1	-.1	.3	1.0	*	1.1	1.2	.1	1.3	1.0	.7	*	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e
Unweighted Base		27	7	7	6	9	7	1	2	2	5	1	1
Effective base		8	3	2	2	3	2	1	1	1	2	1	1
Weighted Base		14	3	2	1	4	2	*	1	1	*	*	*
Very Dissatisfied	(-2)	*	*	-	-	*	-	-	-	-	-	-	-
		1%	4%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	*	-	*	*	-	-	-	-	-	-
		4%	7%	14%	-%	7%	14%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	3	1	1	3	1	-	1	1	-	-	-
		22%	86%	70%	76%	82%	70%	-%	98%	98%	-%	-%	-%
Fairly Satisfied	(1)	5	*	*	*	*	*	-	*	*	*	-	*
		35%	2%	13%	20%	7%	13%	-%	2%	2%	83%	-%	100%
Very Satisfied	(2)	5	*	*	*	*	*	*	-	-	*	*	-
		39%	1%	2%	4%	1%	2%	100%	-%	-%	17%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		10	*	*	*	*	*	*	*	*	*	*	*
		74%	3%	16%	24%	8%	16%	100%	2%	2%	100%	100%	100%
NET: Dissatisfied		1	*	*	-	*	*	-	-	-	-	-	-
		5%	11%	14%	-%	10%	14%	-%	-%	-%	-%	-%	-%
Answered		14	3	2	1	4	2	*	1	1	*	*	*
Mean score		1.1	-.1	*	.3	*	*	2.0	*	*	1.2	2.0	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Types of services used to send standard letters:		RM product changes:			Mail received at your location					Types of services for received mail			
		Total base	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d
Unweighted Base		27	5	4	2	4	5	12	12	16	17	18	20	11	9	1
Effective base		8	1	2	1	2	2	2	2	3	3	4	5	2	4	1
Weighted Base		14	1	*	*	2	4	2	3	4	6	8	8	2	*	*
Very Dissatisfied	(-2)	*	-	-	*	-	-	*	-	*	-	*	*	-	-	-
		1%	-%	-%	87%	-%	-%	7%	-%	4%	-%	1%	2%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	*	-	*	*	*	-	*	*	*	-	-
		4%	-%	-%	-%	15%	-%	13%	7%	6%	-%	3%	3%	13%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	1	-	-	1	2	1	3	3	1	-	3	1	-	-
		22%	84%	-%	-%	75%	44%	61%	89%	79%	20%	-%	38%	62%	-%	-%
Fairly Satisfied	(1)	5	*	*	-	*	*	*	*	*	*	4	*	*	*	*
		35%	16%	100%	-%	10%	8%	16%	2%	9%	8%	56%	6%	23%	83%	100%
Very Satisfied	(2)	5	-	-	*	-	2	*	*	*	4	3	4	*	*	-
		39%	-%	-%	13%	-%	48%	3%	2%	2%	72%	41%	52%	2%	15%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	*	*	*	*	*	*	*	*	-
		*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	*%	2%	-%
NET: Satisfied		10	*	*	*	*	2	*	*	*	4	8	4	*	*	*
		74%	16%	100%	13%	10%	56%	19%	4%	11%	80%	96%	57%	26%	98%	100%
NET: Dissatisfied		1	-	-	*	*	-	*	*	*	-	*	*	*	-	-
		5%	-%	-%	87%	15%	-%	20%	7%	10%	-%	4%	5%	13%	-%	-%
Answered		14	1	*	*	2	4	2	3	4	6	8	8	2	*	*
Mean score		1.1	.2	1.0	-1.5	-.1	1.0	*	*	*	1.5	1.3	1.0	.2	1.2	1.0

Columns Tested:: a,b - a,b,c - a,b,c,d,e - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months	Future volume of mail		
		Total base	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	Increase	Stay the same	Decrease
Significance Level: 95%			*a	*b	*a	*b	*a	*b		*a	*b	*c
Unweighted Base		27	9	2	12	1	19	4	27	15	10	2
Effective base		8	2	2	4	1	4	1	8	5	2	1
Weighted Base		14	2	*	6	*	8	2	14	8	4	2
Very Dissatisfied	(-2)	*	-	*	*	-	-	*	*	*	-	-
		1%	-%	36%	2%	-%	-%	8%	1%	2%	-%	-%
Fairly Dissatisfied	(-1)	*	-	*	*	-	*	*	*	*	*	-
		4%	-%	64%	4%	-%	3%	11%	4%	3%	6%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	3	-	-	2	3	2	1	-
		22%	-%	-%	51%	-%	-%	81%	22%	23%	30%	-%
Fairly Satisfied	(1)	5	*	-	*	-	2	-	5	*	2	2
		35%	20%	-%	9%	-%	29%	-%	35%	4%	63%	100%
Very Satisfied	(2)	5	2	-	2	*	5	-	5	5	*	-
		39%	80%	-%	34%	100%	68%	-%	39%	68%	1%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	*	-	*	*	-	-
		*%	-%	-%	-%	-%	*%	-%	*%	*%	-%	-%
NET: Satisfied		10	2	-	2	*	8	-	10	5	2	2
		74%	100%	-%	43%	100%	97%	-%	74%	72%	64%	100%
NET: Dissatisfied		1	-	*	*	-	*	*	1	*	*	-
		5%	-%	100%	6%	-%	3%	19%	5%	5%	6%	-%
Answered		14	2	*	6	*	8	2	14	8	4	2
Mean score		1.1	1.8	-1.4	.7	2.0	1.6	-.3	1.1	1.3	.6	1.0

Columns Tested:: a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 187 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter				Half	
		Total base	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*d	*a	*b
Unweighted Base		27	15	10	2	23	4	3	15	5	4	18	9
Effective base		8	3	5	2	7	2	2	3	2	2	4	4
Weighted Base		14	5	8	*	12	2	*	5	5	4	5	8
Very Dissatisfied	(-2)	*	*	-	*	*	-	-	*	-	*	*	*
		1%	2%	-%	63%	1%	-%	-%	3%	-%	1%	3%	*%
Fairly Dissatisfied	(-1)	*	-	*	-	*	-	*	-	*	-	*	*
		4%	-%	6%	-%	4%	-%	49%	-%	5%	-%	5%	3%
Neither Satisfied Nor Dissatisfied	(0)	3	2	1	-	2	1	-	1	-	2	1	2
		22%	34%	14%	-%	15%	74%	-%	25%	-%	46%	22%	21%
Fairly Satisfied	(1)	5	*	5	*	4	*	*	*	2	2	*	4
		35%	1%	56%	37%	36%	23%	51%	2%	51%	52%	7%	52%
Very Satisfied	(2)	5	3	2	-	5	*	-	3	2	*	3	2
		39%	62%	24%	-%	44%	3%	-%	70%	44%	1%	63%	24%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	*	-	-	*	-	-	*	-	-	*	-
		*%	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%
NET: Satisfied		10	3	7	*	10	*	*	3	4	2	4	6
		74%	64%	80%	37%	80%	26%	51%	73%	95%	53%	70%	76%
NET: Dissatisfied		1	*	*	*	1	-	*	*	*	*	*	*
		5%	2%	6%	63%	5%	-%	49%	3%	5%	1%	7%	3%
Answered		14	5	8	*	12	2	*	5	5	4	5	8
Mean score		1.1	1.2	1.0	-.9	1.2	.3	*	1.4	1.3	.5	1.2	1.0

Columns Tested:: a,b,c - a,b - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Method	Business Size 1				
		Total base	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%				*a	*b	*c	*d	*e
Unweighted Base		27	27	9	5	2	11	18
Effective base		8	8	7	2	1	4	6
Weighted Base		14	14	13	1	*	*	1
Very Dissatisfied	(-2)	*	*	-	-	*	-	*
		1%	1%	-%	-%	87%	-%	14%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	-	-	-	-
		2%	2%	2%	-%	-%	-%	-%
Fairly Satisfied	(1)	6	6	6	*	*	*	*
		46%	46%	48%	4%	13%	75%	27%
Very Satisfied	(2)	7	7	6	*	-	*	1
		51%	51%	50%	96%	-%	25%	59%
NET: Satisfied		13	13	12	1	*	*	1
		97%	97%	98%	100%	13%	100%	86%
NET: Dissatisfied		*	*	-	-	*	-	*
		1%	1%	-%	-%	87%	-%	14%
Answered		14	14	13	1	*	*	1
Mean score		1.5	1.5	1.5	2.0	-1.6	1.3	1.2

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		27	2	3	4	2	5	11	9	5	13
Effective base		8	2	3	2	2	2	4	7	2	5
Weighted Base		14	4	6	3	*	*	*	13	1	*
Very Dissatisfied	(-2)	*	-	-	-	-	*	-	-	-	*
		1%	-%	-%	-%	-%	66%	-%	-%	-%	30%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	-	-	-	*	-	-
		2%	-%	-%	9%	-%	-%	-%	2%	-%	-%
Fairly Satisfied	(1)	6	-	6	-	-	*	*	6	*	*
		46%	-%	100%	-%	-%	20%	75%	48%	4%	54%
Very Satisfied	(2)	7	4	-	2	*	*	*	6	*	*
		51%	100%	-%	91%	100%	14%	25%	50%	96%	17%
NET: Satisfied		13	4	6	2	*	*	*	12	1	*
		97%	100%	100%	91%	100%	34%	100%	98%	100%	70%
NET: Dissatisfied		*	-	-	-	-	*	-	-	-	*
		1%	-%	-%	-%	-%	66%	-%	-%	-%	30%
Answered		14	4	6	3	*	*	*	13	1	*
Mean score		1.5	2.0	1.0	1.8	2.0	-.9	1.3	1.5	2.0	.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		27	8	7	2	2	8
Effective base		8	4	1	2	1	3
Weighted Base		14	7	2	*	*	4
Very Dissatisfied	(-2)	*	*	-	-	-	-
		1%	2%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	-	-
		2%	-%	12%	-%	-%	-%
Fairly Satisfied	(1)	6	4	2	-	*	*
		46%	62%	88%	-%	100%	1%
Very Satisfied	(2)	7	2	*	*	-	4
		51%	36%	*%	100%	-%	99%
NET: Satisfied		13	7	2	*	*	4
		97%	98%	88%	100%	100%	100%
NET: Dissatisfied		*	*	-	-	-	-
		1%	2%	-%	-%	-%	-%
Answered		14	7	2	*	*	4
Mean score		1.5	1.3	.9	2.0	1.0	2.0

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			GOR (QC3)										
		Total base	East of England	East Midlands	Greater London	North East	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted Base		27	5	1	3	1	1	1	1	2	15	1	11
Effective base		8	3	1	2	1	1	1	1	1	8	1	5
Weighted Base		14	5	*	3	*	*	*	2	2	13	*	*
Very Dissatisfied	(-2)	*	*	-	-	-	-	-	-	-	*	-	-
		1%	2%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	-	*	-
		2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Fairly Satisfied	(1)	6	2	-	2	-	*	-	-	2	6	-	*
		46%	38%	-%	63%	-%	100%	-%	-%	99%	47%	-%	33%
Very Satisfied	(2)	7	3	*	1	*	-	*	2	*	7	-	*
		51%	59%	100%	37%	100%	-%	100%	100%	1%	52%	-%	67%
NET: Satisfied		13	5	*	3	*	*	*	2	2	13	-	*
		97%	98%	100%	100%	100%	100%	100%	100%	100%	99%	-%	100%
NET: Dissatisfied		*	*	-	-	-	-	-	-	-	*	-	-
		1%	2%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Answered		14	5	*	3	*	*	*	2	2	13	*	*
Mean score		1.5	1.5	2.0	1.4	2.0	1.0	2.0	2.0	1.0	1.5	-	1.7

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Industry							Urbanity		Location		Internet connection	
		Total base	Agriculture	Manufacturing	Construction	Retail/ Distribution	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	No
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*a	*b	*a	*b
Unweighted Base		27	2	3	2	6	1	12	24	3	23	4	26	1
Effective base		8	2	2	1	2	1	4	6	2	8	2	7	1
Weighted Base		14	*	3	2	*	*	7	10	3	13	*	12	2
Very Dissatisfied	(-2)	*	-	-	-	-	-	*	*	-	*	-	*	-
		1%	-%	-%	-%	-%	-%	2%	1%	-%	1%	-%	1%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	*	-	*	-	*	-
		2%	-%	-%	-%	-%	-%	-%	2%	-%	2%	-%	2%	-%
Fairly Satisfied	(1)	6	*	2	2	*	-	2	6	-	6	*	4	2
		46%	52%	64%	90%	81%	-%	25%	60%	-%	46%	3%	37%	100%
Very Satisfied	(2)	7	*	1	*	*	*	5	4	3	7	*	7	-
		51%	48%	36%	10%	19%	100%	73%	36%	100%	51%	97%	60%	-%
NET: Satisfied		13	*	3	2	*	*	7	10	3	13	*	11	2
		97%	100%	100%	100%	100%	100%	98%	96%	100%	97%	100%	97%	100%
NET: Dissatisfied		*	-	-	-	-	-	*	*	-	*	-	*	-
		1%	-%	-%	-%	-%	-%	2%	1%	-%	1%	-%	1%	-%
Answered		14	*	3	2	*	*	7	10	3	13	*	12	2
Mean score		1.5	1.5	1.4	1.1	1.2	2.0	1.7	1.3	2.0	1.5	2.0	1.5	1.0

Columns Tested:: a,b,c,d,e,f - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Role of mail services			Monthly postal spend									
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Base		27	13	11	3	11	3	1	7	2	2	1	14	13	12
Effective base		8	5	2	1	2	2	1	3	1	2	1	3	5	5
Weighted Base		14	9	3	1	4	*	*	5	1	*	2	5	9	9
Very Dissatisfied	(-2)	*	*	-	-	*	-	-	-	-	-	-	*	-	-
		1%	1%	-%	-%	3%	-%	-%	-%	-%	-%	-%	3%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	-	-	-	-	*	-	-	-	*	*
		2%	-%	8%	-%	-%	-%	-%	-%	16%	-%	-%	-%	3%	3%
Fairly Satisfied	(1)	6	4	2	*	2	*	-	4	-	*	-	2	4	4
		46%	40%	83%	3%	51%	36%	-%	73%	-%	33%	-%	50%	44%	44%
Very Satisfied	(2)	7	6	*	1	2	*	*	1	1	*	2	2	5	5
		51%	58%	8%	97%	46%	64%	100%	27%	84%	67%	100%	47%	53%	53%
NET: Satisfied		13	9	3	1	4	*	*	5	1	*	2	5	9	8
		97%	99%	92%	100%	97%	100%	100%	100%	84%	100%	100%	97%	97%	97%
NET: Dissatisfied		*	*	-	-	*	-	-	-	-	-	-	*	-	-
		1%	1%	-%	-%	3%	-%	-%	-%	-%	-%	-%	3%	-%	-%
Answered		14	9	3	1	4	*	*	5	1	*	2	5	9	9
Mean score		1.5	1.5	1.0	2.0	1.4	1.6	2.0	1.3	1.7	1.7	2.0	1.4	1.5	1.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent					
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	5,000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f
Unweighted Base		27	3	8	16	16	15	19	13	14	7	1	2	3	3	7	3
Effective base		8	1	1	6	3	3	4	2	3	2	1	1	2	1	1	1
Weighted Base		14	2	2	9	4	4	6	4	6	*	*	1	*	*	2	2
Very Dissatisfied	(-2)	*	-	*	-	*	-	*	-	-	-	-	-	*	-	-	-
		1%	-%	6%	-%	4%	-%	2%	-%	-%	-%	-%	-%	34%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-
		2%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	6	2	*	4	2	*	2	2	2	*	-	*	-	*	*	2
		46%	98%	1%	44%	55%	7%	36%	63%	38%	37%	-%	4%	-%	99%	*%	100%
Very Satisfied	(2)	7	*	2	5	1	3	3	1	4	*	*	1	*	*	2	*
		51%	2%	93%	54%	41%	93%	62%	37%	62%	63%	100%	96%	66%	1%	100%	*%
NET: Satisfied		13	2	2	9	3	4	5	4	6	*	*	1	*	*	2	2
		97%	100%	94%	97%	96%	100%	98%	100%	100%	100%	100%	100%	66%	100%	100%	100%
NET: Dissatisfied		*	-	*	-	*	-	*	-	-	-	-	-	*	-	-	-
		1%	-%	6%	-%	4%	-%	2%	-%	-%	-%	-%	-%	34%	-%	-%	-%
Answered		14	2	2	9	4	4	6	4	6	*	*	1	*	*	2	2
Mean score		1.5	1.0	1.7	1.5	1.3	1.9	1.5	1.4	1.6	1.6	2.0	2.0	.7	1.0	2.0	1.0

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Number of packets and parcels sent						Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base		27	1	1	2	5	4	9	5	4	1	2	7
Effective base		8	1	1	1	5	2	2	2	1	1	2	2
Weighted Base		14	*	2	*	*	1	1	3	2	*	*	*
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	*	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	-	-	-
		2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	6	*	2	*	*	*	*	2	*	-	*	*
		46%	100%	100%	85%	35%	3%	3%	58%	3%	-%	63%	70%
Very Satisfied	(2)	7	-	-	*	*	1	1	1	2	*	*	*
		51%	-%	-%	15%	65%	97%	97%	38%	97%	100%	37%	30%
NET: Satisfied		13	*	2	*	*	1	1	3	2	*	*	*
		97%	100%	100%	100%	100%	100%	100%	96%	100%	100%	100%	100%
NET: Dissatisfied		*	-	-	-	-	-	-	*	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%
Answered		14	*	2	*	*	1	1	3	2	*	*	*
Mean score		1.5	1.0	1.0	1.2	1.6	2.0	2.0	1.2	2.0	2.0	1.4	1.3

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Frequency - parcels and packets					Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base		27	1	1	3	2	6	10	3	8	19	8	11	3	9
Effective base		8	1	1	2	2	1	2	1	3	6	2	1	1	3
Weighted Base		14	*	*	3	*	*	2	2	4	10	3	2	1	*
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	*	-	*	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	5%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	*	-	-	-	-
		2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Fairly Satisfied	(1)	6	*	-	2	*	*	*	2	2	4	2	*	*	*
		46%	100%	-%	65%	100%	2%	11%	99%	52%	44%	62%	2%	3%	78%
Very Satisfied	(2)	7	-	*	1	-	*	1	*	2	5	1	2	1	*
		51%	-%	100%	35%	-%	98%	89%	1%	48%	52%	38%	93%	97%	22%
NET: Satisfied		13	*	*	3	*	*	2	2	4	10	3	2	1	*
		97%	100%	100%	100%	100%	100%	100%	100%	100%	96%	100%	95%	100%	100%
NET: Dissatisfied		*	-	-	-	-	-	-	-	-	*	-	*	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	5%	-%	-%
Answered		14	*	*	3	*	*	2	2	4	10	3	2	1	*
Mean score		1.5	1.0	2.0	1.3	1.0	2.0	1.9	1.0	1.5	1.5	1.4	1.8	2.0	1.2

Columns Tested:: a,b,c,d,e - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			Types of services used: parcels and packets		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		27	5	12	5	8	16	8	6	14	6	6	13	5	7
Effective base		8	1	2	2	1	3	2	2	2	2	2	2	1	2
Weighted Base		14	2	2	1	2	4	*	*	2	3	*	4	1	*
Very Dissatisfied	(-2)	*	-	*	-	-	*	-	-	-	-	-	-	-	-
		1%	-%	8%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	-	-	-	-	-
		2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	6	2	*	*	2	2	*	*	*	*	*	2	*	*
		46%	95%	13%	6%	99%	55%	60%	12%	14%	2%	82%	63%	*%	88%
Very Satisfied	(2)	7	*	1	1	*	1	*	*	1	3	*	1	1	*
		51%	5%	80%	94%	1%	41%	40%	88%	86%	98%	18%	37%	100%	12%
NET: Satisfied		13	2	2	1	2	3	*	*	2	3	*	4	1	*
		97%	100%	92%	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		*	-	*	-	-	*	-	-	-	-	-	-	-	-
		1%	-%	8%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		14	2	2	1	2	4	*	*	2	3	*	4	1	*
Mean score		1.5	1.0	1.6	1.9	1.0	1.3	1.4	1.9	1.9	2.0	1.2	1.4	2.0	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*e
Unweighted Base		27	7	7	6	9	7	1	2	2	5	1	1
Effective base		8	3	2	2	3	2	1	1	1	2	1	1
Weighted Base		14	3	2	1	4	2	*	1	1	*	*	*
Very Dissatisfied	(-2)	*	*	-	-	*	-	-	-	-	-	-	-
		1%	4%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	-	-	-
		2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	6	2	*	*	2	*	*	-	-	*	-	*
		46%	54%	14%	6%	56%	14%	100%	-%	-%	24%	-%	100%
Very Satisfied	(2)	7	1	1	1	1	1	-	1	1	*	*	-
		51%	43%	86%	94%	40%	86%	-%	100%	100%	76%	100%	-%
NET: Satisfied		13	3	2	1	3	2	*	1	1	*	*	*
		97%	96%	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		*	*	-	-	*	-	-	-	-	-	-	-
		1%	4%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%
Answered		14	3	2	1	4	2	*	1	1	*	*	*
Mean score		1.5	1.3	1.9	1.9	1.3	1.9	1.0	2.0	2.0	1.8	2.0	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Types of services used to send standard letters:		RM product changes:			Mail received at your location					Types of services for received mail			
		Total base	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*d
Unweighted Base		27	5	4	2	4	5	12	12	16	17	18	20	11	9	1
Effective base		8	1	2	1	2	2	2	2	3	3	4	5	2	4	1
Weighted Base		14	1	*	*	2	4	2	3	4	6	8	8	2	*	*
Very Dissatisfied	(-2)	*	-	-	*	-	-	*	-	*	-	-	*	-	-	-
		1%	-%	-%	87%	-%	-%	7%	-%	4%	-%	-%	2%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	-	*	-	-	-	-
		2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%
Fairly Satisfied	(1)	6	*	*	-	*	2	*	2	2	*	4	2	*	*	-
		46%	14%	67%	-%	10%	45%	2%	57%	51%	4%	55%	26%	12%	63%	-%
Very Satisfied	(2)	7	1	*	*	1	2	2	1	2	5	3	6	2	*	*
		51%	86%	33%	13%	90%	55%	91%	43%	46%	96%	42%	72%	88%	37%	100%
NET: Satisfied		13	1	*	*	2	4	2	3	4	6	8	8	2	*	*
		97%	100%	100%	13%	100%	100%	93%	100%	96%	100%	97%	98%	100%	100%	100%
NET: Dissatisfied		*	-	-	*	-	-	*	-	*	-	-	*	-	-	-
		1%	-%	-%	87%	-%	-%	7%	-%	4%	-%	-%	2%	-%	-%	-%
Answered		14	1	*	*	2	4	2	3	4	6	8	8	2	*	*
Mean score		1.5	1.9	1.3	-1.5	1.9	1.5	1.7	1.4	1.4	2.0	1.4	1.7	1.9	1.4	2.0

Columns Tested:: a,b - a,b,c - a,b,c,d,e - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months	Future volume of mail		
		Total base	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes	Increase	Stay the same	Decrease
Significance Level: 95%			*a	*b	*a	*b	*a	*b		*a	*b	*c
Unweighted Base		27	9	2	12	1	19	4	27	15	10	2
Effective base		8	2	2	4	1	4	1	8	5	2	1
Weighted Base		14	2	*	6	*	8	2	14	8	4	2
Very Dissatisfied	(-2)	*	-	*	*	-	-	*	*	*	-	-
		1%	-%	36%	2%	-%	-%	6%	1%	2%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	*	*	-	*	-
		2%	-%	-%	-%	-%	-%	11%	2%	-%	6%	-%
Fairly Satisfied	(1)	6	*	-	2	*	2	2	6	2	2	2
		46%	9%	-%	34%	100%	29%	81%	46%	24%	62%	99%
Very Satisfied	(2)	7	2	*	4	-	5	*	7	6	1	*
		51%	91%	64%	63%	-%	71%	2%	51%	74%	31%	1%
NET: Satisfied		13	2	*	6	*	8	2	13	8	4	2
		97%	100%	64%	98%	100%	100%	83%	97%	98%	94%	100%
NET: Dissatisfied		*	-	*	*	-	-	*	*	*	-	-
		1%	-%	36%	2%	-%	-%	6%	1%	2%	-%	-%
Answered		14	2	*	6	*	8	2	14	8	4	2
Mean score		1.5	1.9	.6	1.6	1.0	1.7	.7	1.5	1.7	1.2	1.0

Columns Tested:: a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 188 (continuation)

QOP3A4. Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UK Mail in the last 6 months (QOP3=4)

			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter				Half	
		Total base	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*d	*a	*b
Unweighted Base		27	15	10	2	23	4	3	15	5	4	18	9
Effective base		8	3	5	2	7	2	2	3	2	2	4	4
Weighted Base		14	5	8	*	12	2	*	5	5	4	5	8
Very Dissatisfied	(-2)	*	*	-	-	*	-	-	*	-	-	*	-
		1%	2%	-%	-%	1%	-%	-%	3%	-%	-%	3%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	*	-	*	-	-	-	*	-
		2%	-%	3%	-%	2%	-%	49%	-%	-%	-%	5%	-%
Fairly Satisfied	(1)	6	2	4	-	6	*	-	*	2	4	*	6
		46%	35%	53%	-%	51%	11%	-%	1%	51%	99%	1%	73%
Very Satisfied	(2)	7	3	4	*	6	1	*	4	2	*	5	2
		51%	62%	44%	100%	46%	89%	51%	96%	49%	1%	91%	27%
NET: Satisfied		13	5	8	*	12	2	*	4	5	4	5	8
		97%	98%	97%	100%	97%	100%	51%	97%	100%	100%	93%	100%
NET: Dissatisfied		*	*	-	-	*	-	-	*	-	-	*	-
		1%	2%	-%	-%	1%	-%	-%	3%	-%	-%	3%	-%
Answered		14	5	8	*	12	2	*	5	5	4	5	8
Mean score		1.5	1.5	1.4	2.0	1.4	1.9	1.0	1.9	1.5	1.0	1.8	1.3

Columns Tested:: a,b,c - a,b - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 189

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Method		Business Size 1			
		Total base	CATI	CAWI	0-9	10-49	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d
Unweighted Base		18	4	14	9	2	7	9
Effective base		7	3	4	6	1	3	2
Weighted Base		15	6	8	15	*	*	*
Very Dissatisfied	(-2)	1	1	-	1	-	-	-
		3%	8%	-%	4%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	3	3	6	-	-	-
		42%	51%	34%	43%	-%	-%	-%
Fairly Satisfied	(1)	4	3	2	4	*	*	*
		28%	41%	19%	27%	91%	4%	81%
Very Satisfied	(2)	4	-	4	4	*	*	*
		27%	-%	47%	27%	9%	96%	19%
NET: Satisfied		8	3	6	8	*	*	*
		55%	41%	66%	54%	100%	100%	100%
NET: Dissatisfied		1	1	-	1	-	-	-
		3%	8%	-%	4%	-%	-%	-%
Answered		15	6	8	15	*	*	*
Mean score		.7	.2	1.1	.7	1.1	2.0	1.2

Columns Tested:: a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 189 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Business Size 2								Turnover			
		Total base	0	1 - 4	5 - 9	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d
Unweighted Base		18	1	5	3	2	7	9	2	7	6	9	1	2
Effective base		7	1	5	2	1	3	6	1	3	4	2	1	1
Weighted Base		15	1	12	2	*	*	15	*	*	9	4	1	*
Very Dissatisfied	(-2)	1	1	-	-	-	-	1	-	-	1	-	-	-
		3%	100%	-%	-%	-%	-%	4%	-%	-%	5%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	-	5	1	-	-	6	-	-	3	3	-	-
		42%	-%	45%	39%	-%	-%	43%	-%	-%	36%	73%	-%	-%
Fairly Satisfied	(1)	4	-	3	1	*	*	4	*	*	3	*	1	*
		28%	-%	22%	61%	91%	4%	27%	91%	4%	27%	*%	100%	98%
Very Satisfied	(2)	4	-	4	-	*	*	4	*	*	3	1	-	*
		27%	-%	33%	-%	9%	96%	27%	9%	96%	31%	27%	-%	2%
NET: Satisfied		8	-	6	1	*	*	8	*	*	6	1	1	*
		55%	-%	55%	61%	100%	100%	54%	100%	100%	58%	27%	100%	100%
NET: Dissatisfied		1	1	-	-	-	-	1	-	-	1	-	-	-
		3%	100%	-%	-%	-%	-%	4%	-%	-%	5%	-%	-%	-%
Answered		15	1	12	2	*	*	15	*	*	9	4	1	*
Mean score		.7	-2.0	.9	.6	1.1	2.0	.7	1.1	2.0	.8	.5	1.0	1.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 189 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			GOR (QC3)								
		Total base	East Midlands	Greater London	North West	South East	South West	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		18	1	2	3	1	1	8	1	2	7
Effective base		7	1	1	3	1	1	6	1	2	2
Weighted Base		15	*	3	7	3	1	13	1	1	*
Very Dissatisfied	(-2)	1	-	-	-	-	-	-	-	1	-
		3%	-%	-%	-%	-%	-%	-%	-%	76%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	-	-	3	3	-	5	1	*	-
		42%	-%	-%	40%	100%	-%	40%	100%	24%	-%
Fairly Satisfied	(1)	4	*	-	4	-	-	4	-	-	*
		28%	100%	-%	60%	-%	-%	31%	-%	-%	4%
Very Satisfied	(2)	4	-	3	-	-	1	4	-	-	*
		27%	-%	100%	-%	-%	100%	29%	-%	-%	96%
NET: Satisfied		8	*	3	4	-	1	8	-	-	*
		55%	100%	100%	60%	-%	100%	60%	-%	-%	100%
NET: Dissatisfied		1	-	-	-	-	-	-	-	1	-
		3%	-%	-%	-%	-%	-%	-%	-%	76%	-%
Answered		15	*	3	7	3	1	13	1	1	*
Mean score		.7	1.0	2.0	.6	-	2.0	.9	-	-1.5	2.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 189 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Industry					Urbanity	Location		Internet connection	Role of mail services		
		Total base	Agriculture	Manufacturing	Retail/ Distribution	Hospitality	Non Financial	Urban	Head office	Branch / local office	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c	*d	*e		*a	*b		*a	*b	*c
Unweighted Base		18	1	2	5	1	8	18	15	3	18	7	8	3
Effective base		7	1	1	3	1	2	7	5	2	7	3	2	2
Weighted Base		15	3	1	6	3	1	15	10	5	15	6	4	5
Very Dissatisfied	(-2)	1	-	-	1	-	-	1	1	-	1	1	-	-
		3%	-%	-%	8%	-%	-%	3%	5%	-%	3%	8%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	-	-	3	3	*	6	1	5	6	-	3	3
		42%	-%	-%	51%	100%	11%	42%	9%	100%	42%	-%	75%	71%
Fairly Satisfied	(1)	4	-	1	3	-	*	4	4	-	4	3	*	1
		28%	-%	99%	41%	-%	20%	28%	44%	-%	28%	45%	*%	29%
Very Satisfied	(2)	4	3	*	*	-	1	4	4	*	4	3	1	-
		27%	100%	1%	*%	-%	69%	27%	41%	*%	27%	47%	25%	-%
NET: Satisfied		8	3	1	3	-	1	8	8	*	8	6	1	1
		55%	100%	100%	41%	-%	89%	55%	86%	*%	55%	92%	25%	29%
NET: Dissatisfied		1	-	-	1	-	-	1	1	-	1	1	-	-
		3%	-%	-%	8%	-%	-%	3%	5%	-%	3%	8%	-%	-%
Answered		15	3	1	6	3	1	15	10	5	15	6	4	5
Mean score		.7	2.0	1.0	.2	-	1.6	.7	1.2	*	.7	1.2	.5	.3

Columns Tested:: a,b,c,d,e - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 189 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Monthly postal spend									Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*a	*b	*c
Unweighted Base		18	7	4	2	1	1	3	11	7	5	1	6	11
Effective base		7	2	3	2	1	1	2	5	3	1	1	1	4
Weighted Base		15	6	6	2	*	1	*	12	3	1	3	3	9
Very Dissatisfied	(-2)	1	-	-	1	-	-	-	-	1	-	-	-	1
		3%	-%	-%	27%	-%	-%	-%	-%	20%	-%	-%	-%	6%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	*	5	-	-	1	-	5	1	1	-	*	6
		42%	3%	85%	-%	-%	100%	-%	45%	27%	95%	-%	5%	68%
Fairly Satisfied	(1)	4	3	*	1	-	-	-	3	1	-	-	3	1
		28%	48%	*%	73%	-%	-%	-%	23%	52%	-%	-%	94%	15%
Very Satisfied	(2)	4	3	1	-	*	-	*	4	*	*	3	*	1
		27%	49%	15%	-%	100%	-%	100%	32%	2%	5%	100%	1%	11%
NET: Satisfied		8	6	1	1	*	-	*	7	1	*	3	3	2
		55%	97%	15%	73%	100%	-%	100%	55%	54%	5%	100%	95%	27%
NET: Dissatisfied		1	-	-	1	-	-	-	-	1	-	-	-	1
		3%	-%	-%	27%	-%	-%	-%	-%	20%	-%	-%	-%	6%
Answered		15	6	6	2	*	1	*	12	3	1	3	3	9
Mean score		.7	1.5	.3	.2	2.0	-	2.0	.9	.2	.1	2.0	1.0	.3

Columns Tested:: a,b,c,d,e,f,g,h,i - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 189 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		18	9	11	14	15	10	5	2	1	4	1	3	1	2
Effective base		7	2	4	5	5	4	3	1	1	2	1	2	1	2
Weighted Base		15	5	8	11	9	9	3	3	*	6	1	1	*	*
Very Dissatisfied	(-2)	1	1	1	1	1	-	1	1	-	-	-	-	-	-
		3%	11%	6%	4%	6%	-%	17%	16%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	-	5	5	3	3	*	3	-	3	-	-	-	-
		42%	-%	63%	47%	36%	30%	5%	84%	-%	48%	-%	-%	-%	-%
Fairly Satisfied	(1)	4	*	2	2	4	3	1	-	-	*	1	*	-	-
		28%	6%	19%	14%	47%	28%	45%	-%	-%	*%	100%	23%	-%	-%
Very Satisfied	(2)	4	4	1	4	1	4	1	-	*	3	-	1	*	*
		27%	83%	12%	35%	11%	42%	33%	-%	100%	52%	-%	77%	100%	100%
NET: Satisfied		8	4	3	6	5	7	2	-	*	3	1	1	*	*
		55%	89%	31%	49%	58%	70%	78%	-%	100%	52%	100%	100%	100%	100%
NET: Dissatisfied		1	1	1	1	1	-	1	1	-	-	-	-	-	-
		3%	11%	6%	4%	6%	-%	17%	16%	-%	-%	-%	-%	-%	-%
Answered		15	5	8	11	9	9	3	3	*	6	1	1	*	*
Mean score		.7	1.5	.3	.7	.6	1.1	.8	-.3	2.0	1.0	1.0	1.8	2.0	2.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 189 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		18	1	5	2	1	1	2	3	6	1	2	7	2	2
Effective base		7	1	2	1	1	1	2	1	1	1	2	3	2	2
Weighted Base		15	3	4	1	*	1	*	*	1	*	*	7	4	*
Very Dissatisfied	(-2)	1	-	1	-	-	-	-	-	-	-	-	1	-	-
		3%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	3	-	1	-	-	-	-	-	-	-	3	3	-
		42%	100%	-%	100%	-%	-%	-%	-%	-%	-%	-%	36%	67%	-%
Fairly Satisfied	(1)	4	-	4	*	*	-	-	-	-	-	-	*	1	-
		28%	-%	88%	*%	100%	-%	-%	-%	-%	-%	-%	4%	33%	-%
Very Satisfied	(2)	4	-	*	-	-	1	*	*	1	*	*	4	-	*
		27%	-%	1%	-%	-%	100%	100%	100%	100%	100%	100%	54%	-%	100%
NET: Satisfied		8	-	4	*	*	1	*	*	1	*	*	4	1	*
		55%	-%	89%	*%	100%	100%	100%	100%	100%	100%	100%	58%	33%	100%
NET: Dissatisfied		1	-	1	-	-	-	-	-	-	-	-	1	-	-
		3%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%
Answered		15	3	4	1	*	1	*	*	1	*	*	7	4	*
Mean score		.7	-	.7	*	1.0	2.0	2.0	2.0	2.0	2.0	2.0	1.0	.3	2.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 189 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Frequency - parcels and packets				Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets	
		Total base	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base		18	2	5	5	3	13	2	6	12	8	6	5	9
Effective base		7	2	3	3	2	5	1	3	4	3	2	3	2
Weighted Base		15	*	2	7	*	9	*	5	10	8	4	6	1
Very Dissatisfied	(-2)	1	-	1	-	-	1	-	-	1	-	1	-	1
		3%	-%	28%	-%	-%	6%	-%	-%	5%	-%	14%	-%	60%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	-	-	3	-	3	-	3	4	3	3	3	-
		42%	-%	-%	45%	-%	37%	-%	52%	36%	33%	77%	58%	-%
Fairly Satisfied	(1)	4	-	*	4	-	4	*	1	3	1	*	1	*
		28%	-%	16%	54%	-%	45%	100%	27%	29%	17%	8%	24%	34%
Very Satisfied	(2)	4	*	1	*	*	1	-	1	3	4	*	1	*
		27%	100%	55%	*%	100%	12%	-%	21%	30%	50%	*%	18%	5%
NET: Satisfied		8	*	1	4	*	5	*	2	6	5	*	2	*
		55%	100%	72%	55%	100%	57%	100%	48%	59%	67%	8%	42%	40%
NET: Dissatisfied		1	-	1	-	-	1	-	-	1	-	1	-	1
		3%	-%	28%	-%	-%	6%	-%	-%	5%	-%	14%	-%	60%
Answered		15	*	2	7	*	9	*	5	10	8	4	6	1
Mean score		.7	2.0	.7	.6	2.0	.6	1.0	.7	.8	1.2	-.2	.6	-.8

Columns Tested:: a,b,c,d - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 189 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			Types of services used: parcels and packets		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		18	6	8	3	12	8	2	7	9	7	5	14	11	8
Effective base		7	3	2	3	2	2	1	2	3	4	2	4	4	3
Weighted Base		15	5	6	5	4	4	1	1	5	8	3	6	6	3
Very Dissatisfied	(-2)	1	1	-	-	1	-	1	-	-	1	-	1	1	-
		3%	9%	-%	-%	12%	-%	95%	-%	-%	6%	-%	8%	8%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	3	3	3	1	-	-	-	3	5	-	3	1	1
		42%	48%	46%	53%	17%	-%	-%	-%	51%	65%	-%	51%	11%	21%
Fairly Satisfied	(1)	4	1	*	1	3	*	-	*	2	1	2	2	4	2
		28%	25%	5%	27%	69%	7%	-%	22%	30%	17%	63%	25%	64%	49%
Very Satisfied	(2)	4	1	3	1	*	4	*	1	1	1	1	1	1	1
		27%	18%	49%	20%	2%	93%	5%	78%	19%	12%	37%	16%	17%	30%
NET: Satisfied		8	2	3	2	3	4	*	1	3	2	3	3	5	3
		55%	43%	54%	47%	71%	100%	5%	100%	49%	28%	100%	41%	80%	79%
NET: Dissatisfied		1	1	-	-	1	-	1	-	-	1	-	1	1	-
		3%	9%	-%	-%	12%	-%	95%	-%	-%	6%	-%	8%	8%	-%
Answered		15	5	6	5	4	4	1	1	5	8	3	6	6	3
Mean score		.7	.4	1.0	.7	.5	1.9	-1.8	1.8	.7	.3	1.4	.4	.8	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 189 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Use of RM postal services			Use of RM postal services: letters and large letters		Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*d	*e	*a	*b
Unweighted Base		18	7	8	10	8	6	7	6	6	3	1	7	6
Effective base		7	2	4	4	4	3	4	3	2	2	1	3	3
Weighted Base		15	4	8	6	9	8	4	5	2	2	1	6	5
Very Dissatisfied	(-2)	1	1	1	1	1	-	1	-	-	-	-	1	-
		3%	11%	6%	8%	6%	-%	14%	-%	-%	-%	-%	9%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	-	5	3	3	3	1	3	-	-	-	3	3
		42%	-%	65%	53%	32%	33%	20%	52%	-%	-%	-%	49%	52%
Fairly Satisfied	(1)	4	-	1	1	1	1	1	1	1	1	1	1	1
		28%	-%	16%	22%	16%	17%	38%	27%	58%	58%	100%	24%	27%
Very Satisfied	(2)	4	4	1	1	4	4	1	1	1	1	-	1	1
		27%	89%	12%	16%	46%	50%	28%	20%	42%	42%	-%	18%	20%
NET: Satisfied		8	4	2	2	5	5	2	2	2	2	1	2	2
		55%	89%	29%	38%	62%	67%	66%	48%	100%	100%	100%	42%	48%
NET: Dissatisfied		1	1	1	1	1	-	1	-	-	-	-	1	-
		3%	11%	6%	8%	6%	-%	14%	-%	-%	-%	-%	9%	-%
Answered		15	4	8	6	9	8	4	5	2	2	1	6	5
Mean score		.7	1.5	.3	.4	1.0	1.2	.7	.7	1.4	1.4	1.0	.4	.7

Columns Tested:: a,b,c - a,b - a,b,c,d,e - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 189 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			RM product changes:				Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	
		Total base	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b
Unweighted Base		18	7	2	1	1	10	12	16	13	15	15	10	9	11	1
Effective base		7	2	2	1	1	5	4	6	5	6	5	4	3	4	1
Weighted Base		15	5	*	1	3	9	9	12	11	15	12	6	6	9	1
Very Dissatisfied	(-2)	1	-	-	-	-	1	-	1	-	1	-	1	-	-	1
		3%	-%	-%	-%	-%	6%	-%	4%	-%	3%	-%	8%	-%	-%	100%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	-	-	1	3	3	3	3	6	6	6	1	1	3	-
		42%	-%	-%	100%	100%	38%	37%	27%	53%	42%	52%	11%	12%	39%	-%
Fairly Satisfied	(1)	4	1	*	-	-	4	2	4	4	4	2	4	4	1	-
		28%	25%	50%	-%	-%	45%	19%	35%	37%	27%	14%	64%	72%	15%	-%
Very Satisfied	(2)	4	4	*	-	-	1	4	4	1	4	4	1	1	4	-
		27%	75%	50%	-%	-%	12%	44%	33%	9%	27%	34%	16%	17%	45%	-%
NET: Satisfied		8	5	*	-	-	5	6	8	5	8	6	5	5	5	-
		55%	100%	100%	-%	-%	57%	63%	68%	47%	54%	48%	80%	88%	61%	-%
NET: Dissatisfied		1	-	-	-	-	1	-	1	-	1	-	1	-	-	1
		3%	-%	-%	-%	-%	6%	-%	4%	-%	3%	-%	8%	-%	-%	100%
Answered		15	5	*	1	3	9	9	12	11	15	12	6	6	9	1
Mean score		.7	1.7	1.5	-	-	.6	1.1	.9	.6	.7	.8	.8	1.0	1.1	-2.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 189 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Satisfied	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b			*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		18	11	2	14	18	11	5	2	9	8	1	13	5
Effective base		7	5	1	6	7	5	2	1	4	2	1	4	3
Weighted Base		15	11	1	14	15	12	*	3	10	4	*	10	5
Very Dissatisfied	(-2)	1	1	-	-	1	1	-	-	1	-	-	-	1
		3%	5%	-%	-%	3%	4%	-%	-%	5%	-%	-%	-%	10%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	5	1	5	6	6	*	-	6	*	-	3	3
		42%	48%	100%	39%	42%	52%	35%	-%	58%	4%	-%	30%	64%
Fairly Satisfied	(1)	4	1	*	4	4	4	*	-	-	4	-	3	1
		28%	12%	*%	31%	28%	34%	63%	-%	-%	96%	-%	30%	26%
Very Satisfied	(2)	4	4	-	4	4	1	*	3	4	*	*	4	*
		27%	35%	-%	29%	27%	9%	2%	100%	37%	1%	100%	40%	1%
NET: Satisfied		8	5	*	8	8	5	*	3	4	4	*	7	1
		55%	48%	*%	61%	55%	43%	65%	100%	37%	96%	100%	70%	27%
NET: Dissatisfied		1	1	-	-	1	1	-	-	1	-	-	-	1
		3%	5%	-%	-%	3%	4%	-%	-%	5%	-%	-%	-%	10%
Answered		15	11	1	14	15	12	*	3	10	4	*	10	5
Mean score		.7	.7	*	.9	.7	.4	.7	2.0	.6	1.0	2.0	1.1	.1

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 189 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		18	5	5	4	4	10	8
Effective base		7	3	5	2	2	3	4
Weighted Base		15	7	*	4	4	7	8
Very Dissatisfied	(-2)	1	-	-	1	-	-	1
		3%	-%	-%	12%	-%	-%	6%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	6	3	-	3	1	3	4
		42%	38%	-%	64%	23%	38%	45%
Fairly Satisfied	(1)	4	4	*	-	-	4	-
		28%	62%	18%	-%	-%	62%	-%
Very Satisfied	(2)	4	*	*	1	3	*	4
		27%	*%	82%	24%	77%	*%	49%
NET: Satisfied		8	4	*	1	3	4	4
		55%	62%	100%	24%	77%	62%	49%
NET: Dissatisfied		1	-	-	1	-	-	1
		3%	-%	-%	12%	-%	-%	6%
Answered		15	7	*	4	4	7	8
Mean score		.7	.6	1.8	.2	1.5	.6	.9

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 190

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Method		Business Size 1			
		Total base	CATI	CAWI	0-9	10-49	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d
Unweighted Base		18	4	14	9	2	7	9
Effective base		7	3	4	6	1	3	2
Weighted Base		15	6	8	15	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	*	1	-	-	-
		4%	8%	2%	5%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	3	4	7	*	*	*
		50%	51%	49%	51%	9%	6%	9%
Very Satisfied	(2)	4	-	4	4	*	*	*
		28%	-%	50%	27%	91%	94%	91%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	3	-	3	-	-	-
		17%	41%	-%	18%	-%	-%	-%
NET: Satisfied		12	3	8	11	*	*	*
		78%	51%	98%	78%	100%	100%	100%
NET: Dissatisfied		1	1	*	1	-	-	-
		4%	8%	2%	5%	-%	-%	-%
Answered		12	4	8	12	*	*	*
Mean score		1.2	.7	1.5	1.2	1.9	1.9	1.9

Columns Tested:: a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 190 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Business Size 2								Turnover			
		Total base	0	1 - 4	5 - 9	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d
Unweighted Base		18	1	5	3	2	7	9	2	7	6	9	1	2
Effective base		7	1	5	2	1	3	6	1	3	4	2	1	1
Weighted Base		15	1	12	2	*	*	15	*	*	9	4	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	-	*	-	-	1	-	-	1	*	-	-
		4%	100%	-%	7%	-%	-%	5%	-%	-%	5%	4%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	-	5	2	*	*	7	*	*	6	*	1	-
		50%	-%	45%	93%	9%	6%	51%	9%	6%	64%	*%	100%	-%
Very Satisfied	(2)	4	-	4	-	*	*	4	*	*	3	1	-	*
		28%	-%	33%	-%	91%	94%	27%	91%	94%	31%	27%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	3	-	-	-	3	-	-	-	3	-	-
		17%	-%	22%	-%	-%	-%	18%	-%	-%	-%	69%	-%	-%
NET: Satisfied		12	-	9	2	*	*	11	*	*	9	1	1	*
		78%	-%	78%	93%	100%	100%	78%	100%	100%	95%	27%	100%	100%
NET: Dissatisfied		1	1	-	*	-	-	1	-	-	1	*	-	-
		4%	100%	-%	7%	-%	-%	5%	-%	-%	5%	4%	-%	-%
Answered		12	1	9	2	*	*	12	*	*	9	1	1	*
Mean score		1.2	-1.0	1.4	.9	1.9	1.9	1.2	1.9	1.9	1.2	1.6	1.0	2.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 190 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			GOR (QC3)								
		Total base	East Midlands	Greater London	North West	South East	South West	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		18	1	2	3	1	1	8	1	2	7
Effective base		7	1	1	3	1	1	6	1	2	2
Weighted Base		15	*	3	7	3	1	13	1	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	-	-	-	-	-	1	-
		4%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	-	-	4	3	-	7	1	-	*
		50%	-%	-%	60%	100%	-%	50%	100%	-%	70%
Very Satisfied	(2)	4	*	3	-	-	1	4	-	-	*
		28%	100%	100%	-%	-%	100%	31%	-%	-%	30%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	3	-	-	3	-	-	-
		17%	-%	-%	40%	-%	-%	19%	-%	-%	-%
NET: Satisfied		12	*	3	4	3	1	11	1	-	*
		78%	100%	100%	60%	100%	100%	81%	100%	-%	100%
NET: Dissatisfied		1	-	-	-	-	-	-	-	1	-
		4%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Answered		12	*	3	4	3	1	11	1	1	*
Mean score		1.2	2.0	2.0	1.0	1.0	2.0	1.4	1.0	-1.0	1.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 190 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Industry						Urbanity	Location		Internet connection	Role of mail services		
		Total base	Agriculture	Manufacturing	Retail/ Distribution	Hospitality	Non Financial		Urban	Head office	Branch / local office	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c	*d	*e			*a	*b		*a	*b	*c
Unweighted Base		18	1	2	5	1	8		18	15	3	18	7	8	3
Effective base		7	1	1	3	1	2		7	5	2	7	3	2	2
Weighted Base		15	3	1	6	3	1		15	10	5	15	6	4	5
Very Dissatisfied	(-2)	-	-	-	-	-	-		-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	1	-	*		1	1	-	1	1	*	-
		4%	-%	-%	8%	-%	11%		4%	7%	-%	4%	8%	4%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-		-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	-	1	3	3	-		7	5	3	7	3	3	2
		50%	-%	99%	52%	100%	-%		50%	49%	51%	50%	41%	71%	44%
Very Satisfied	(2)	4	3	*	-	-	1		4	4	*	4	3	1	-
		28%	100%	1%	-%	-%	89%		28%	44%	*%	28%	51%	25%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	3	-	-		3	-	3	3	-	-	3
		17%	-%	-%	41%	-%	-%		17%	-%	49%	17%	-%	-%	56%
NET: Satisfied		12	3	1	3	3	1		12	9	3	12	6	4	2
		78%	100%	100%	52%	100%	89%		78%	93%	51%	78%	92%	96%	44%
NET: Dissatisfied		1	-	-	1	-	*		1	1	-	1	1	*	-
		4%	-%	-%	8%	-%	11%		4%	7%	-%	4%	8%	4%	-%
Answered		12	3	1	4	3	1		12	10	3	12	6	4	2
Mean score		1.2	2.0	1.0	.7	1.0	1.7		1.2	1.3	1.0	1.2	1.3	1.2	1.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 190 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Monthly postal spend									Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*a	*b	*c
Unweighted Base		18	7	4	2	1	1	3	11	7	5	1	6	11
Effective base		7	2	3	2	1	1	2	5	3	1	1	1	4
Weighted Base		15	6	6	2	*	1	*	12	3	1	3	3	9
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	*	-	1	-	-	-	*	1	-	-	*	1
		4%	3%	-%	27%	-%	-%	-%	1%	20%	-%	-%	5%	6%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	3	3	1	*	1	-	5	2	1	-	3	5
		50%	43%	43%	73%	100%	100%	-%	43%	80%	99%	-%	85%	54%
Very Satisfied	(2)	4	3	1	-	-	-	*	4	*	*	3	*	1
		28%	54%	15%	-%	-%	-%	100%	34%	*%	1%	100%	10%	11%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	3	-	-	-	-	3	-	-	-	-	3
		17%	-%	41%	-%	-%	-%	-%	21%	-%	-%	-%	-%	29%
NET: Satisfied		12	6	4	1	*	1	*	10	2	1	3	3	6
		78%	97%	59%	73%	100%	100%	100%	78%	80%	100%	100%	95%	65%
NET: Dissatisfied		1	*	-	1	-	-	-	*	1	-	-	*	1
		4%	3%	-%	27%	-%	-%	-%	1%	20%	-%	-%	5%	6%
Answered		12	6	4	2	*	1	*	10	3	1	3	3	6
Mean score		1.2	1.5	1.3	.5	1.0	1.0	2.0	1.4	.6	1.0	2.0	1.0	1.0

Columns Tested:: a,b,c,d,e,f,g,h,i - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 190 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		18	9	11	14	15	10	5	2	1	4	1	3	1	2
Effective base		7	2	4	5	5	4	3	1	1	2	1	2	1	2
Weighted Base		15	5	8	11	9	9	3	3	*	6	1	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	1	1	1	-	1	1	-	-	-	-	-	-
		4%	11%	6%	4%	6%	-%	22%	16%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	*	4	4	5	5	1	-	-	3	1	*	-	-
		50%	1%	48%	36%	52%	58%	45%	-%	-%	49%	100%	*%	-%	-%
Very Satisfied	(2)	4	4	1	4	1	4	1	-	*	3	-	1	*	*
		28%	89%	15%	37%	14%	42%	32%	-%	100%	51%	-%	100%	100%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	3	3	3	-	-	3	-	-	-	-	-	-
		17%	-%	31%	23%	29%	-%	-%	84%	-%	-%	-%	-%	-%	-%
NET: Satisfied		12	4	5	8	6	9	2	-	*	6	1	1	*	*
		78%	89%	63%	73%	66%	100%	78%	-%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		1	1	1	1	1	-	1	1	-	-	-	-	-	-
		4%	11%	6%	4%	6%	-%	22%	16%	-%	-%	-%	-%	-%	-%
Answered		12	5	6	9	6	9	3	1	*	6	1	1	*	*
Mean score		1.2	1.7	1.0	1.4	1.0	1.4	.9	-1.0	2.0	1.5	1.0	2.0	2.0	2.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 190 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		18	1	5	2	1	1	2	3	6	1	2	7	2	2
Effective base		7	1	2	1	1	1	2	1	1	1	2	3	2	2
Weighted Base		15	3	4	1	*	1	*	*	1	*	*	7	4	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	1	-	-	-	-	-	-	-	-	1	-	-
		4%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	-	4	1	-	-	*	*	*	*	-	-	4	*
		50%	-%	88%	100%	-%	-%	61%	90%	3%	100%	-%	-%	100%	61%
Very Satisfied	(2)	4	-	*	*	*	1	*	*	1	-	*	4	-	*
		28%	-%	1%	*%	100%	100%	39%	10%	97%	-%	100%	58%	-%	39%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	3	-	-	-	-	-	-	-	-	-	3	-	-
		17%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	36%	-%	-%
NET: Satisfied		12	-	4	1	*	1	*	*	1	*	*	4	4	*
		78%	-%	89%	100%	100%	100%	100%	100%	100%	100%	100%	58%	100%	100%
NET: Dissatisfied		1	-	1	-	-	-	-	-	-	-	-	1	-	-
		4%	-%	11%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%
Answered		12	-	4	1	*	1	*	*	1	*	*	5	4	*
Mean score		1.2	-	.8	1.0	2.0	2.0	1.4	1.1	2.0	1.0	2.0	1.7	1.0	1.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 190 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Frequency - parcels and packets				Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets	
		Total base	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base		18	2	5	5	3	13	2	6	12	8	6	5	9
Effective base		7	2	3	3	2	5	1	3	4	3	2	3	2
Weighted Base		15	*	2	7	*	9	*	5	10	8	4	6	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	1	-	-	1	-	-	1	-	1	-	1
		4%	-%	28%	-%	-%	6%	-%	-%	7%	-%	14%	-%	60%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	-	-	5	*	5	-	1	6	1	3	2	*
		50%	-%	-%	64%	23%	53%	-%	28%	61%	18%	77%	36%	4%
Very Satisfied	(2)	4	*	1	-	*	1	*	1	3	4	*	1	*
		28%	100%	72%	-%	77%	11%	100%	20%	32%	50%	8%	18%	36%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	3	-	3	-	3	-	3	-	3	-
		17%	-%	-%	36%	-%	30%	-%	52%	-%	33%	-%	46%	-%
NET: Satisfied		12	*	1	5	*	6	*	2	9	5	3	3	*
		78%	100%	72%	64%	100%	65%	100%	48%	93%	67%	86%	54%	40%
NET: Dissatisfied		1	-	1	-	-	1	-	-	1	-	1	-	1
		4%	-%	28%	-%	-%	6%	-%	-%	7%	-%	14%	-%	60%
Answered		12	*	2	5	*	6	*	2	10	5	4	3	1
Mean score		1.2	2.0	1.1	1.0	1.8	1.0	2.0	1.4	1.2	1.7	.8	1.3	.2

Columns Tested:: a,b,c,d - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 190 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			Types of services used: parcels and packets		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		18	6	8	3	12	8	2	7	9	7	5	14	11	8
Effective base		7	3	2	3	2	2	1	2	3	4	2	4	4	3
Weighted Base		15	5	6	5	4	4	1	1	5	8	3	6	6	3
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	-	-	1	-	1	-	-	1	-	1	1	-
		4%	9%	-%	-%	12%	-%	95%	-%	-%	6%	-%	8%	8%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	1	3	1	3	*	-	*	4	4	1	2	5	2
		50%	25%	46%	27%	80%	1%	-%	2%	76%	50%	52%	32%	76%	62%
Very Satisfied	(2)	4	1	3	1	*	4	*	1	1	1	1	1	1	1
		28%	18%	54%	20%	8%	99%	5%	98%	24%	12%	48%	20%	16%	38%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	3	-	3	-	-	-	-	-	3	-	3	-	-
		17%	48%	-%	53%	-%	-%	-%	-%	-%	32%	-%	40%	-%	-%
NET: Satisfied		12	2	6	2	4	4	*	1	5	5	3	3	6	3
		78%	43%	100%	47%	88%	100%	5%	100%	100%	62%	100%	52%	92%	100%
NET: Dissatisfied		1	1	-	-	1	-	1	-	-	1	-	1	1	-
		4%	9%	-%	-%	12%	-%	95%	-%	-%	6%	-%	8%	8%	-%
Answered		12	3	6	2	4	4	1	1	5	6	3	4	6	3
Mean score		1.2	1.0	1.5	1.4	.8	2.0	-.9	2.0	1.2	1.0	1.5	1.1	1.0	1.4

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 190 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Use of RM postal services			Use of RM postal services: letters and large letters		Use of RM postal services: parcels and packets					Types of services used to send standard letters:	
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*d	*e	*a	*b
Unweighted Base		18	7	8	10	8	6	7	6	6	3	1	7	6
Effective base		7	2	4	4	4	3	4	3	2	2	1	3	3
Weighted Base		15	4	8	6	9	8	4	5	2	2	1	6	5
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	1	1	1	-	1	-	-	-	-	1	-
		4%	11%	6%	8%	6%	-%	14%	-%	-%	-%	-%	9%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	*	4	2	4	1	2	1	1	1	1	4	1
		50%	1%	50%	33%	48%	18%	58%	27%	57%	58%	100%	73%	27%
Very Satisfied	(2)	4	4	1	1	4	4	1	1	1	1	-	1	1
		28%	88%	12%	16%	46%	50%	28%	20%	43%	42%	-%	18%	20%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	3	3	-	3	-	3	-	-	-	-	3
		17%	-%	32%	42%	-%	33%	-%	52%	-%	-%	-%	-%	52%
NET: Satisfied		12	4	5	3	8	5	3	2	2	2	1	5	2
		78%	89%	62%	50%	94%	67%	86%	48%	100%	100%	100%	91%	48%
NET: Dissatisfied		1	1	1	1	1	-	1	-	-	-	-	1	-
		4%	11%	6%	8%	6%	-%	14%	-%	-%	-%	-%	9%	-%
Answered		12	4	6	4	9	5	4	2	2	2	1	6	2
Mean score		1.2	1.7	1.0	1.0	1.3	1.7	1.0	1.4	1.4	1.4	1.0	1.0	1.4

Columns Tested:: a,b,c - a,b - a,b,c,d,e - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 190 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			RM product changes:				Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	
		Total base	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b
Unweighted Base		18	7	2	1	1	10	12	16	13	15	15	10	9	11	1
Effective base		7	2	2	1	1	5	4	6	5	6	5	4	3	4	1
Weighted Base		15	5	*	1	3	9	9	12	11	15	12	6	6	9	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	-	-	1	-	1	-	1	-	1	-	-	1
		4%	-%	-%	-%	-%	6%	-%	4%	-%	5%	-%	8%	-%	-%	100%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	1	-	1	-	5	2	5	7	7	5	5	5	5	-
		50%	26%	-%	100%	-%	53%	23%	39%	66%	51%	41%	76%	79%	55%	-%
Very Satisfied	(2)	4	4	*	-	-	1	4	4	1	4	4	1	1	4	-
		28%	74%	100%	-%	-%	11%	48%	35%	11%	27%	36%	16%	21%	45%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	-	-	-	3	3	3	3	3	3	3	-	-	-	-
		17%	-%	-%	-%	100%	30%	29%	22%	23%	18%	22%	-%	-%	-%	-%
NET: Satisfied		12	5	*	1	-	6	6	9	9	11	9	6	6	9	-
		78%	100%	100%	100%	-%	65%	71%	74%	77%	78%	78%	92%	100%	100%	-%
NET: Dissatisfied		1	-	-	-	-	1	-	1	-	1	-	1	-	-	1
		4%	-%	-%	-%	-%	6%	-%	4%	-%	5%	-%	8%	-%	-%	100%
Answered		12	5	*	1	-	6	6	9	9	12	9	6	6	9	1
Mean score		1.2	1.7	2.0	1.0	-	1.0	1.7	1.3	1.1	1.2	1.5	1.0	1.2	1.4	-1.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 190 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Satisfied	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b			*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		18	11	2	14	18	11	5	2	9	8	1	13	5
Effective base		7	5	1	6	7	5	2	1	4	2	1	4	3
Weighted Base		15	11	1	14	15	12	*	3	10	4	*	10	5
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	-	-	1	1	*	-	1	*	-	*	1
		4%	5%	-%	-%	4%	4%	35%	-%	5%	4%	-%	2%	10%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	4	1	7	7	7	*	-	3	4	*	5	2
		50%	37%	100%	50%	50%	64%	1%	-%	33%	89%	100%	55%	40%
Very Satisfied	(2)	4	4	*	4	4	1	*	3	4	*	-	4	-
		28%	35%	*%	31%	28%	9%	65%	100%	37%	7%	-%	43%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	3	-	3	3	3	-	-	3	-	-	-	3
		17%	23%	-%	19%	17%	23%	-%	-%	25%	-%	-%	-%	50%
NET: Satisfied		12	8	1	11	12	8	*	3	7	4	*	10	2
		78%	72%	100%	81%	78%	73%	65%	100%	70%	96%	100%	98%	40%
NET: Dissatisfied		1	1	-	-	1	1	*	-	1	*	-	*	1
		4%	5%	-%	-%	4%	4%	35%	-%	5%	4%	-%	2%	10%
Answered		12	9	1	11	12	9	*	3	8	4	*	10	3
Mean score		1.2	1.3	1.0	1.4	1.2	1.0	1.0	2.0	1.4	1.0	1.0	1.4	.6

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 190 (continuation)

QOP3A5. Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects: The staff being polite and courteous

Base: All who have had a problem with UPS in the last 6 months (QOP3=5)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		18	5	5	4	4	10	8
Effective base		7	3	5	2	2	3	4
Weighted Base		15	7	*	4	4	7	8
Very Dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	1	*	-	1
		4%	-%	-%	12%	4%	-%	8%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	7	4	*	3	1	4	3
		50%	58%	28%	65%	18%	58%	43%
Very Satisfied	(2)	4	*	*	1	3	*	4
		28%	4%	72%	23%	77%	4%	49%
Have not Contacted / Not Applicable (DO NOT READ OUT)		3	3	-	-	-	3	-
		17%	38%	-%	-%	-%	38%	-%
NET: Satisfied		12	4	*	4	4	4	7
		78%	62%	100%	88%	96%	62%	92%
NET: Dissatisfied		1	-	-	1	*	-	1
		4%	-%	-%	12%	4%	-%	8%
Answered		12	4	*	4	4	4	8
Mean score		1.2	1.1	1.7	1.0	1.7	1.1	1.3

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 191

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Method	Business Size 1					Business Size 2					
		Total base	CAWI	0-9	10-49	50-99	100-249	10+	0	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%				*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f
Unweighted Base		6	6	1	1	2	2	5	1	3	2	1	1	4
Effective base		2	2	1	1	2	1	1	1	1	1	1	1	3
Weighted Base		1	1	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	-	*	*	-	-	*	-	-	*
		1%	1%	-%	-%	-%	88%	2%	-%	-%	88%	-%	-%	22%
Fairly Satisfied	(1)	*	*	-	*	*	-	*	-	*	-	-	*	*
		56%	56%	-%	100%	30%	-%	95%	-%	96%	-%	-%	100%	22%
Very Satisfied	(2)	*	*	*	-	*	*	*	*	*	*	*	-	*
		43%	43%	100%	-%	70%	12%	4%	100%	4%	12%	100%	-%	56%
NET: Satisfied		1	1	*	*	*	*	*	*	*	*	*	*	*
		99%	99%	100%	100%	100%	12%	98%	100%	100%	12%	100%	100%	78%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	1	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.4	1.4	2.0	1.0	1.7	.2	1.0	2.0	1.0	.2	2.0	1.0	1.3

Columns Tested:: a,b,c,d,e - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 191 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Turnover				GOR (QC3)				Industry			
		Total base	£0-£99,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	North West	England	Wales	Northern Ireland	Manufacturing	Retail/ Distribution	Financial	Non Financial
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base		6	1	1	2	2	1	1	1	4	2	1	1	2
Effective base		2	1	1	2	1	1	1	1	3	2	1	1	1
Weighted Base		1	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	-	-	-	-	*	-	-	*	-
		1%	-%	-%	30%	-%	-%	-%	-%	22%	-%	-%	100%	-%
Fairly Satisfied	(1)	*	*	*	-	-	*	*	-	*	*	*	-	-
		56%	100%	100%	-%	-%	100%	100%	-%	22%	30%	100%	-%	-%
Very Satisfied	(2)	*	-	-	*	*	-	-	*	*	*	-	-	*
		43%	-%	-%	70%	100%	-%	-%	100%	56%	70%	-%	-%	100%
NET: Satisfied		1	*	*	*	*	*	*	*	*	*	*	-	*
		99%	100%	100%	70%	100%	100%	100%	100%	78%	100%	100%	-%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.4	1.0	1.0	1.4	2.0	1.0	1.0	2.0	1.3	1.7	1.0	-	2.0

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 191 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Urbanity		Location		Internet connection	Role of mail services	
		Total base	Urban	Rural	Head office	Branch / local office	Yes	Administrative	Critical for communications
Significance Level: 95%			*a	*b	*a	*b		*a	*b
Unweighted Base		6	4	2	5	1	6	5	1
Effective base		2	2	1	1	1	2	1	1
Weighted Base		1	1	*	*	*	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	*	-	*	*	-
		1%	1%	-%	2%	-%	1%	2%	-%
Fairly Satisfied	(1)	*	*	*	*	*	*	*	*
		56%	56%	88%	2%	100%	56%	2%	100%
Very Satisfied	(2)	*	*	*	*	-	*	*	-
		43%	43%	12%	96%	-%	43%	96%	-%
NET: Satisfied		1	1	*	*	*	1	*	*
		99%	99%	100%	98%	100%	99%	98%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	1	*	*	*	1	*	*
Mean score		1.4	1.4	1.1	1.9	1.0	1.4	1.9	1.0

Columns Tested:: a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 191 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Monthly postal spend							Monthly Postal Spend (size)		Types of mail sent					
		Total base	<£100	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	0-<£1000	£1000+	£5000+	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*a	*b	*c	*d	*e	*f
Unweighted Base		6	1	1	3	1	1	5	5	1	5	5	4	6	2	2	3
Effective base		2	1	1	2	1	1	1	1	1	1	1	1	2	1	1	2
Weighted Base		1	*	*	*	*	*	*	*	*	*	*	*	1	*	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	-	-	*	*	-	*	*	-	*	-	-	-
		1%	-%	-%	28%	-%	-%	2%	2%	-%	2%	2%	-%	1%	-%	-%	-%
Fairly Satisfied	(1)	*	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*
		56%	100%	-%	-%	100%	100%	2%	2%	100%	2%	2%	96%	56%	-%	-%	58%
Very Satisfied	(2)	*	-	*	*	-	-	*	*	-	*	*	*	*	*	*	*
		43%	-%	100%	72%	-%	-%	96%	96%	-%	96%	96%	4%	43%	100%	100%	42%
NET: Satisfied		1	*	*	*	*	*	*	*	*	*	*	*	1	*	*	1
		99%	100%	100%	72%	100%	100%	98%	98%	100%	98%	98%	100%	99%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	*	*	*	*	*	*	*	*	*	*	*	1	*	*	1
Mean score		1.4	1.0	2.0	1.4	1.0	1.0	1.9	1.9	1.0	1.9	1.9	1.0	1.4	2.0	2.0	1.4

Columns Tested:: a,b,c,d,e,f,g - a,b - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 191 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Number of letters/ large letters sent			Number of packets and parcels sent		Frequency - letters/large letters sent			Frequency - parcels and packets		Use of parcels		Main Postal provider used: all items	
		Total base	100-249	500-4,999	5,000+	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Less than once a week	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*a	*b	*a	*b	*a	*b
Unweighted Base		6	1	2	3	2	2	2	3	1	1	1	1	1	1	5
Effective base		2	1	2	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		1	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	-	-	-	-	*	-	-	-	-	-	*
		1%	-%	-%	2%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	2%
Fairly Satisfied	(1)	*	*	*	-	-	-	-	*	-	-	-	-	-	-	*
		56%	100%	30%	-%	-%	-%	-%	96%	-%	-%	-%	-%	-%	-%	95%
Very Satisfied	(2)	*	-	*	*	*	*	*	*	-	*	*	*	*	*	*
		43%	-%	70%	98%	100%	100%	100%	4%	-%	100%	100%	100%	100%	100%	4%
NET: Satisfied		1	*	*	*	*	*	*	*	-	*	*	*	*	*	*
		99%	100%	100%	98%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	98%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.4	1.0	1.7	2.0	2.0	2.0	2.0	1.0	-	2.0	2.0	2.0	2.0	2.0	1.0

Columns Tested:: a,b,c - a,b - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 191 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		6	1	5	1	1	1	4	1	1	5	2	2
Effective base		2	1	1	1	1	1	1	1	1	1	2	1
Weighted Base		1	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	-	-	-	-	-	*	-	-
		1%	-%	2%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Fairly Satisfied	(1)	*	-	*	-	-	-	*	-	-	*	*	-
		56%	-%	95%	-%	-%	-%	96%	-%	-%	2%	30%	-%
Very Satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*
		43%	100%	4%	100%	100%	100%	4%	100%	100%	96%	70%	100%
NET: Satisfied		1	*	*	*	*	*	*	*	*	*	*	*
		99%	100%	98%	100%	100%	100%	100%	100%	100%	98%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.4	2.0	1.0	2.0	2.0	2.0	1.0	2.0	2.0	1.9	1.7	2.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 191 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Types of services used: large letters			Types of services used: parcels and packets	Use of RM postal services			Use of RM postal services: letters and large letters	Use of RM postal services: parcels and packets	Types of services used to send standard letters:		RM product changes:		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Letters	Large Letters	Parcels and packets	First class services	Tracked services/special delivery	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider
Significance Level: 95%			*a	*b	*c		*a	*b	*c			*a	*b	*a	*b	*c
Unweighted Base		6	4	3	1	2	1	1	1	2	1	2	2	1	1	1
Effective base		2	1	2	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		1	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	*	-	-	-	-	-	-	-	-	-	-	-
		56%	96%	29%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*
		43%	4%	71%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		1	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.4	1.0	1.7	1.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 191 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Mail received at your location					Types of services for received mail		Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	Satisfied	Yes	Satisfied	Yes	Increase	Stay the same
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b					*a	*b
Unweighted Base		6	3	2	5	3	5	6	1	3	3	6	6	2	4
Effective base		2	1	1	2	1	1	2	1	1	1	2	2	1	1
Weighted Base		1	*	*	1	*	*	1	*	*	*	1	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	*	*	-	-	-	*	*	*	-
		1%	-%	-%	-%	2%	2%	1%	-%	-%	-%	1%	1%	2%	-%
Fairly Satisfied	(1)	*	*	*	*	*	*	*	*	-	-	*	*	-	*
		56%	2%	100%	56%	2%	95%	56%	100%	-%	-%	56%	56%	-%	96%
Very Satisfied	(2)	*	*	*	*	*	*	*	-	*	*	*	*	*	*
		43%	98%	*%	44%	96%	4%	43%	-%	100%	100%	43%	43%	98%	4%
NET: Satisfied		1	*	*	1	*	*	1	*	*	*	1	1	*	*
		99%	100%	100%	100%	98%	98%	99%	100%	100%	100%	99%	99%	98%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	*	*	1	*	*	1	*	*	*	1	1	*	*
Mean score		1.4	2.0	1.0	1.4	1.9	1.0	1.4	1.0	2.0	2.0	1.4	1.4	2.0	1.0

Columns Tested:: a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 191 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Considered trying provider other than RM		Have moved to communication methods other than post		Quarter			Half	
		Total base	Yes - tried	Yes - not tried	Yes	No	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*c	*a	*b
Unweighted Base		6	4	2	5	1	3	1	2	3	3
Effective base		2	1	1	2	1	2	1	1	2	2
Weighted Base		1	*	*	1	*	*	*	*	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	*	-	-	-	*	-	*
		1%	2%	-%	1%	-%	-%	-%	2%	-%	1%
Fairly Satisfied	(1)	*	-	*	*	*	*	*	-	*	*
		56%	-%	100%	56%	100%	29%	100%	-%	29%	57%
Very Satisfied	(2)	*	*	-	*	-	*	-	*	*	*
		43%	98%	-%	44%	-%	71%	-%	98%	71%	42%
NET: Satisfied		1	*	*	1	*	*	*	*	*	1
		99%	98%	100%	99%	100%	100%	100%	98%	100%	99%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	*	*	1	*	*	*	*	*	1
Mean score		1.4	2.0	1.0	1.4	1.0	1.7	1.0	2.0	1.7	1.4

Columns Tested:: a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 192

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Method	Business Size 1					Business Size 2					
		Total base	CAWI	0-9	10-49	50-99	100-249	10+	0	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%				*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f
Unweighted Base		6	6	1	1	2	2	5	1	3	2	1	1	4
Effective base		2	2	1	1	2	1	1	1	1	1	1	1	3
Weighted Base		1	1	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	-	*	*	-	-	*	-	-	*
		1%	1%	-%	-%	-%	88%	2%	-%	-%	88%	-%	-%	22%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	*	*	*	-	*	*	-	-	*
		2%	2%	-%	-%	70%	12%	4%	-%	4%	12%	-%	-%	56%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	1	1	*	*	*	-	*	*	*	-	*	*	*
		97%	97%	100%	100%	30%	-%	95%	100%	96%	-%	100%	100%	22%
NET: Satisfied		1	1	*	*	*	-	*	*	*	-	*	*	*
		97%	97%	100%	100%	30%	-%	95%	100%	96%	-%	100%	100%	22%
NET: Dissatisfied		*	*	-	-	-	*	*	-	-	*	-	-	*
		1%	1%	-%	-%	-%	88%	2%	-%	-%	88%	-%	-%	22%
Answered		1	1	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.9	1.9	2.0	2.0	.6	-.9	1.9	2.0	1.9	-.9	2.0	2.0	.2

Columns Tested:: a,b,c,d,e - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 192 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Turnover				GOR (QC3)				Industry			
		Total base	£0-£99,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +	North West	England	Wales	Northern Ireland	Manufacturing	Retail/ Distribution	Financial	Non Financial
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*c	*d	*a	*b	*c	*d
Unweighted Base		6	1	1	2	2	1	1	1	4	2	1	1	2
Effective base		2	1	1	2	1	1	1	1	3	2	1	1	1
Weighted Base		1	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	*	-	-	-	-	*	-	-	*	-
		1%	-%	-%	30%	-%	-%	-%	-%	22%	-%	-%	100%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	*	-	-	-	*	*	-	-	*
		2%	-%	-%	70%	*%	-%	-%	-%	56%	70%	-%	-%	*%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	1	*	*	-	*	*	*	*	*	*	*	-	*
		97%	100%	100%	-%	100%	100%	100%	100%	22%	30%	100%	-%	100%
NET: Satisfied		1	*	*	-	*	*	*	*	*	*	*	-	*
		97%	100%	100%	-%	100%	100%	100%	100%	22%	30%	100%	-%	100%
NET: Dissatisfied		*	-	-	*	-	-	-	-	*	-	-	*	-
		1%	-%	-%	30%	-%	-%	-%	-%	22%	-%	-%	100%	-%
Answered		1	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.9	2.0	2.0	-.3	2.0	2.0	2.0	2.0	.2	.6	2.0	-1.0	2.0

Columns Tested:: a,b,c,d - a,b,c,d - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 192 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Urbanity		Location		Internet connection	Role of mail services	
		Total base	Urban	Rural	Head office	Branch / local office	Yes	Administrative	Critical for communications
Significance Level: 95%			*a	*b	*a	*b		*a	*b
Unweighted Base		6	4	2	5	1	6	5	1
Effective base		2	2	1	1	1	2	1	1
Weighted Base		1	1	*	*	*	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	*	-	*	*	-
		1%	1%	-%	2%	-%	1%	2%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	-	*	*	-
		2%	2%	12%	5%	-%	2%	5%	-%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	1	1	*	*	*	1	*	*
		97%	97%	88%	93%	100%	97%	93%	100%
NET: Satisfied		1	1	*	*	*	1	*	*
		97%	97%	88%	93%	100%	97%	93%	100%
NET: Dissatisfied		*	*	-	*	-	*	*	-
		1%	1%	-%	2%	-%	1%	2%	-%
Answered		1	1	*	*	*	1	*	*
Mean score		1.9	1.9	1.8	1.8	2.0	1.9	1.8	2.0

Columns Tested:: a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 192 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Monthly postal spend							Monthly Postal Spend (size)		Types of mail sent					
		Total base	<£100	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	0-<£1000	£1000+	£5000+	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*a	*b	*c	*d	*e	*f
Unweighted Base		6	1	1	3	1	1	5	5	1	5	5	4	6	2	2	3
Effective base		2	1	1	2	1	1	1	1	1	1	1	1	2	1	1	2
Weighted Base		1	*	*	*	*	*	*	*	*	*	*	*	1	*	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	*	-	-	*	*	-	*	*	-	*	-	-	-
		1%	-%	-%	28%	-%	-%	2%	2%	-%	2%	2%	-%	1%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	-	-	*	*	-	*	*	*	*	*	*	-
		2%	-%	-%	72%	-%	-%	5%	5%	-%	5%	5%	4%	2%	*%	5%	-%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	1	*	*	-	*	*	*	*	*	*	*	*	1	*	*	1
		97%	100%	100%	-%	100%	100%	93%	93%	100%	93%	93%	96%	97%	100%	95%	100%
NET: Satisfied		1	*	*	-	*	*	*	*	*	*	*	*	1	*	*	1
		97%	100%	100%	-%	100%	100%	93%	93%	100%	93%	93%	96%	97%	100%	95%	100%
NET: Dissatisfied		*	-	-	*	-	-	*	*	-	*	*	-	*	-	-	-
		1%	-%	-%	28%	-%	-%	2%	2%	-%	2%	2%	-%	1%	-%	-%	-%
Answered		1	*	*	*	*	*	*	*	*	*	*	*	1	*	*	1
Mean score		1.9	2.0	2.0	-.3	2.0	2.0	1.8	1.8	2.0	1.8	1.8	1.9	1.9	2.0	1.9	2.0

Columns Tested:: a,b,c,d,e,f,g - a,b - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 192 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Number of letters/ large letters sent			Number of packets and parcels sent		Frequency - letters/large letters sent			Frequency - parcels and packets		Use of parcels		Main Postal provider used: all items	
		Total base	100-249	500-4,999	5,000+	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Less than once a week	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*a	*b	*a	*b	*a	*b
Unweighted Base		6	1	2	3	2	2	2	3	1	1	1	1	1	1	5
Effective base		2	1	2	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		1	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	*	-	-	-	-	*	-	-	-	-	-	*
		1%	-%	-%	2%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	*	*	*	*	*	-	-	*	-	*	-	*
		2%	-%	70%	*%	*%	*%	*%	4%	-%	-%	100%	-%	100%	-%	4%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	1	*	*	*	*	*	*	*	-	*	-	*	-	*	*
		97%	100%	30%	98%	100%	100%	100%	96%	-%	100%	-%	100%	-%	100%	95%
NET: Satisfied		1	*	*	*	*	*	*	*	-	*	-	*	-	*	*
		97%	100%	30%	98%	100%	100%	100%	96%	-%	100%	-%	100%	-%	100%	95%
NET: Dissatisfied		*	-	-	*	-	-	-	-	*	-	-	-	-	-	*
		1%	-%	-%	2%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	2%
Answered		1	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.9	2.0	.6	1.9	2.0	2.0	2.0	1.9	-1.0	2.0	-	2.0	-	2.0	1.9

Columns Tested:: a,b,c - a,b - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 192 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		6	1	5	1	1	1	4	1	1	5	2	2
Effective base		2	1	1	1	1	1	1	1	1	1	2	1
Weighted Base		1	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	*	-	-	-	-	-	-	*	-	-
		1%	-%	2%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	*	-	*	-	*	*	*	*
		2%	-%	4%	-%	100%	-%	4%	-%	100%	5%	70%	100%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	1	*	*	*	-	*	*	*	-	*	*	-
		97%	100%	95%	100%	-%	100%	96%	100%	-%	93%	30%	-%
NET: Satisfied		1	*	*	*	-	*	*	*	-	*	*	-
		97%	100%	95%	100%	-%	100%	96%	100%	-%	93%	30%	-%
NET: Dissatisfied		*	-	*	-	-	-	-	-	-	*	-	-
		1%	-%	2%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Answered		1	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.9	2.0	1.9	2.0	-	2.0	1.9	2.0	-	1.8	.6	-

Columns Tested:: a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 192 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Types of services used: large letters			Types of services used: parcels and packets	Use of RM postal services			Use of RM postal services: letters and large letters	Use of RM postal services: parcels and packets	Types of services used to send standard letters:		RM product changes:		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Letters	Large Letters	Parcels and packets	First class services	Tracked services/special delivery	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider
Significance Level: 95%			*a	*b	*c		*a	*b	*c			*a	*b	*a	*b	*c
Unweighted Base		6	4	3	1	2	1	1	1	2	1	2	2	1	1	1
Effective base		2	1	2	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		1	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	-	*	-	*	-	*	-	*	*	-	*	*
		2%	4%	71%	-%	*%	-%	100%	-%	*%	-%	100%	100%	-%	100%	100%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	1	*	*	*	*	*	-	*	*	*	-	-	*	-	-
		97%	96%	29%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%	-%	-%
NET: Satisfied		1	*	*	*	*	*	-	*	*	*	-	-	*	-	-
		97%	96%	29%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%	-%	-%
NET: Dissatisfied		*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.9	1.9	.6	2.0	2.0	2.0	-	2.0	2.0	2.0	-	-	2.0	-	-

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 192 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Mail received at your location						Types of services for received mail		Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	Satisfied	Yes	Satisfied	Yes	Increase	Stay the same
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b					*a	*b
Unweighted Base		6	3	2	5	3	5	6	1	3	3	6	6	2	4
Effective base		2	1	1	2	1	1	2	1	1	1	2	2	1	1
Weighted Base		1	*	*	1	*	*	1	*	*	*	1	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	*	*	*	-	-	-	*	*	*	-
		1%	-%	-%	-%	2%	2%	1%	-%	-%	-%	1%	1%	2%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	-	*	*	-	*	*	*	*	-	*
		2%	5%	*%	2%	-%	4%	2%	-%	5%	5%	2%	2%	-%	4%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	1	*	*	1	*	*	1	*	*	*	1	1	*	*
		97%	95%	100%	98%	98%	95%	97%	100%	95%	95%	97%	97%	98%	96%
NET: Satisfied		1	*	*	1	*	*	1	*	*	*	1	1	*	*
		97%	95%	100%	98%	98%	95%	97%	100%	95%	95%	97%	97%	98%	96%
NET: Dissatisfied		*	-	-	-	*	*	*	-	-	-	*	*	*	-
		1%	-%	-%	-%	2%	2%	1%	-%	-%	-%	1%	1%	2%	-%
Answered		1	*	*	1	*	*	1	*	*	*	1	1	*	*
Mean score		1.9	1.9	2.0	2.0	1.9	1.9	1.9	2.0	1.9	1.9	1.9	1.9	1.9	1.9

Columns Tested:: a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 192 (continuation)

QOP3A6. Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Yodel in the last 6 months (QOP3=6)

			Considered trying provider other than RM		Have moved to communication methods other than post		Quarter			Half	
		Total base	Yes - tried	Yes - not tried	Yes	No	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*c	*a	*b
Unweighted Base		6	4	2	5	1	3	1	2	3	3
Effective base		2	1	1	2	1	2	1	1	2	2
Weighted Base		1	*	*	1	*	*	*	*	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	*	-	-	-	*	-	*
		1%	2%	-%	1%	-%	-%	-%	2%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	*	-	*	-	-	*	-
		2%	5%	-%	2%	-%	71%	-%	-%	71%	-%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	1	*	*	1	*	*	*	*	*	1
		97%	93%	100%	97%	100%	29%	100%	98%	29%	99%
NET: Satisfied		1	*	*	1	*	*	*	*	*	1
		97%	93%	100%	97%	100%	29%	100%	98%	29%	99%
NET: Dissatisfied		*	*	-	*	-	-	-	*	-	*
		1%	2%	-%	1%	-%	-%	-%	2%	-%	1%
Answered		1	*	*	1	*	*	*	*	*	1
Mean score		1.9	1.8	2.0	1.9	2.0	.6	2.0	1.9	.6	2.0

Columns Tested:: a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	*a	*b	*c	*d	*e
Unweighted Base		33	2	31	17	7	4	5	16
Effective base		8	1	7	7	4	3	2	6
Weighted Base		22	1	21	21	1	*	*	1
Very Dissatisfied	(-2)	2	-	2	2	-	-	-	-
		9%	-%	9%	9%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	2	2	-	-	-	-
		9%	-%	9%	9%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	*	1	-	-	-	-
		3%	20%	2%	3%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	-	1	1	*	*	*	1
		6%	-%	7%	4%	47%	36%	5%	44%
Very Satisfied	(2)	7	-	7	6	*	*	*	*
		30%	-%	32%	30%	16%	64%	92%	26%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	1	9	9	*	-	*	*
		43%	80%	41%	44%	37%	-%	3%	30%
NET: Satisfied		8	-	8	7	1	*	*	1
		36%	-%	39%	35%	63%	100%	97%	70%
NET: Dissatisfied		4	-	4	4	-	-	-	-
		17%	-%	19%	18%	-%	-%	-%	-%
Answered		13	*	12	12	1	*	*	1
Mean score		.7	-	.7	.7	1.3	1.6	1.9	1.4

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		33	7	7	3	2	9	5	17	7	9
Effective base		8	5	2	2	2	5	2	7	4	4
Weighted Base		22	9	11	2	*	1	*	21	1	*
Very Dissatisfied	(-2)	2	2	-	-	-	-	-	2	-	-
		9%	22%	-%	-%	-%	-%	-%	9%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	-	-	-	-	2	-	-
		9%	22%	-%	-%	-%	-%	-%	9%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	*	-	-	-	-	1	-	-
		3%	3%	3%	-%	-%	-%	-%	3%	-%	-%
Fairly Satisfied	(1)	1	-	*	1	*	*	*	1	*	*
		6%	-%	2%	40%	76%	43%	5%	4%	47%	31%
Very Satisfied	(2)	7	-	6	-	-	*	*	6	*	*
		30%	-%	61%	-%	-%	26%	92%	30%	16%	68%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	5	4	1	*	*	*	9	*	*
		43%	54%	33%	60%	24%	31%	3%	44%	37%	1%
NET: Satisfied		8	-	7	1	*	1	*	7	1	*
		36%	-%	63%	40%	76%	69%	97%	35%	63%	99%
NET: Dissatisfied		4	4	-	-	-	-	-	4	-	-
		17%	43%	-%	-%	-%	-%	-%	18%	-%	-%
Answered		13	4	7	1	*	1	*	12	1	*
Mean score		.7	-1.4	1.9	1.0	1.0	1.4	1.9	.7	1.3	1.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		33	11	6	4	2	5
Effective base		8	7	2	3	1	2
Weighted Base		22	12	1	1	7	*
Very Dissatisfied	(-2)	2	2	-	-	-	-
		9%	17%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	-	-	-
		9%	17%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	-	-	-	-
		3%	3%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	*	*	1	-	*
		6%	2%	20%	77%	-%	88%
Very Satisfied	(2)	7	-	*	*	7	*
		30%	-%	2%	23%	100%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	7	1	-	-	-
		43%	61%	79%	-%	-%	-%
NET: Satisfied		8	*	*	1	7	*
		36%	2%	21%	100%	100%	100%
NET: Dissatisfied		4	4	-	-	-	-
		17%	34%	-%	-%	-%	-%
Answered		13	5	*	1	7	*
Mean score		.7	-1.2	1.1	1.2	2.0	1.1

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			GOR (QC3)										
		Total base	East of England	Greater London	North East	North West	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted Base		33	1	1	1	3	2	1	1	10	10	4	9
Effective base		8	1	1	1	1	2	1	1	4	5	2	3
Weighted Base		22	2	1	2	2	9	*	*	16	5	1	1
Very Dissatisfied	(-2)	2	-	-	-	2	-	-	-	2	-	-	-
		9%	-%	-%	-%	84%	-%	-%	-%	12%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	-	-	-	2	-	-	-
		9%	-%	-%	100%	-%	-%	-%	-%	12%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	-	-	-	-	-	-	*	-	*
		3%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	43%
Fairly Satisfied	(1)	1	-	-	-	*	-	-	-	*	1	*	*
		6%	-%	-%	-%	16%	-%	-%	-%	2%	17%	30%	*%
Very Satisfied	(2)	7	-	-	-	-	6	*	*	7	*	*	*
		30%	-%	-%	-%	-%	74%	100%	100%	41%	1%	8%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	2	1	-	-	2	-	-	5	4	1	*
		43%	100%	100%	-%	-%	26%	-%	-%	32%	77%	62%	54%
NET: Satisfied		8	-	-	-	*	6	*	*	7	1	*	*
		36%	-%	-%	-%	16%	74%	100%	100%	43%	18%	38%	4%
NET: Dissatisfied		4	-	-	2	2	-	-	-	4	-	-	-
		17%	-%	-%	100%	84%	-%	-%	-%	24%	-%	-%	-%
Answered		13	-	-	2	2	6	*	*	11	1	*	*
Mean score		.7	-	-	-1.0	-1.5	2.0	2.0	2.0	.7	.8	1.2	.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Industry							Urbanity		Location		Internet connection
		Total base	Manufacturing	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial		Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*f		*a	*b	*a	*b	
Unweighted Base		33	6	1	8	2	4	9		23	10	29	4	33
Effective base		8	3	1	2	2	3	4		4	5	7	2	8
Weighted Base		22	5	*	8	3	4	1		15	8	21	1	22
Very Dissatisfied	(-2)	2	-	-	-	-	-	-		2	-	2	-	2
		9%	-%	-%	-%	-%	-%	-%		13%	-%	9%	-%	9%
Fairly Dissatisfied	(-1)	2	-	-	-	2	-	-		2	-	2	-	2
		9%	-%	-%	-%	67%	-%	-%		13%	-%	9%	-%	9%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	*	-	-	*		*	*	1	-	1
		3%	-%	-%	3%	-%	-%	39%		2%	3%	3%	-%	3%
Fairly Satisfied	(1)	1	*	*	*	-	-	*		1	*	1	*	1
		6%	6%	100%	6%	-%	-%	29%		8%	3%	5%	20%	6%
Very Satisfied	(2)	7	*	-	6	-	-	*		7	*	7	-	7
		30%	1%	-%	81%	-%	-%	30%		46%	*%	32%	-%	30%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	4	-	1	1	4	*		2	7	9	1	10
		43%	94%	-%	10%	33%	100%	2%		17%	93%	41%	80%	43%
NET: Satisfied		8	*	*	7	-	-	1		8	*	8	*	8
		36%	6%	100%	87%	-%	-%	58%		54%	3%	37%	20%	36%
NET: Dissatisfied		4	-	-	-	2	-	-		4	-	4	-	4
		17%	-%	-%	-%	67%	-%	-%		27%	-%	19%	-%	17%
Answered		13	*	*	7	2	-	1		12	1	12	*	13
Mean score		.7	1.1	1.0	1.9	-1.0	-	.9		.7	.5	.7	1.0	.7

Columns Tested:: a,b,c,d,e,f - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Role of mail services			Monthly postal spend								
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		33	10	12	11	17	7	5	1	2	1	24	9	4
Effective base		8	2	5	6	7	3	3	1	2	1	10	1	1
Weighted Base		22	11	2	10	11	4	1	6	*	*	15	7	7
Very Dissatisfied	(-2)	2	2	-	-	2	-	-	-	-	-	2	-	-
		9%	18%	-%	-%	18%	-%	-%	-%	-%	-%	13%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	2	-	-	-	-	2	-	-
		9%	-%	-%	20%	-%	47%	-%	-%	-%	-%	13%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	-	*	1	-	-	-	-	-	1	-	-
		3%	3%	-%	3%	6%	-%	-%	-%	-%	-%	4%	-%	-%
Fairly Satisfied	(1)	1	*	1	*	*	*	1	-	-	-	1	1	-
		6%	4%	52%	1%	4%	6%	91%	-%	-%	-%	5%	9%	-%
Very Satisfied	(2)	7	6	*	*	*	*	*	6	*	*	*	7	7
		30%	61%	13%	1%	*%	3%	9%	100%	100%	100%	1%	91%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	1	1	8	8	2	-	-	-	-	10	-	-
		43%	13%	36%	76%	72%	44%	-%	-%	-%	-%	64%	-%	-%
NET: Satisfied		8	7	1	*	1	*	1	6	*	*	1	7	7
		36%	65%	64%	1%	5%	9%	100%	100%	100%	100%	6%	100%	100%
NET: Dissatisfied		4	2	-	2	2	2	-	-	-	-	4	-	-
		17%	18%	-%	20%	18%	47%	-%	-%	-%	-%	26%	-%	-%
Answered		13	9	1	2	3	2	1	6	*	*	5	7	7
Mean score		.7	1.0	1.2	-.7	-1.1	-.6	1.1	2.0	2.0	2.0	-.9	1.9	2.0

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		33	3	14	16	23	17	27	26	13	14	10	2	5	2	2	3	3
Effective base		8	3	6	3	5	6	6	10	4	3	6	1	3	1	1	3	2
Weighted Base		22	1	10	11	17	9	19	15	1	13	11	*	1	7	1	*	*
Very Dissatisfied	(-2)	2	-	2	-	-	2	2	2	-	-	2	-	-	-	-	-	-
		9%	-%	19%	-%	-%	22%	10%	13%	-%	-%	19%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	2	-	2	2	-	-	2	-	-	-	-	-	-
		9%	-%	-%	17%	12%	-%	10%	13%	-%	-%	19%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	*	-	*	-	*	*	-	-	*	-	-	-	-	-	-
		3%	45%	3%	-%	2%	-%	2%	2%	-%	-%	3%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	-	*	1	1	1	1	1	1	1	-	*	1	*	-	*	-
		6%	-%	5%	8%	5%	6%	5%	10%	46%	6%	-%	93%	79%	1%	-%	38%	-%
Very Satisfied	(2)	7	-	*	7	7	*	7	*	*	7	-	*	*	6	*	*	*
		30%	-%	*%	59%	40%	2%	36%	1%	10%	51%	-%	7%	21%	99%	1%	38%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	*	7	2	7	6	7	9	1	5	6	-	-	-	1	*	-
		43%	55%	73%	16%	41%	71%	36%	61%	44%	42%	60%	-%	-%	-%	99%	25%	-%
NET: Satisfied		8	-	1	8	8	1	8	2	1	7	-	*	1	7	*	*	*
		36%	-%	5%	67%	46%	7%	41%	10%	56%	58%	-%	100%	100%	100%	1%	75%	100%
NET: Dissatisfied		4	-	2	2	2	2	4	4	-	-	4	-	-	-	-	-	-
		17%	-%	19%	17%	12%	22%	21%	27%	-%	-%	37%	-%	-%	-%	-%	-%	-%
Answered		13	*	3	10	10	3	12	6	1	7	4	*	1	7	*	*	*
Mean score		.7	-	-1.2	1.3	1.2	-1.2	.7	-.7	1.2	1.9	-1.4	1.1	1.2	2.0	2.0	1.5	2.0

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		33	13	3	2	1	2	4	1	7	5	3	7	6	6
Effective base		8	8	2	2	1	1	1	1	2	2	2	3	3	2
Weighted Base		22	14	1	*	*	*	*	*	*	4	2	12	1	*
Very Dissatisfied	(-2)	2	2	-	-	-	-	-	-	-	2	-	-	-	-
		9%	14%	-%	-%	-%	-%	-%	-%	-%	44%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	-	-	-	-	-	-	2	-	-	-	-
		9%	14%	-%	-%	-%	-%	-%	-%	-%	44%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	-	-	-	-	-	-	-	*	-	-	-	-
		3%	2%	-%	-%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	1	*	*	*	*	-	-	*	-	*	*	*	*
		6%	5%	54%	61%	100%	100%	-%	-%	65%	-%	16%	4%	27%	2%
Very Satisfied	(2)	7	-	-	*	-	-	*	*	*	*	-	6	*	*
		30%	-%	-%	39%	-%	-%	97%	100%	35%	1%	-%	55%	19%	97%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	9	*	-	-	-	*	-	*	*	1	5	1	*
		43%	64%	46%	-%	-%	-%	3%	-%	*%	3%	84%	41%	54%	1%
NET: Satisfied		8	1	*	*	*	*	*	*	*	*	*	7	*	*
		36%	5%	54%	100%	100%	100%	97%	100%	100%	1%	16%	59%	46%	99%
NET: Dissatisfied		4	4	-	-	-	-	-	-	-	4	-	-	-	-
		17%	29%	-%	-%	-%	-%	-%	-%	-%	89%	-%	-%	-%	-%
Answered		13	5	*	*	*	*	*	*	*	4	*	7	*	*
Mean score		.7	-1.1	1.0	1.4	1.0	1.0	2.0	2.0	1.3	-1.4	1.0	1.9	1.4	2.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Frequency - parcels and packets					Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base		33	5	3	7	3	8	21	4	16	17	18	9	11	13
Effective base		8	3	1	4	2	2	8	2	8	2	5	3	7	2
Weighted Base		22	4	2	8	*	1	13	2	12	10	18	1	11	3
Very Dissatisfied	(-2)	2	2	-	-	-	-	2	-	2	-	2	-	2	-
		9%	55%	-%	-%	-%	-%	15%	-%	16%	-%	11%	-%	17%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	-	2	-	-	2	2	-	-	2
		9%	-%	-%	26%	-%	-%	15%	-%	-%	19%	11%	-%	-%	64%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	*	-	-	-	*	1	-	*	-	*	-
		3%	-%	-%	3%	-%	-%	-%	17%	5%	-%	2%	-%	2%	-%
Fairly Satisfied	(1)	1	-	*	1	*	*	1	-	*	1	*	1	*	1
		6%	-%	13%	9%	86%	18%	10%	-%	1%	13%	2%	85%	4%	22%
Very Satisfied	(2)	7	*	-	-	*	*	*	-	*	7	7	*	-	*
		30%	1%	-%	-%	14%	5%	1%	-%	1%	65%	37%	15%	-%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	2	2	5	-	1	8	1	9	*	7	*	9	*
		43%	44%	87%	62%	-%	76%	59%	83%	77%	3%	38%	*%	76%	10%
NET: Satisfied		8	*	*	1	*	*	1	-	*	8	7	1	*	1
		36%	1%	13%	9%	100%	24%	11%	-%	2%	78%	39%	100%	4%	26%
NET: Dissatisfied		4	2	-	2	-	-	4	-	2	2	4	-	2	2
		17%	55%	-%	26%	-%	-%	30%	-%	16%	19%	22%	-%	17%	64%
Answered		13	2	*	3	*	*	5	*	3	10	11	1	3	3
Mean score		.7	-1.9	1.0	-.5	1.1	1.2	-.8	-	-1.2	1.3	.7	1.2	-1.3	-.4

Columns Tested:: a,b,c,d,e - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			Types of services used: parcels and packets		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		33	16	9	12	14	22	15	11	16	9	9	21	13	9
Effective base		8	7	1	7	3	4	5	2	5	4	2	7	7	3
Weighted Base		22	12	7	11	4	15	5	9	8	2	3	12	8	4
Very Dissatisfied	(-2)	2	2	-	2	-	-	-	-	2	-	2	2	-	2
		9%	17%	-%	18%	-%	-%	-%	-%	23%	-%	71%	17%	-%	46%
Fairly Dissatisfied	(-1)	2	2	-	-	2	-	-	-	-	-	-	2	-	-
		9%	17%	-%	-%	54%	-%	-%	-%	-%	-%	-%	17%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	-	*	-	*	*	*	-	-	-	*	*	-
		3%	3%	-%	2%	-%	2%	7%	4%	-%	-%	-%	2%	3%	-%
Fairly Satisfied	(1)	1	*	*	*	1	1	1	*	1	*	*	1	1	*
		6%	2%	7%	1%	35%	6%	12%	2%	6%	8%	7%	6%	14%	4%
Very Satisfied	(2)	7	*	7	*	*	7	*	7	*	*	*	*	*	*
		30%	2%	93%	1%	2%	46%	3%	77%	2%	5%	4%	1%	*%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	7	*	9	*	7	4	1	6	2	1	7	6	2
		43%	59%	*%	78%	8%	46%	78%	17%	69%	88%	18%	57%	82%	49%
NET: Satisfied		8	*	7	*	1	8	1	7	1	*	*	1	1	*
		36%	4%	100%	2%	37%	52%	15%	79%	8%	12%	11%	8%	14%	5%
NET: Dissatisfied		4	4	-	2	2	-	-	-	2	-	2	4	-	2
		17%	34%	-%	18%	54%	-%	-%	-%	23%	-%	71%	33%	-%	46%
Answered		13	5	7	2	3	8	1	7	3	*	2	5	1	2
Mean score		.7	-1.1	1.9	-1.5	-.2	1.8	.8	1.9	-1.2	1.4	-1.5	-1.0	.8	-1.7

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				Types of services used to send standard letters:	
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*a	*b
Unweighted Base		33	18	12	12	19	14	3	7	5	9	4	11	9
Effective base		8	5	5	7	5	6	2	5	3	4	2	4	4
Weighted Base		22	16	9	11	16	10	*	6	4	7	4	5	5
Very Dissatisfied	(-2)	2	-	2	2	2	-	-	-	-	-	2	-	-
		9%	-%	23%	17%	12%	-%	-%	-%	-%	-%	48%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	-	2	2	-	-	-	-	-	-	-
		9%	12%	-%	-%	12%	21%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	-	*	*	*	-	*	-	*	-	*	-
		3%	2%	-%	2%	2%	4%	-%	4%	-%	4%	-%	7%	-%
Fairly Satisfied	(1)	1	1	*	*	1	1	-	*	*	*	-	1	1
		6%	4%	3%	4%	4%	7%	-%	6%	11%	6%	-%	14%	14%
Very Satisfied	(2)	7	7	*	*	7	*	*	*	*	*	*	*	*
		30%	41%	1%	*%	41%	1%	100%	*%	*%	*%	*%	1%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	7	6	9	4	6	-	6	3	7	2	4	4
		43%	41%	73%	76%	28%	68%	-%	89%	89%	90%	52%	78%	85%
NET: Satisfied		8	7	*	*	7	1	*	*	*	*	*	1	1
		36%	45%	4%	4%	46%	8%	100%	7%	11%	6%	*%	15%	15%
NET: Dissatisfied		4	2	2	2	4	2	-	-	-	-	2	-	-
		17%	12%	23%	17%	24%	21%	-%	-%	-%	-%	48%	-%	-%
Answered		13	10	2	3	12	3	*	1	*	1	2	1	1
Mean score		.7	1.3	-1.5	-1.3	.7	-.4	2.0	.6	1.0	.6	-2.0	.7	1.1

Columns Tested:: a,b,c - a,b,c - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			RM product changes:		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Higher Cost	Lower Cost	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		33	4	3	25	21	29	22	25	24	26	7	20	2	17	7
Effective base		8	2	1	11	7	11	9	10	8	11	2	5	2	7	3
Weighted Base		22	1	2	16	10	16	14	14	13	16	3	17	3	10	11
Very Dissatisfied	(-2)	2	-	2	2	2	2	2	2	2	2	-	-	-	2	-
		9%	-%	89%	13%	19%	12%	14%	14%	15%	13%	-%	-%	-%	19%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	2	2	2	2	2	-	2	-	-	2
		9%	-%	-%	13%	-%	12%	14%	14%	15%	13%	-%	12%	-%	-%	17%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	1	1	1	1	1	1	1	*	1	-	*	*
		3%	-%	-%	4%	6%	4%	4%	4%	5%	4%	14%	4%	-%	3%	3%
Fairly Satisfied	(1)	1	*	*	1	1	1	1	1	1	1	*	1	-	1	*
		6%	9%	11%	9%	7%	9%	7%	9%	8%	7%	7%	5%	-%	5%	4%
Very Satisfied	(2)	7	*	-	*	*	*	*	*	*	*	*	7	-	*	7
		30%	19%	-%	2%	2%	2%	*%	1%	2%	1%	2%	40%	-%	2%	57%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	1	-	9	7	9	9	8	7	10	2	7	3	7	2
		43%	72%	-%	61%	66%	60%	61%	59%	56%	63%	76%	40%	100%	71%	20%
NET: Satisfied		8	*	*	2	1	2	1	1	1	1	*	8	-	1	7
		36%	28%	11%	10%	8%	11%	7%	10%	9%	8%	10%	45%	-%	7%	60%
NET: Dissatisfied		4	-	2	4	2	4	4	4	4	4	-	2	-	2	2
		17%	-%	89%	25%	19%	25%	28%	27%	30%	25%	-%	12%	-%	19%	17%
Answered		13	*	2	6	3	6	6	6	6	6	1	10	-	3	9
Mean score		.7	1.7	-1.7	-.7	-.8	-.6	-.9	-.7	-.8	-.8	.5	1.2	-	-1.0	1.2

Columns Tested:: a,b - a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b		*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		33	28	2	33	12	14	7	11	15	7	18	15
Effective base		8	6	1	8	2	5	4	3	3	3	5	5
Weighted Base		22	19	*	22	9	9	5	4	13	6	6	16
Very Dissatisfied	(-2)	2	2	-	2	-	2	-	2	-	-	-	2
		9%	10%	-%	9%	-%	23%	-%	47%	-%	-%	-%	12%
Fairly Dissatisfied	(-1)	2	2	-	2	-	-	2	-	2	-	-	2
		9%	10%	-%	9%	-%	-%	40%	-%	16%	-%	-%	12%
Neither Satisfied Nor Dissatisfied	(0)	1	*	-	1	-	1	-	*	-	*	1	-
		3%	1%	-%	3%	-%	7%	-%	9%	-%	5%	10%	-%
Fairly Satisfied	(1)	1	1	-	1	*	*	1	1	1	*	1	*
		6%	7%	-%	6%	5%	4%	13%	16%	5%	1%	20%	1%
Very Satisfied	(2)	7	7	*	7	7	*	*	*	7	-	*	7
		30%	35%	9%	30%	74%	*%	3%	2%	53%	-%	*%	42%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	7	*	10	2	6	2	1	3	5	4	5
		43%	36%	91%	43%	22%	66%	45%	25%	26%	94%	69%	34%
NET: Satisfied		8	8	*	8	7	*	1	1	7	*	1	7
		36%	43%	9%	36%	78%	4%	16%	19%	58%	1%	21%	42%
NET: Dissatisfied		4	4	-	4	-	2	2	2	2	-	-	4
		17%	20%	-%	17%	-%	23%	40%	47%	16%	-%	-%	24%
Answered		13	12	*	13	7	3	3	3	9	*	2	11
Mean score		.7	.7	2.0	.7	1.9	-1.2	-.4	-1.0	1.3	.2	.7	.7

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 193 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		33	2	17	10	4	19	14
Effective base		8	2	6	2	1	7	3
Weighted Base		22	1	10	9	3	11	12
Very Dissatisfied	(-2)	2	-	2	-	-	2	-
		9%	-%	20%	-%	-%	19%	-%
Fairly Dissatisfied	(-1)	2	-	2	-	-	2	-
		9%	-%	20%	-%	-%	19%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	-	*	-	*	*
		3%	53%	-%	4%	-%	3%	3%
Fairly Satisfied	(1)	1	*	1	*	-	1	*
		6%	47%	7%	5%	-%	9%	4%
Very Satisfied	(2)	7	-	*	7	*	*	7
		30%	-%	1%	72%	3%	1%	56%
Have not Contacted / Not Applicable (DO NOT READ OUT)		10	-	5	2	3	5	4
		43%	-%	53%	19%	97%	50%	37%
NET: Satisfied		8	*	1	7	*	1	7
		36%	47%	8%	77%	3%	10%	60%
NET: Dissatisfied		4	-	4	-	-	4	-
		17%	-%	39%	-%	-%	37%	-%
Answered		13	1	5	7	*	5	7
Mean score		.7	.5	-1.1	1.8	2.0	-.9	1.8

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	*a	*b	*c	*d	*e
Unweighted Base		33	2	31	17	7	4	5	16
Effective base		8	1	7	7	4	3	2	6
Weighted Base		22	1	21	21	1	*	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	2	2	-	-	-	-
		9%	-%	9%	9%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	3	3	-	-	-	-
		12%	-%	13%	13%	-%	-%	-%	-%
Fairly Satisfied	(1)	2	*	1	1	*	*	*	*
		7%	20%	6%	5%	43%	36%	87%	44%
Very Satisfied	(2)	4	-	4	4	*	*	*	*
		20%	-%	21%	20%	20%	64%	13%	27%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	1	11	11	*	-	-	*
		52%	80%	51%	54%	37%	-%	-%	30%
NET: Satisfied		6	*	6	5	1	*	*	1
		27%	20%	27%	24%	63%	100%	100%	70%
NET: Dissatisfied		2	-	2	2	-	-	-	-
		9%	-%	9%	9%	-%	-%	-%	-%
Answered		11	*	10	10	1	*	*	1
Mean score		.8	1.0	.8	.7	1.3	1.6	1.1	1.4

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		33	7	7	3	2	9	5	17	7	9
Effective base		8	5	2	2	2	5	2	7	4	4
Weighted Base		22	9	11	2	*	1	*	21	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	-	-	-	-	2	-	-
		9%	22%	-%	-%	-%	-%	-%	9%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	2	*	*	-	-	-	3	-	-
		12%	22%	3%	25%	-%	-%	-%	13%	-%	-%
Fairly Satisfied	(1)	2	1	-	*	*	*	*	1	*	*
		7%	9%	-%	15%	76%	39%	87%	5%	43%	45%
Very Satisfied	(2)	4	2	1	1	-	*	*	4	*	*
		20%	26%	8%	60%	-%	29%	13%	20%	20%	55%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	2	9	-	*	*	-	11	*	-
		52%	23%	88%	-%	24%	31%	-%	54%	37%	-%
NET: Satisfied		6	3	1	1	*	1	*	5	1	*
		27%	34%	8%	75%	76%	69%	100%	24%	63%	100%
NET: Dissatisfied		2	2	-	-	-	-	-	2	-	-
		9%	22%	-%	-%	-%	-%	-%	9%	-%	-%
Answered		11	7	1	2	*	1	*	10	1	*
Mean score		.8	.5	1.4	1.4	1.0	1.4	1.1	.7	1.3	1.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		33	11	6	4	2	5
Effective base		8	7	2	3	1	2
Weighted Base		22	12	1	1	7	*
Very Dissatisfied	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	-	-	-
		9%	17%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	2	-	*	-	-
		12%	20%	-%	53%	-%	-%
Fairly Satisfied	(1)	2	1	*	*	-	*
		7%	4%	21%	17%	-%	99%
Very Satisfied	(2)	4	3	1	*	*	*
		20%	27%	79%	30%	1%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	4	-	-	6	-
		52%	32%	-%	-%	99%	-%
NET: Satisfied		6	4	1	*	*	*
		27%	32%	100%	47%	1%	100%
NET: Dissatisfied		2	2	-	-	-	-
		9%	17%	-%	-%	-%	-%
Answered		11	8	1	1	*	*
Mean score		.8	.6	1.8	.8	2.0	1.0

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			GOR (QC3)										
		Total base	East of England	Greater London	North East	North West	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted Base		33	1	1	1	3	2	1	1	10	10	4	9
Effective base		8	1	1	1	1	2	1	1	4	5	2	3
Weighted Base		22	2	1	2	2	9	*	*	16	5	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	-	-	-	2	-	-	-
		9%	-%	-%	100%	-%	-%	-%	-%	12%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	-	2	-	-	-	2	*	-	*
		12%	-%	-%	-%	84%	-%	-%	-%	12%	9%	-%	43%
Fairly Satisfied	(1)	2	-	-	-	*	-	*	*	*	1	1	*
		7%	-%	-%	-%	8%	-%	100%	100%	2%	14%	60%	3%
Very Satisfied	(2)	4	-	1	-	*	2	-	-	3	1	*	*
		20%	-%	100%	-%	8%	26%	-%	-%	22%	14%	38%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	2	-	-	-	6	-	-	8	3	*	*
		52%	100%	-%	-%	-%	74%	-%	-%	52%	63%	2%	53%
NET: Satisfied		6	-	1	-	*	2	*	*	4	1	1	*
		27%	-%	100%	-%	16%	26%	100%	100%	24%	28%	98%	4%
NET: Dissatisfied		2	-	-	2	-	-	-	-	2	-	-	-
		9%	-%	-%	100%	-%	-%	-%	-%	12%	-%	-%	-%
Answered		11	-	1	2	2	2	*	*	8	2	1	*
Mean score		.8	-	2.0	-1.0	.2	2.0	1.0	1.0	.7	1.1	1.4	.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Industry							Urbanity		Location		Internet connection
		Total base	Manufacturing	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial		Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*f		*a	*b	*a	*b	
Unweighted Base		33	6	1	8	2	4	9		23	10	29	4	33
Effective base		8	3	1	2	2	3	4		4	5	7	2	8
Weighted Base		22	5	*	8	3	4	1		15	8	21	1	22
Very Dissatisfied	(-2)	-	-	-	-	-	-	-		-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	-	2	-	-		2	-	2	-	2
		9%	-%	-%	-%	67%	-%	-%		13%	-%	9%	-%	9%
Neither Satisfied Nor Dissatisfied	(0)	3	-	-	*	-	-	*		3	-	3	-	3
		12%	-%	-%	5%	-%	-%	39%		19%	-%	13%	-%	12%
Fairly Satisfied	(1)	2	*	-	1	-	-	*		1	*	2	-	2
		7%	6%	-%	11%	-%	-%	17%		9%	3%	7%	-%	7%
Very Satisfied	(2)	4	2	*	*	1	1	*		2	3	3	1	4
		20%	51%	100%	*%	33%	17%	41%		13%	33%	15%	98%	20%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	2	-	7	-	3	*		7	5	12	*	12
		52%	42%	-%	84%	-%	83%	2%		47%	63%	55%	2%	52%
NET: Satisfied		6	3	*	1	1	1	1		3	3	5	1	6
		27%	58%	100%	11%	33%	17%	58%		21%	37%	22%	98%	27%
NET: Dissatisfied		2	-	-	-	2	-	-		2	-	2	-	2
		9%	-%	-%	-%	67%	-%	-%		13%	-%	9%	-%	9%
Answered		11	3	*	1	3	1	1		8	3	9	1	11
Mean score		.8	1.9	2.0	.7	*	2.0	1.0		.4	1.9	.6	2.0	.8

Columns Tested:: a,b,c,d,e,f - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Role of mail services			Monthly postal spend								
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		33	10	12	11	17	7	5	1	2	1	24	9	4
Effective base		8	2	5	6	7	3	3	1	2	1	10	1	1
Weighted Base		22	11	2	10	11	4	1	6	*	*	15	7	7
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	2	-	-	-	-	2	-	-
		9%	-%	-%	20%	-%	47%	-%	-%	-%	-%	13%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	2	*	-	2	-	*	-	-	-	2	*	-
		12%	22%	23%	-%	21%	-%	56%	-%	-%	-%	15%	6%	-%
Fairly Satisfied	(1)	2	*	*	1	1	1	*	-	*	-	1	*	*
		7%	2%	28%	8%	5%	17%	38%	-%	44%	-%	8%	4%	*%
Very Satisfied	(2)	4	1	1	2	4	*	*	-	*	*	4	*	*
		20%	12%	49%	24%	38%	4%	6%	-%	56%	100%	29%	2%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	7	-	5	4	1	-	6	-	-	5	6	6
		52%	65%	-%	48%	36%	31%	-%	100%	-%	-%	35%	89%	99%
NET: Satisfied		6	1	1	3	5	1	*	-	*	*	6	*	*
		27%	13%	77%	32%	43%	21%	44%	-%	100%	100%	37%	5%	1%
NET: Dissatisfied		2	-	-	2	-	2	-	-	-	-	2	-	-
		9%	-%	-%	20%	-%	47%	-%	-%	-%	-%	13%	-%	-%
Answered		11	4	2	5	7	3	1	-	*	*	10	1	*
Mean score		.8	.7	1.3	.7	1.3	-.3	.5	-	1.6	2.0	.8	.6	2.0

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		33	3	14	16	23	17	27	26	13	14	10	2	5	2	2	3	3
Effective base		8	3	6	3	5	6	6	10	4	3	6	1	3	1	1	3	2
Weighted Base		22	1	10	11	17	9	19	15	1	13	11	*	1	7	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	2	-	2	2	-	-	2	-	-	-	-	-	-
		9%	-%	-%	17%	12%	-%	10%	13%	-%	-%	19%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	*	2	*	1	2	3	2	*	*	2	-	*	-	-	-	-
		12%	45%	19%	4%	5%	22%	14%	16%	28%	3%	22%	-%	49%	-%	-%	-%	-%
Fairly Satisfied	(1)	2	-	1	1	1	1	1	1	*	*	-	*	*	*	1	-	*
		7%	-%	5%	9%	5%	7%	4%	9%	7%	2%	-%	7%	24%	1%	99%	-%	31%
Very Satisfied	(2)	4	-	4	*	4	4	4	4	1	2	4	*	*	-	*	*	*
		20%	-%	41%	3%	27%	50%	24%	26%	64%	15%	37%	93%	28%	-%	1%	100%	69%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	*	4	8	9	2	9	5	*	10	2	-	-	6	-	-	-
		52%	55%	35%	68%	53%	22%	47%	35%	1%	80%	23%	-%	-%	99%	-%	-%	-%
NET: Satisfied		6	-	5	1	5	5	5	5	1	2	4	*	*	*	1	*	*
		27%	-%	46%	11%	31%	56%	28%	35%	71%	17%	37%	100%	51%	1%	100%	100%	100%
NET: Dissatisfied		2	-	-	2	2	-	2	2	-	-	2	-	-	-	-	-	-
		9%	-%	-%	17%	12%	-%	10%	13%	-%	-%	19%	-%	-%	-%	-%	-%	-%
Answered		11	*	7	4	8	7	10	10	1	3	8	*	1	*	1	*	*
Mean score		.8	-	1.3	-.1	1.0	1.4	.8	.7	1.4	1.6	.7	1.9	.8	1.0	1.0	2.0	1.7

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		33	13	3	2	1	2	4	1	7	5	3	7	6	6
Effective base		8	8	2	2	1	1	1	1	2	2	2	3	3	2
Weighted Base		22	14	1	*	*	*	*	*	*	4	2	12	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	-	-	-	-	-	-	2	-	-	-	-
		9%	14%	-%	-%	-%	-%	-%	-%	-%	44%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	2	-	-	-	-	-	-	-	2	-	*	-	-
		12%	17%	-%	-%	-%	-%	-%	-%	-%	52%	-%	3%	-%	-%
Fairly Satisfied	(1)	2	1	*	*	-	*	*	-	*	*	-	*	1	*
		7%	7%	11%	61%	-%	99%	82%	-%	74%	1%	-%	1%	76%	20%
Very Satisfied	(2)	4	3	*	*	*	*	*	*	*	-	1	3	*	*
		20%	24%	43%	39%	100%	1%	18%	100%	26%	-%	79%	25%	24%	80%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	5	*	-	-	-	-	-	-	*	*	8	-	-
		52%	36%	46%	-%	-%	-%	-%	-%	-%	3%	21%	71%	-%	-%
NET: Satisfied		6	4	*	*	*	*	*	*	*	*	1	3	1	*
		27%	32%	54%	100%	100%	100%	100%	100%	100%	1%	79%	25%	100%	100%
NET: Dissatisfied		2	2	-	-	-	-	-	-	-	2	-	-	-	-
		9%	14%	-%	-%	-%	-%	-%	-%	-%	44%	-%	-%	-%	-%
Answered		11	9	*	*	*	*	*	*	*	4	1	3	1	*
Mean score		.8	.7	1.8	1.4	2.0	1.0	1.2	2.0	1.3	-.4	2.0	1.7	1.2	1.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Frequency - parcels and packets					Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base		33	5	3	7	3	8	21	4	16	17	18	9	11	13
Effective base		8	3	1	4	2	2	8	2	8	2	5	3	7	2
Weighted Base		22	4	2	8	*	1	13	2	12	10	18	1	11	3
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	-	2	-	-	2	2	-	-	2
		9%	-%	-%	26%	-%	-%	15%	-%	-%	19%	11%	-%	-%	64%
Neither Satisfied Nor Dissatisfied	(0)	3	2	-	*	-	-	2	-	2	*	2	*	2	-
		12%	55%	-%	5%	-%	-%	18%	-%	19%	4%	13%	52%	21%	-%
Fairly Satisfied	(1)	2	*	*	1	*	*	1	*	1	*	1	*	1	*
		7%	1%	13%	10%	22%	18%	8%	17%	8%	5%	4%	6%	7%	16%
Very Satisfied	(2)	4	1	-	3	*	*	3	1	4	1	4	*	3	*
		20%	27%	-%	34%	78%	6%	22%	61%	32%	6%	23%	42%	29%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	1	2	2	-	1	5	*	5	7	9	-	5	*
		52%	17%	87%	25%	-%	76%	37%	22%	41%	66%	49%	-%	43%	10%
NET: Satisfied		6	1	*	3	*	*	4	1	5	1	5	*	4	1
		27%	28%	13%	44%	100%	24%	30%	78%	40%	10%	27%	48%	36%	26%
NET: Dissatisfied		2	-	-	2	-	-	2	-	-	2	2	-	-	2
		9%	-%	-%	26%	-%	-%	15%	-%	-%	19%	11%	-%	-%	64%
Answered		11	3	*	6	*	*	8	1	7	3	9	1	6	3
Mean score		.8	.7	1.0	.7	1.8	1.2	.6	1.8	1.2	-.1	.8	.9	1.1	-.3

Columns Tested:: a,b,c,d,e - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			Types of services used: parcels and packets		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		33	16	9	12	14	22	15	11	16	9	9	21	13	9
Effective base		8	7	1	7	3	4	5	2	5	4	2	7	7	3
Weighted Base		22	12	7	11	4	15	5	9	8	2	3	12	8	4
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	-	2	-	-	-	-	-	-	2	-	-
		9%	17%	-%	-%	54%	-%	-%	-%	-%	-%	-%	17%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	2	*	2	*	1	1	*	2	-	2	2	*	2
		12%	20%	6%	18%	11%	5%	14%	4%	23%	-%	71%	17%	5%	46%
Fairly Satisfied	(1)	2	1	*	1	*	1	1	1	1	1	1	1	1	1
		7%	6%	1%	8%	13%	5%	11%	6%	7%	21%	18%	12%	13%	12%
Very Satisfied	(2)	4	4	*	3	*	4	2	1	4	2	*	3	1	*
		20%	36%	1%	30%	14%	30%	35%	15%	46%	78%	11%	22%	18%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	2	6	5	*	9	2	6	2	*	-	4	5	2
		52%	21%	92%	44%	8%	60%	39%	75%	23%	1%	-%	33%	63%	37%
NET: Satisfied		6	5	*	4	1	5	2	2	4	2	1	4	2	1
		27%	42%	2%	38%	26%	35%	47%	21%	53%	99%	29%	34%	32%	17%
NET: Dissatisfied		2	2	-	-	2	-	-	-	-	-	-	2	-	-
		9%	17%	-%	-%	54%	-%	-%	-%	-%	-%	-%	17%	-%	-%
Answered		11	9	1	6	3	6	3	2	6	2	3	8	3	3
Mean score		.8	.8	.4	1.2	-.2	1.6	1.3	1.4	1.3	1.8	.4	.6	1.4	.4

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets				Types of services used to send standard letters:	
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*d	*a	*b
Unweighted Base		33	18	12	12	19	14	3	7	5	9	4	11	9
Effective base		8	5	5	7	5	6	2	5	3	4	2	4	4
Weighted Base		22	16	9	11	16	10	*	6	4	7	4	5	5
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	-	2	2	-	-	-	-	-	-	-
		9%	12%	-%	-%	12%	21%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	1	2	2	3	1	-	*	*	*	2	1	*
		12%	5%	23%	21%	17%	8%	-%	6%	11%	5%	48%	16%	8%
Fairly Satisfied	(1)	2	1	1	1	1	1	-	*	1	1	1	*	1
		7%	4%	7%	7%	5%	6%	-%	4%	13%	11%	13%	1%	12%
Very Satisfied	(2)	4	4	4	3	2	4	*	1	1	2	*	2	2
		20%	26%	48%	29%	12%	44%	100%	16%	25%	31%	*%	39%	39%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	9	2	5	9	2	-	5	2	4	2	2	2
		52%	54%	23%	43%	55%	22%	-%	74%	51%	52%	39%	44%	41%
NET: Satisfied		6	5	5	4	3	5	*	1	1	3	1	2	2
		27%	30%	55%	36%	16%	50%	100%	20%	39%	43%	13%	40%	51%
NET: Dissatisfied		2	2	-	-	2	2	-	-	-	-	-	-	-
		9%	12%	-%	-%	12%	21%	-%	-%	-%	-%	-%	-%	-%
Answered		11	8	7	7	7	7	*	2	2	4	2	3	3
Mean score		.8	.9	1.3	1.1	.4	.9	2.0	1.3	1.3	1.5	.2	1.4	1.5

Columns Tested:: a,b,c - a,b,c - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			RM product changes:		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Higher Cost	Lower Cost	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		33	4	3	25	21	29	22	25	24	26	7	20	2	17	7
Effective base		8	2	1	11	7	11	9	10	8	11	2	5	2	7	3
Weighted Base		22	1	2	16	10	16	14	14	13	16	3	17	3	10	11
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	2	2	2	2	2	-	2	-	-	2
		9%	-%	-%	13%	-%	12%	14%	14%	15%	13%	-%	12%	-%	-%	17%
Neither Satisfied Nor Dissatisfied	(0)	3	-	2	3	2	3	2	3	2	3	*	1	-	2	1
		12%	-%	89%	17%	23%	17%	16%	19%	18%	18%	14%	4%	-%	19%	7%
Fairly Satisfied	(1)	2	1	*	1	1	2	1	1	2	1	*	1	-	1	-
		7%	100%	3%	9%	11%	10%	9%	9%	12%	7%	1%	7%	-%	12%	-%
Very Satisfied	(2)	4	*	*	4	4	4	4	4	3	4	*	4	-	4	*
		20%	*%	8%	29%	44%	28%	31%	31%	26%	29%	9%	25%	-%	41%	*%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	-	-	5	2	5	4	4	4	5	2	9	3	3	9
		52%	-%	-%	32%	23%	32%	29%	28%	29%	34%	76%	52%	100%	27%	76%
NET: Satisfied		6	1	*	6	6	6	6	6	5	6	*	5	-	5	*
		27%	100%	11%	38%	55%	38%	40%	40%	38%	36%	10%	32%	-%	53%	*%
NET: Dissatisfied		2	-	-	2	-	2	2	2	2	2	-	2	-	-	2
		9%	-%	-%	13%	-%	12%	14%	14%	15%	13%	-%	12%	-%	-%	17%
Answered		11	1	2	11	8	11	10	10	9	10	1	8	-	7	3
Mean score		.8	1.0	.2	.8	1.3	.8	.8	.8	.7	.8	.8	.9	-	1.3	-.7

Columns Tested:: a,b - a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b		*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		33	28	2	33	12	14	7	11	15	7	18	15
Effective base		8	6	1	8	2	5	4	3	3	3	5	5
Weighted Base		22	19	*	22	9	9	5	4	13	6	6	16
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	2	-	-	2	-	2	-	-	2
		9%	10%	-%	9%	-%	-%	40%	-%	16%	-%	-%	12%
Neither Satisfied Nor Dissatisfied	(0)	3	2	-	3	-	2	*	2	*	-	1	2
		12%	12%	-%	12%	-%	27%	8%	56%	3%	-%	12%	12%
Fairly Satisfied	(1)	2	1	*	2	*	*	1	*	*	1	1	1
		7%	8%	9%	7%	2%	5%	18%	6%	3%	15%	12%	5%
Very Satisfied	(2)	4	4	-	4	1	3	-	1	1	3	1	3
		20%	23%	-%	20%	11%	41%	-%	12%	8%	51%	17%	21%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	9	*	12	8	2	2	1	9	2	4	8
		52%	46%	91%	52%	87%	27%	35%	25%	70%	34%	59%	50%
NET: Satisfied		6	6	*	6	1	4	1	1	1	4	2	4
		27%	31%	9%	27%	13%	46%	18%	19%	11%	66%	29%	26%
NET: Dissatisfied		2	2	-	2	-	-	2	-	2	-	-	2
		9%	10%	-%	9%	-%	-%	40%	-%	16%	-%	-%	12%
Answered		11	10	*	11	1	6	3	3	4	4	3	8
Mean score		.8	.8	1.0	.8	1.8	1.2	-.3	.4	.1	1.8	1.1	.7

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 194 (continuation)

QOP3A7. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Parcelforce in the last 6 months (QOP3=7)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		33	2	17	10	4	19	14
Effective base		8	2	6	2	1	7	3
Weighted Base		22	1	10	9	3	11	12
Very Dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	2	-	-	2	-
		9%	-%	20%	-%	-%	19%	-%
Neither Satisfied Nor Dissatisfied	(0)	3	-	2	*	-	2	*
		12%	-%	24%	4%	-%	22%	3%
Fairly Satisfied	(1)	2	1	*	1	*	1	1
		7%	100%	1%	10%	1%	6%	8%
Very Satisfied	(2)	4	-	1	1	2	1	4
		20%	-%	9%	13%	87%	9%	30%
Have not Contacted / Not Applicable (DO NOT READ OUT)		12	-	5	7	*	5	7
		52%	-%	47%	74%	12%	45%	59%
NET: Satisfied		6	1	1	2	2	2	4
		27%	100%	10%	22%	88%	14%	38%
NET: Dissatisfied		2	-	2	-	-	2	-
		9%	-%	20%	-%	-%	19%	-%
Answered		11	1	5	2	2	6	5
Mean score		.8	1.0	*	1.3	2.0	.1	1.7

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 195

QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Method		Business Size 1			Business Size 2						
		Total base	CATI	CAWI	0-9	10-49	10+	0	1 - 4	5 - 9	10 - 19	20 - 99	Micro (0-9)	Small (10-49)
Significance Level: 95%			*a	b	a	*b	*c	*a	*b	*c	*d	*e	f	*g
Unweighted Base		35	4	31	31	4	4	18	8	5	1	3	31	4
Effective base		18	3	16	18	3	3	12	5	3	1	2	18	3
Weighted Base		51	9	42	51	*	*	39	9	2	*	*	51	*
Very Dissatisfied	(-2)	10	-	10	10	-	-	8	2	1	-	-	10	-
		20%	-%	25%	20%	-%	-%	19%	19%	43%	-%	-%	20%	-%
Fairly Dissatisfied	(-1)	11	4	6	11	-	-	9	2	-	-	-	11	-
		21%	48%	15%	21%	-%	-%	22%	24%	-%	-%	-%	21%	-%
Neither Satisfied Nor Dissatisfied	(0)	11	-	11	11	-	-	6	5	*	-	-	11	-
		21%	-%	25%	21%	-%	-%	14%	56%	1%	-%	-%	21%	-%
Fairly Satisfied	(1)	12	3	9	12	*	*	12	*	-	*	*	12	*
		24%	35%	22%	23%	89%	89%	30%	2%	-%	100%	82%	23%	89%
Very Satisfied	(2)	*	-	*	-	*	*	-	-	-	-	*	-	*
		*%	-%	*%	-%	11%	11%	-%	-%	-%	-%	18%	-%	11%
Have not Contacted / Not Applicable (DO NOT READ OUT)		7	2	6	7	-	-	6	-	1	-	-	7	-
		14%	17%	13%	14%	-%	-%	15%	-%	56%	-%	-%	14%	-%
NET: Satisfied		12	3	9	12	*	*	12	*	-	*	*	12	*
		24%	35%	22%	23%	100%	100%	30%	2%	-%	100%	100%	23%	100%
NET: Dissatisfied		21	4	17	21	-	-	16	4	1	-	-	21	-
		41%	48%	40%	42%	-%	-%	41%	43%	43%	-%	-%	42%	-%
Answered		44	8	36	43	*	*	33	9	1	*	*	43	*
Mean score		-.4	-.2	-.5	-.4	1.1	1.1	-.4	-.6	-2.0	1.0	1.2	-.4	1.1

Columns Tested:: a,b - a,b,c - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 195 (continuation)

QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		35	23	6	1	2	1
Effective base		18	13	3	1	2	1
Weighted Base		51	41	6	2	*	*
Very Dissatisfied	(-2)	10	8	2	-	-	-
		20%	20%	30%	-%	-%	-%
Fairly Dissatisfied	(-1)	11	7	*	2	-	-
		21%	18%	6%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	11	8	3	-	*	-
		21%	19%	43%	-%	32%	-%
Fairly Satisfied	(1)	12	12	*	-	*	*
		24%	29%	2%	-%	68%	100%
Very Satisfied	(2)	*	-	-	-	-	-
		*%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		7	6	1	-	-	-
		14%	15%	18%	-%	-%	-%
NET: Satisfied		12	12	*	-	*	*
		24%	29%	2%	-%	68%	100%
NET: Dissatisfied		21	15	2	2	-	-
		41%	38%	36%	100%	-%	-%
Answered		44	35	5	2	*	*
Mean score		-.4	-.3	-.8	-1.0	.7	1.0

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 195 (continuation)

QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted Base		35	3	3	3	1	2	1	2	2	1	18	8	6	3
Effective base		18	3	3	3	1	1	1	2	2	1	15	6	4	2
Weighted Base		51	5	6	7	3	4	4	8	8	1	46	4	1	*
Very Dissatisfied	(-2)	10	-	2	-	-	1	-	-	8	-	10	*	*	-
		20%	-%	28%	-%	-%	13%	-%	-%	100%	-%	22%	7%	8%	-%
Fairly Dissatisfied	(-1)	11	-	1	5	-	-	-	4	-	-	10	*	-	-
		21%	-%	24%	62%	-%	-%	-%	58%	-%	-%	23%	10%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	11	-	3	-	-	-	4	-	-	1	7	3	*	*
		21%	-%	48%	-%	-%	-%	100%	-%	-%	100%	16%	74%	16%	15%
Fairly Satisfied	(1)	12	2	-	3	-	4	-	3	-	-	12	*	*	*
		24%	38%	-%	38%	-%	87%	-%	42%	-%	-%	25%	8%	15%	54%
Very Satisfied	(2)	*	-	-	-	-	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	32%
Have not Contacted / Not Applicable (DO NOT READ OUT)		7	3	-	-	3	-	-	-	-	-	6	-	1	-
		14%	62%	-%	-%	100%	-%	-%	-%	-%	-%	14%	-%	61%	-%
NET: Satisfied		12	2	-	3	-	4	-	3	-	-	12	*	*	*
		24%	38%	-%	38%	-%	87%	-%	42%	-%	-%	25%	8%	15%	85%
NET: Dissatisfied		21	-	3	5	-	1	-	4	8	-	20	1	*	-
		41%	-%	52%	62%	-%	13%	-%	58%	100%	-%	44%	17%	8%	-%
Answered		44	2	6	7	-	4	4	8	8	1	39	4	1	*
Mean score		-.4	1.0	-.8	-.2	-	.6	-	-.2	-2.0	-	-.5	-.2	*	1.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 195 (continuation)

QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Industry						Urbanity		Location		Internet connection
		Total base	Manufacturing	Utilities	Construction	Retail/ Distribution	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	a	*b	
Unweighted Base		35	1	1	5	10	1	15	29	6	33	2	35
Effective base		18	1	1	3	5	1	8	14	4	17	1	18
Weighted Base		51	3	*	11	16	*	14	41	9	48	3	51
Very Dissatisfied	(-2)	10	-	-	-	10	-	1	10	-	10	*	10
		20%	-%	-%	-%	62%	-%	5%	25%	-%	21%	4%	20%
Fairly Dissatisfied	(-1)	11	-	-	-	-	*	6	9	1	11	-	11
		21%	-%	-%	-%	-%	100%	41%	23%	15%	22%	-%	21%
Neither Satisfied Nor Dissatisfied	(0)	11	-	-	7	2	-	1	8	3	8	3	11
		21%	-%	-%	69%	11%	-%	10%	19%	30%	16%	96%	21%
Fairly Satisfied	(1)	12	3	*	*	4	-	3	9	3	12	-	12
		24%	100%	100%	1%	25%	-%	20%	21%	35%	25%	-%	24%
Very Satisfied	(2)	*	-	-	-	-	-	*	*	-	*	-	*
		*%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%	*%
Have not Contacted / Not Applicable (DO NOT READ OUT)		7	-	-	3	*	-	4	5	2	7	-	7
		14%	-%	-%	29%	3%	-%	24%	13%	20%	15%	-%	14%
NET: Satisfied		12	3	*	*	4	-	3	9	3	12	-	12
		24%	100%	100%	1%	25%	-%	20%	22%	35%	25%	-%	24%
NET: Dissatisfied		21	-	-	-	10	*	7	20	1	21	*	21
		41%	-%	-%	-%	62%	100%	46%	47%	15%	44%	4%	41%
Answered		44	3	*	8	15	*	11	36	8	41	3	44
Mean score		-.4	1.0	1.0	*	-1.0	-1.0	-.4	-.6	.2	-.5	-.1	-.4

Columns Tested:: a,b,c,d,e,f - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 195 (continuation)

QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Role of mail services			Monthly postal spend					Monthly Postal Spend (size)		
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*a	*b	*c	d	*e	*a	*b	*c
Unweighted Base		35	20	6	9	24	8	3	32	3	6	18	11
Effective base		18	9	5	4	13	4	1	17	1	4	9	5
Weighted Base		51	28	12	12	35	14	2	49	2	10	25	15
Very Dissatisfied	(-2)	10	1	2	8	3	8	-	10	-	-	3	8
		20%	2%	14%	68%	7%	57%	-%	21%	-%	-%	10%	49%
Fairly Dissatisfied	(-1)	11	7	2	1	8	1	2	9	2	3	5	3
		21%	26%	18%	12%	21%	11%	90%	18%	90%	27%	19%	21%
Neither Satisfied Nor Dissatisfied	(0)	11	6	3	2	9	1	-	11	-	1	8	1
		21%	22%	24%	14%	27%	8%	-%	21%	-%	11%	33%	7%
Fairly Satisfied	(1)	12	7	5	*	12	*	*	12	*	4	8	*
		24%	25%	44%	1%	33%	1%	8%	25%	8%	37%	32%	2%
Very Satisfied	(2)	*	*	-	-	-	-	*	-	*	-	-	*
		*%	*%	-%	-%	-%	-%	2%	-%	2%	-%	-%	*%
Have not Contacted / Not Applicable (DO NOT READ OUT)		7	7	-	*	4	3	-	7	-	2	2	3
		14%	24%	-%	4%	11%	24%	-%	15%	-%	24%	6%	21%
NET: Satisfied		12	7	5	*	12	*	*	12	*	4	8	*
		24%	25%	44%	1%	33%	1%	10%	25%	10%	37%	32%	3%
NET: Dissatisfied		21	8	4	9	10	9	2	19	2	3	7	11
		41%	28%	32%	81%	29%	67%	90%	39%	90%	27%	29%	70%
Answered		44	21	12	11	31	10	2	42	2	8	24	12
Mean score		-.4	-.1	*	-1.5	*	-1.6	-.8	-.4	-.8	.1	-.1	-1.5

Columns Tested:: a,b,c - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 195 (continuation)

QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Types of mail sent							Number of letters/ large letters sent				Number of packets and parcels sent				
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	50-99	250-499	5,000+	1-24	100-249	250-499	500-4,999	250+
Significance Level: 95%			*a	*b	*c	d	*e	*f	*a	*b	*c	*d	*a	*b	*c	*d	*e
Unweighted Base		35	17	24	26	32	12	12	21	3	1	1	28	1	1	2	3
Effective base		18	7	11	12	17	4	6	10	1	1	1	15	1	1	1	2
Weighted Base		51	18	31	33	48	12	19	28	3	2	*	45	*	1	2	3
Very Dissatisfied	(-2)	10	5	10	10	10	*	5	10	-	-	-	10	-	-	-	-
		20%	30%	32%	30%	22%	1%	27%	36%	-%	-%	-%	23%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	11	7	7	7	8	7	6	4	*	2	-	6	-	-	2	2
		21%	38%	21%	20%	16%	55%	33%	16%	12%	100%	-%	13%	-%	-%	92%	64%
Neither Satisfied Nor Dissatisfied	(0)	11	2	11	11	11	1	2	8	3	-	-	10	-	1	-	1
		21%	11%	34%	32%	22%	7%	11%	28%	87%	-%	-%	22%	-%	100%	-%	30%
Fairly Satisfied	(1)	12	1	2	2	12	3	4	2	-	-	*	12	-	-	*	*
		24%	3%	8%	7%	25%	27%	19%	8%	-%	-%	100%	26%	-%	-%	8%	6%
Very Satisfied	(2)	*	*	*	*	*	*	-	-	*	-	-	-	*	-	-	-
		*%	*%	*%	*%	*%	*%	-%	-%	1%	-%	-%	-%	100%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		7	3	2	4	7	1	2	4	-	-	-	7	-	-	-	-
		14%	18%	5%	11%	15%	10%	10%	13%	-%	-%	-%	16%	-%	-%	-%	-%
NET: Satisfied		12	1	2	2	12	3	4	2	*	-	*	12	*	-	*	*
		24%	3%	8%	8%	25%	27%	19%	8%	1%	-%	100%	26%	100%	-%	8%	6%
NET: Dissatisfied		21	12	16	17	18	7	11	14	*	2	-	16	-	-	2	2
		41%	68%	53%	50%	38%	56%	60%	51%	12%	100%	-%	36%	-%	-%	92%	64%
Answered		44	14	29	30	40	11	17	24	3	2	*	38	*	1	2	3
Mean score		-.4	-1.2	-.8	-.8	-.4	-.3	-.8	-.9	-.1	-1.0	1.0	-.4	2.0	-	-.8	-.6

Columns Tested:: a,b,c,d,e,f - a,b,c,d - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 195 (continuation)

QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels		
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c
Unweighted Base		35	2	9	10	4	1	5	13	11	2	1	25	2	5
Effective base		18	1	5	6	2	1	3	8	4	2	1	12	2	4
Weighted Base		51	2	17	6	6	2	10	23	13	*	2	35	3	10
Very Dissatisfied	(-2)	10	-	3	2	5	-	-	1	10	-	-	10	-	-
		20%	-%	18%	38%	79%	-%	-%	2%	77%	-%	-%	29%	-%	-%
Fairly Dissatisfied	(-1)	11	-	5	-	-	2	4	1	-	-	2	8	-	-
		21%	-%	28%	-%	-%	100%	44%	6%	-%	-%	100%	22%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	11	-	7	2	1	-	3	6	1	-	-	6	1	4
		21%	-%	42%	38%	17%	-%	28%	27%	12%	-%	-%	16%	30%	41%
Fairly Satisfied	(1)	12	-	2	*	*	-	-	12	*	*	-	7	2	3
		24%	-%	11%	5%	3%	-%	-%	50%	2%	100%	-%	21%	70%	27%
Very Satisfied	(2)	*	-	*	-	-	-	-	*	-	-	-	*	-	-
		*%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		7	2	-	1	-	-	3	3	1	-	-	4	-	3
		14%	100%	-%	19%	-%	-%	28%	14%	9%	-%	-%	12%	-%	31%
NET: Satisfied		12	-	2	*	*	-	-	12	*	*	-	7	2	3
		24%	-%	12%	5%	3%	-%	-%	51%	2%	100%	-%	21%	70%	27%
NET: Dissatisfied		21	-	8	2	5	2	4	2	10	-	2	18	-	-
		41%	-%	46%	38%	79%	100%	44%	9%	77%	-%	100%	51%	-%	-%
Answered		44	-	17	5	6	2	7	20	11	*	2	31	3	7
Mean score		-.4	-	-.5	-.9	-1.6	-1.0	-.6	.5	-1.7	1.0	-1.0	-.7	.7	.4

Columns Tested:: a,b,c,d,e - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 195 (continuation)

QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		35	28	7	25	1	15	15	22	3	16	16	14	14	4
Effective base		18	13	5	11	1	8	9	10	2	9	9	5	7	2
Weighted Base		51	35	16	29	4	15	28	28	2	19	29	12	12	3
Very Dissatisfied	(-2)	10	10	*	10	-	5	5	10	-	5	6	*	5	-
		20%	28%	2%	34%	-%	34%	18%	36%	-%	25%	19%	1%	46%	-%
Fairly Dissatisfied	(-1)	11	9	1	7	-	-	8	7	-	-	8	7	2	2
		21%	26%	9%	23%	-%	-%	27%	24%	-%	-%	26%	53%	19%	71%
Neither Satisfied Nor Dissatisfied	(0)	11	7	4	7	4	3	4	5	2	5	5	2	2	1
		21%	19%	25%	23%	100%	20%	13%	18%	97%	27%	19%	16%	14%	27%
Fairly Satisfied	(1)	12	3	10	2	-	2	10	2	-	2	10	1	1	-
		24%	7%	62%	8%	-%	14%	35%	9%	-%	12%	34%	4%	4%	-%
Very Satisfied	(2)	*	*	-	*	-	*	-	-	*	*	-	*	*	*
		*%	*%	-%	*%	-%	*%	-%	-%	3%	*%	-%	*%	*%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		7	7	*	4	-	5	2	4	-	7	*	3	2	-
		14%	19%	2%	12%	-%	32%	7%	13%	-%	36%	1%	25%	17%	-%
NET: Satisfied		12	3	10	2	-	2	10	2	*	2	10	1	1	*
		24%	7%	62%	8%	-%	14%	35%	9%	3%	12%	34%	5%	5%	1%
NET: Dissatisfied		21	19	2	17	-	5	13	17	-	5	13	7	7	2
		41%	55%	11%	57%	-%	34%	45%	60%	-%	25%	46%	54%	64%	71%
Answered		44	29	15	26	4	10	26	24	2	12	29	9	10	3
Mean score		-.4	-.9	.5	-.9	-	-.8	-.3	-1.0	.1	-.6	-.3	-.7	-1.3	-.7

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 195 (continuation)

QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		35	18	19	3	25	22	4	15	22	19	18	16
Effective base		18	7	8	2	12	13	2	7	10	10	7	8
Weighted Base		51	21	21	2	34	37	2	17	26	28	20	20
Very Dissatisfied	(-2)	10	5	10	-	7	10	-	5	10	10	5	10
		20%	22%	47%	-%	22%	26%	-%	32%	37%	34%	27%	50%
Fairly Dissatisfied	(-1)	11	7	2	-	8	2	-	7	7	-	7	2
		21%	32%	8%	-%	23%	5%	-%	39%	25%	-%	33%	9%
Neither Satisfied Nor Dissatisfied	(0)	11	6	6	2	3	9	2	1	6	3	2	5
		21%	28%	30%	100%	9%	25%	93%	7%	22%	10%	11%	27%
Fairly Satisfied	(1)	12	2	2	-	12	12	*	1	2	9	2	*
		24%	12%	12%	-%	36%	32%	4%	3%	9%	32%	12%	2%
Very Satisfied	(2)	*	*	*	-	-	*	*	-	*	-	*	-
		*%	*%	*%	-%	-%	*%	3%	-%	*%	-%	*%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		7	1	*	-	4	4	-	3	2	7	3	2
		14%	6%	2%	-%	11%	11%	-%	19%	6%	24%	16%	12%
NET: Satisfied		12	2	2	-	12	12	*	1	2	9	2	*
		24%	12%	12%	-%	36%	32%	7%	3%	9%	32%	13%	2%
NET: Dissatisfied		21	11	12	-	15	11	-	12	16	10	12	12
		41%	54%	56%	-%	44%	31%	-%	71%	62%	34%	60%	59%
Answered		44	20	20	2	30	33	2	14	25	22	17	17
Mean score		-.4	-.7	-.9	-	-.3	-.3	.1	-1.2	-1.0	-.5	-.9	-1.2

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 195 (continuation)

QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Use of RM postal services: parcels and packets				Types of services used to send standard letters:		RM product changes:		Mail received at your location				
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	First class services	Second class services	Higher Cost	Changed from RM to new provider	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*c	*d	*e
Unweighted Base		35	9	12	9	1	14	19	3	8	27	20	29	28	17
Effective base		18	6	7	5	1	5	9	2	5	14	10	15	14	7
Weighted Base		51	18	21	6	1	13	21	6	8	39	32	43	39	20
Very Dissatisfied	(-2)	10	5	9	*	-	5	10	-	1	10	8	10	7	4
		20%	28%	45%	5%	-%	42%	47%	-%	7%	26%	26%	24%	18%	20%
Fairly Dissatisfied	(-1)	11	-	-	-	-	2	*	2	5	11	10	11	10	8
		21%	-%	-%	-%	-%	17%	2%	32%	55%	28%	32%	25%	26%	38%
Neither Satisfied Nor Dissatisfied	(0)	11	2	3	2	1	3	6	-	1	5	6	9	3	2
		21%	10%	12%	35%	100%	22%	29%	-%	10%	13%	18%	22%	7%	8%
Fairly Satisfied	(1)	12	9	3	*	-	*	2	4	2	7	3	7	12	*
		24%	51%	16%	5%	-%	3%	11%	68%	23%	17%	10%	15%	31%	2%
Very Satisfied	(2)	*	-	-	-	-	*	*	-	*	-	-	-	*	-
		*%	-%	-%	-%	-%	*%	*%	-%	1%	-%	-%	-%	*%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		7	2	6	3	-	2	2	-	*	6	4	6	7	6
		14%	11%	27%	55%	-%	15%	11%	-%	5%	16%	14%	15%	17%	32%
NET: Satisfied		12	9	3	*	-	*	2	4	2	7	3	7	12	*
		24%	51%	16%	5%	-%	3%	11%	68%	24%	17%	10%	15%	31%	2%
NET: Dissatisfied		21	5	9	*	-	7	10	2	5	21	19	21	18	11
		41%	28%	45%	5%	-%	60%	49%	32%	61%	54%	58%	48%	45%	58%
Answered		44	16	15	3	1	11	19	6	8	33	28	37	33	14
Mean score		-.4	-.1	-1.0	-.1	-	-1.2	-1.0	.4	-.5	-.8	-.9	-.7	-.4	-1.1

Columns Tested:: a,b,c,d - a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 195 (continuation)

QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes
Significance Level: 95%			*a	b	*c	*a	*b	*a	*b	*a	*b	
Unweighted Base		35	22	31	4	26	3	24	9	21	4	35
Effective base		18	10	16	1	14	2	13	5	12	3	18
Weighted Base		51	26	44	6	36	5	38	8	38	5	51
Very Dissatisfied	(-2)	10	5	10	5	10	-	8	2	5	3	10
		20%	20%	23%	84%	28%	-%	22%	23%	14%	60%	20%
Fairly Dissatisfied	(-1)	11	6	6	*	5	1	10	*	8	-	11
		21%	22%	14%	7%	14%	28%	27%	5%	21%	-%	21%
Neither Satisfied Nor Dissatisfied	(0)	11	2	11	*	6	-	7	-	8	1	11
		21%	8%	24%	6%	16%	-%	17%	-%	20%	19%	21%
Fairly Satisfied	(1)	12	6	10	*	12	-	9	3	12	-	12
		24%	24%	23%	3%	33%	-%	24%	36%	30%	-%	24%
Very Satisfied	(2)	*	*	-	-	*	-	*	-	*	-	*
		*%	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%
Have not Contacted / Not Applicable (DO NOT READ OUT)		7	7	7	-	3	4	4	3	6	1	7
		14%	25%	15%	-%	9%	72%	10%	37%	14%	22%	14%
NET: Satisfied		12	6	10	*	12	-	9	3	12	-	12
		24%	24%	23%	3%	34%	-%	24%	36%	31%	-%	24%
NET: Dissatisfied		21	11	17	5	15	1	19	2	13	3	21
		41%	43%	38%	91%	41%	28%	49%	27%	35%	60%	41%
Answered		44	20	37	6	33	1	35	5	33	4	44
Mean score		-.4	-.5	-.4	-1.7	-.4	-1.0	-.5	-.2	-.2	-1.5	-.4

Columns Tested:: a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 195 (continuation)

QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			
		Total base	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*c	*d
Unweighted Base		35	8	18	9	13	9	13	15	20	9	9	12	5
Effective base		18	4	10	5	8	4	6	8	11	6	4	7	3
Weighted Base		51	8	28	15	26	7	19	16	34	16	8	24	3
Very Dissatisfied	(-2)	10	-	6	5	10	1	-	2	8	-	3	7	-
		20%	-%	20%	31%	37%	10%	-%	14%	23%	-%	38%	30%	-%
Fairly Dissatisfied	(-1)	11	3	8	-	9	-	2	5	6	6	-	3	2
		21%	41%	27%	-%	35%	-%	10%	30%	17%	37%	-%	12%	64%
Neither Satisfied Nor Dissatisfied	(0)	11	*	9	1	*	3	7	*	10	1	1	7	1
		21%	*%	33%	9%	1%	44%	39%	1%	30%	9%	10%	30%	30%
Fairly Satisfied	(1)	12	3	5	4	5	3	4	3	9	3	2	6	*
		24%	38%	19%	26%	20%	46%	21%	19%	27%	20%	28%	28%	5%
Very Satisfied	(2)	*	-	*	-	-	-	*	-	*	-	-	-	*
		*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%	-%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		7	2	*	5	2	-	6	6	1	5	2	-	-
		14%	21%	1%	34%	6%	-%	30%	36%	3%	33%	24%	-%	-%
NET: Satisfied		12	3	5	4	5	3	4	3	9	3	2	6	*
		24%	38%	19%	26%	20%	46%	22%	19%	27%	20%	28%	28%	6%
NET: Dissatisfied		21	3	13	5	19	1	2	7	14	6	3	10	2
		41%	41%	47%	31%	72%	10%	10%	44%	40%	37%	38%	42%	64%
Answered		44	6	28	10	24	7	13	11	33	11	6	24	3
Mean score		-.4	*	-.5	-.5	-1.0	.3	.2	-.6	-.4	-.2	-.6	-.4	-.6

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 195 (continuation)

QOP3A8. Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Half	
		Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b
Unweighted Base		35	18	17
Effective base		18	9	9
Weighted Base		51	24	27
Very Dissatisfied	(-2)	10	3	7
		20%	13%	27%
Fairly Dissatisfied	(-1)	11	6	5
		21%	24%	18%
Neither Satisfied Nor Dissatisfied	(0)	11	2	8
		21%	10%	30%
Fairly Satisfied	(1)	12	6	7
		24%	23%	25%
Very Satisfied	(2)	*	-	*
		*%	-%	*%
Have not Contacted / Not Applicable (DO NOT READ OUT)		7	7	-
		14%	30%	-%
NET: Satisfied		12	6	7
		24%	23%	25%
NET: Dissatisfied		21	9	12
		41%	37%	45%
Answered		44	17	27
Mean score		-.4	-.4	-.5

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 196

QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Method		Business Size 1			Business Size 2						
		Total base	CATI	CAWI	0-9	10-49	10+	0	1 - 4	5 - 9	10 - 19	20 - 99	Micro (0-9)	Small (10-49)
Significance Level: 95%			*a	b	a	*b	*c	*a	*b	*c	*d	*e	f	*g
Unweighted Base		35	4	31	31	4	4	18	8	5	1	3	31	4
Effective base		18	3	16	18	3	3	12	5	3	1	2	18	3
Weighted Base		51	9	42	51	*	*	39	9	2	*	*	51	*
Very Dissatisfied	(-2)	2	-	2	2	-	-	-	2	-	-	-	2	-
		3%	-%	4%	3%	-%	-%	-%	19%	-%	-%	-%	3%	-%
Fairly Dissatisfied	(-1)	1	-	1	1	-	-	-	-	1	-	-	1	-
		1%	-%	1%	1%	-%	-%	-%	-%	26%	-%	-%	1%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	-	10	10	-	-	7	4	*	-	-	10	-
		21%	-%	25%	21%	-%	-%	17%	40%	14%	-%	-%	21%	-%
Fairly Satisfied	(1)	16	3	13	16	*	*	13	3	*	*	*	16	*
		31%	35%	31%	31%	50%	50%	32%	33%	5%	100%	17%	31%	50%
Very Satisfied	(2)	12	*	11	11	*	*	11	1	-	-	*	11	*
		23%	4%	27%	22%	50%	50%	27%	8%	-%	-%	83%	22%	50%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	1	*	2	-	-	*	-	1	-	-	2	-
		3%	13%	1%	3%	-%	-%	1%	-%	56%	-%	-%	3%	-%
Don't Know (DO NOT READ OUT)		9	4	5	9	-	-	9	-	-	-	-	9	-
		18%	48%	11%	18%	-%	-%	23%	-%	-%	-%	-%	18%	-%
NET: Satisfied		28	4	24	27	*	*	23	4	*	*	*	27	*
		54%	39%	57%	54%	100%	100%	59%	41%	5%	100%	100%	54%	100%
NET: Dissatisfied		2	-	2	2	-	-	-	2	1	-	-	2	-
		4%	-%	5%	4%	-%	-%	-%	19%	26%	-%	-%	4%	-%
Answered		40	4	37	40	*	*	30	9	1	*	*	40	*
Mean score		.9	1.1	.9	.9	1.5	1.5	1.1	.1	-.5	1.0	1.8	.9	1.5

Columns Tested:: a,b - a,b,c - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 196 (continuation)

QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		35	23	6	1	2	1
Effective base		18	13	3	1	2	1
Weighted Base		51	41	6	2	*	*
Very Dissatisfied	(-2)	2	-	2	-	-	-
		3%	-%	26%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	-	-	-	-
		1%	1%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	8	*	2	*	-
		21%	20%	4%	100%	32%	-%
Fairly Satisfied	(1)	16	12	3	-	*	-
		31%	28%	46%	-%	68%	-%
Very Satisfied	(2)	12	11	*	-	-	*
		23%	27%	6%	-%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	*	1	-	-	-
		3%	1%	18%	-%	-%	-%
Don't Know (DO NOT READ OUT)		9	9	-	-	-	-
		18%	22%	-%	-%	-%	-%
NET: Satisfied		28	22	3	-	*	*
		54%	55%	52%	-%	68%	100%
NET: Dissatisfied		2	1	2	-	-	-
		4%	1%	26%	-%	-%	-%
Answered		40	31	5	2	*	*
Mean score		.9	1.0	.1	-	.7	2.0

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 196 (continuation)

QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted Base		35	3	3	3	1	2	1	2	2	1	18	8	6	3
Effective base		18	3	3	3	1	1	1	2	2	1	15	6	4	2
Weighted Base		51	5	6	7	3	4	4	8	8	1	46	4	1	*
Very Dissatisfied	(-2)	2	-	2	-	-	-	-	-	-	-	2	-	-	-
		3%	-%	28%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	-	-	1	-	-	-	-	1	-	-	-
		1%	-%	-%	-%	-%	13%	-%	-%	-%	-%	1%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	-	-	5	-	-	-	-	3	1	8	2	-	*
		21%	-%	-%	62%	-%	-%	-%	-%	39%	100%	18%	55%	-%	15%
Fairly Satisfied	(1)	16	2	4	3	3	-	-	3	-	-	15	*	1	-
		31%	38%	72%	38%	100%	-%	-%	42%	-%	-%	34%	4%	39%	-%
Very Satisfied	(2)	12	2	-	-	-	4	4	-	-	-	9	2	*	*
		23%	38%	-%	-%	-%	87%	100%	-%	-%	-%	21%	40%	28%	85%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	1	-	-	-	-	-	-	-	-	1	-	*	-
		3%	24%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	33%	-%
Don't Know (DO NOT READ OUT)		9	-	-	-	-	-	-	4	5	-	9	-	-	-
		18%	-%	-%	-%	-%	-%	-%	58%	61%	-%	20%	-%	-%	-%
NET: Satisfied		28	4	4	3	3	4	4	3	-	-	25	2	1	*
		54%	76%	72%	38%	100%	87%	100%	42%	-%	-%	54%	45%	67%	85%
NET: Dissatisfied		2	-	2	-	-	1	-	-	-	-	2	-	-	-
		4%	-%	28%	-%	-%	13%	-%	-%	-%	-%	5%	-%	-%	-%
Answered		40	4	6	7	3	4	4	3	3	1	35	4	1	*
Mean score		.9	1.5	.2	.4	1.0	1.6	2.0	1.0	-	-	.9	.8	1.4	1.7

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 196 (continuation)

QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Industry						Urbanity		Location		Internet connection
		Total base	Manufacturing	Utilities	Construction	Retail/ Distribution	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	a	*b	
Unweighted Base		35	1	1	5	10	1	15	29	6	33	2	35
Effective base		18	1	1	3	5	1	8	14	4	17	1	18
Weighted Base		51	3	*	11	16	*	14	41	9	48	3	51
Very Dissatisfied	(-2)	2	-	-	-	2	-	-	2	-	2	-	2
		3%	-%	-%	-%	11%	-%	-%	4%	-%	3%	-%	3%
Fairly Dissatisfied	(-1)	1	-	-	-	-	-	1	1	-	1	-	1
		1%	-%	-%	-%	-%	-%	4%	1%	-%	1%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	10	-	-	1	4	-	5	10	*	10	-	10
		21%	-%	-%	8%	28%	-%	37%	25%	*%	22%	-%	21%
Fairly Satisfied	(1)	16	3	*	6	*	-	5	9	7	13	3	16
		31%	100%	100%	55%	*%	-%	32%	21%	79%	27%	100%	31%
Very Satisfied	(2)	12	-	-	4	4	*	3	10	2	12	-	12
		23%	-%	-%	37%	29%	100%	19%	23%	21%	24%	-%	23%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	-	-	-	*	-	1	2	-	2	-	2
		3%	-%	-%	-%	3%	-%	8%	4%	-%	3%	-%	3%
Don't Know (DO NOT READ OUT)		9	-	-	-	5	-	-	9	-	9	-	9
		18%	-%	-%	-%	30%	-%	-%	22%	-%	19%	-%	18%
NET: Satisfied		28	3	*	10	4	*	7	18	9	25	3	28
		54%	100%	100%	92%	29%	100%	51%	44%	100%	51%	100%	54%
NET: Dissatisfied		2	-	-	-	2	-	1	2	-	2	-	2
		4%	-%	-%	-%	11%	-%	4%	5%	-%	5%	-%	4%
Answered		40	3	*	11	10	*	13	31	9	37	3	40
Mean score		.9	1.0	1.0	1.3	.5	2.0	.7	.8	1.2	.9	1.0	.9

Columns Tested:: a,b,c,d,e,f - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 196 (continuation)

QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Role of mail services			Monthly postal spend					Monthly Postal Spend (size)		
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	0-<£1000	£1000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*a	*b	*c	d	*e	*a	*b	*c
Unweighted Base		35	20	6	9	24	8	3	32	3	6	18	11
Effective base		18	9	5	4	13	4	1	17	1	4	9	5
Weighted Base		51	28	12	12	35	14	2	49	2	10	25	15
Very Dissatisfied	(-2)	2	-	2	-	2	-	-	2	-	-	2	-
		3%	-%	14%	-%	5%	-%	-%	3%	-%	-%	7%	-%
Fairly Dissatisfied	(-1)	1	1	-	-	1	-	-	1	-	-	1	-
		1%	2%	-%	-%	2%	-%	-%	1%	-%	-%	2%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	4	2	4	5	4	2	9	2	4	1	6
		21%	16%	15%	37%	13%	30%	90%	18%	90%	36%	4%	38%
Fairly Satisfied	(1)	16	7	8	1	11	5	-	16	-	-	11	5
		31%	24%	68%	13%	32%	36%	-%	33%	-%	-%	44%	31%
Very Satisfied	(2)	12	10	*	1	11	-	*	11	*	6	5	*
		23%	38%	3%	6%	32%	-%	10%	23%	10%	60%	21%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	1	-	*	2	-	-	2	-	*	1	-
		3%	4%	-%	4%	5%	-%	-%	3%	-%	5%	5%	-%
Don't Know (DO NOT READ OUT)		9	4	-	5	4	5	-	9	-	-	4	5
		18%	16%	-%	40%	13%	35%	-%	19%	-%	-%	17%	30%
NET: Satisfied		28	17	8	2	22	5	*	27	*	6	17	5
		54%	62%	71%	19%	63%	36%	10%	56%	10%	60%	65%	32%
NET: Dissatisfied		2	1	2	-	2	-	-	2	-	-	2	-
		4%	2%	14%	-%	6%	-%	-%	5%	-%	-%	9%	-%
Answered		40	22	12	6	29	9	2	38	2	10	20	11
Mean score		.9	1.2	.5	.5	1.0	.5	.2	.9	.2	1.3	.9	.5

Columns Tested:: a,b,c - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 196 (continuation)

QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Types of mail sent						Number of letters/ large letters sent				Number of packets and parcels sent				
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	50-99	250-499	5,000+	1-24	100-249	250-499	500-4,999	250+
Significance Level: 95%			*a	*b	*c	d	*e	*f	*a	*b	*c	*d	*a	*b	*c	*d	*e
Unweighted Base		35	17	24	26	32	12	12	21	3	1	1	28	1	1	2	3
Effective base		18	7	11	12	17	4	6	10	1	1	1	15	1	1	1	2
Weighted Base		51	18	31	33	48	12	19	28	3	2	*	45	*	1	2	3
Very Dissatisfied	(-2)	2	2	2	2	2	-	-	2	-	-	-	2	-	-	-	-
		3%	9%	5%	5%	3%	-%	-%	6%	-%	-%	-%	4%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	1	1	1	1	1	-	1	1	-	-	-	1	-	-	-	-
		1%	3%	2%	2%	1%	-%	3%	2%	-%	-%	-%	1%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	6	7	7	8	3	4	6	-	2	-	5	-	1	2	3
		21%	36%	24%	22%	16%	22%	19%	20%	-%	100%	-%	11%	-%	100%	92%	94%
Fairly Satisfied	(1)	16	*	5	5	16	3	3	3	3	-	-	16	-	-	-	-
		31%	3%	17%	16%	33%	27%	18%	9%	87%	-%	-%	35%	-%	-%	-%	-%
Very Satisfied	(2)	12	3	5	7	11	1	2	7	*	-	*	11	*	-	*	*
		23%	16%	17%	22%	23%	5%	13%	24%	13%	-%	100%	24%	100%	-%	8%	6%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	1	2	2	2	1	-	2	-	-	-	2	-	-	-	-
		3%	7%	5%	5%	3%	10%	-%	6%	-%	-%	-%	4%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)		9	4	9	9	9	4	9	9	-	-	-	9	-	-	-	-
		18%	25%	29%	27%	19%	37%	48%	33%	-%	-%	-%	20%	-%	-%	-%	-%
NET: Satisfied		28	3	11	13	27	4	6	9	3	-	*	27	*	-	*	*
		54%	19%	34%	38%	57%	32%	30%	33%	100%	-%	100%	60%	100%	-%	8%	6%
NET: Dissatisfied		2	2	2	2	2	-	1	2	-	-	-	2	-	-	-	-
		4%	13%	7%	7%	5%	-%	3%	8%	-%	-%	-%	5%	-%	-%	-%	-%
Answered		40	12	20	22	37	6	10	17	3	2	*	34	*	1	2	3
Mean score		.9	.2	.6	.7	.9	.7	.8	.7	1.1	-	2.0	1.0	2.0	-	.2	.1

Columns Tested:: a,b,c,d,e,f - a,b,c,d - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 196 (continuation)

QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels		
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c
Unweighted Base		35	2	9	10	4	1	5	13	11	2	1	25	2	5
Effective base		18	1	5	6	2	1	3	8	4	2	1	12	2	4
Weighted Base		51	2	17	6	6	2	10	23	13	*	2	35	3	10
Very Dissatisfied	(-2)	2	-	-	2	-	-	-	-	2	-	-	2	-	-
		3%	-%	-%	27%	-%	-%	-%	-%	13%	-%	-%	5%	-%	-%
Fairly Dissatisfied	(-1)	1	-	-	1	-	-	-	1	-	-	-	1	-	-
		1%	-%	-%	9%	-%	-%	-%	2%	-%	-%	-%	2%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	-	3	2	1	2	-	2	4	-	2	7	1	-
		21%	-%	18%	27%	17%	100%	-%	8%	32%	-%	100%	20%	30%	-%
Fairly Satisfied	(1)	16	-	5	*	*	-	3	13	*	*	-	11	2	3
		31%	-%	29%	7%	1%	-%	28%	55%	2%	21%	-%	32%	70%	27%
Very Satisfied	(2)	12	2	5	1	*	-	2	8	1	*	-	5	-	6
		23%	81%	27%	11%	3%	-%	23%	34%	6%	79%	-%	14%	-%	61%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	*	-	1	-	-	*	-	1	-	-	*	-	1
		3%	19%	-%	19%	-%	-%	5%	-%	9%	-%	-%	1%	-%	12%
Don't Know (DO NOT READ OUT)		9	-	4	-	5	-	4	-	5	-	-	9	-	-
		18%	-%	26%	-%	79%	-%	44%	-%	37%	-%	-%	26%	-%	-%
NET: Satisfied		28	2	10	1	*	-	5	21	1	*	-	16	2	9
		54%	81%	56%	18%	3%	-%	51%	90%	8%	100%	-%	46%	70%	88%
NET: Dissatisfied		2	-	-	2	-	-	-	1	2	-	-	2	-	-
		4%	-%	-%	36%	-%	-%	-%	2%	13%	-%	-%	6%	-%	-%
Answered		40	2	13	5	1	2	5	23	7	*	2	25	3	9
Mean score		.9	2.0	1.1	-.4	.3	-	1.5	1.2	-.2	1.8	-	.7	.7	1.7

Columns Tested:: a,b,c,d,e - a,b,c,d,e - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 196 (continuation)

QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		35	28	7	25	1	15	15	22	3	16	16	14	14	4
Effective base		18	13	5	11	1	8	9	10	2	9	9	5	7	2
Weighted Base		51	35	16	29	4	15	28	28	2	19	29	12	12	3
Very Dissatisfied	(-2)	2	2	-	2	-	2	-	2	-	2	-	-	2	-
		3%	5%	-%	6%	-%	11%	-%	6%	-%	9%	-%	-%	14%	-%
Fairly Dissatisfied	(-1)	1	1	-	1	-	1	-	1	-	-	1	-	1	-
		1%	2%	-%	2%	-%	4%	-%	2%	-%	-%	2%	-%	5%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	10	*	7	-	5	3	6	2	4	4	3	6	3
		21%	29%	2%	25%	-%	32%	10%	21%	97%	22%	13%	28%	55%	86%
Fairly Satisfied	(1)	16	9	7	5	-	5	10	5	-	8	8	*	*	-
		31%	24%	47%	18%	-%	36%	37%	20%	-%	44%	26%	4%	4%	-%
Very Satisfied	(2)	12	4	8	4	4	1	6	3	*	3	8	3	3	*
		23%	10%	51%	12%	100%	7%	21%	13%	3%	16%	28%	23%	22%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	-	2	-	2	-	2	-	2	-	1	-	-
		3%	5%	-%	6%	-%	11%	-%	6%	-%	9%	-%	10%	-%	-%
Don't Know (DO NOT READ OUT)		9	9	-	9	-	-	9	9	-	-	9	4	-	-
		18%	26%	-%	31%	-%	-%	32%	33%	-%	-%	31%	36%	-%	-%
NET: Satisfied		28	12	15	9	4	7	16	9	*	11	16	3	3	*
		54%	34%	98%	30%	100%	43%	57%	32%	3%	61%	54%	27%	26%	14%
NET: Dissatisfied		2	2	-	2	-	2	-	2	-	2	1	-	2	-
		4%	6%	-%	8%	-%	14%	-%	8%	-%	9%	2%	-%	19%	-%
Answered		40	25	16	19	4	14	19	17	2	17	20	7	12	3
Mean score		.9	.5	1.5	.5	2.0	.3	1.2	.5	.1	.7	1.2	.9	.1	.3

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 196 (continuation)

QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		35	18	19	3	25	22	4	15	22	19	18	16
Effective base		18	7	8	2	12	13	2	7	10	10	7	8
Weighted Base		51	21	21	2	34	37	2	17	26	28	20	20
Very Dissatisfied	(-2)	2	-	2	-	2	2	-	2	2	2	-	2
		3%	-%	8%	-%	5%	5%	-%	10%	6%	6%	-%	8%
Fairly Dissatisfied	(-1)	1	-	1	-	1	-	-	1	1	-	1	1
		1%	-%	3%	-%	2%	-%	-%	3%	2%	-%	3%	3%
Neither Satisfied Nor Dissatisfied	(0)	10	4	7	1	4	7	1	6	7	5	3	7
		21%	17%	36%	61%	12%	19%	57%	33%	25%	18%	14%	33%
Fairly Satisfied	(1)	16	5	5	-	10	14	-	*	5	9	3	3
		31%	25%	25%	-%	29%	39%	-%	3%	20%	30%	13%	16%
Very Satisfied	(2)	12	2	1	1	7	9	1	3	2	7	4	3
		23%	8%	4%	39%	22%	24%	43%	17%	6%	24%	18%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	1	*	-	1	*	-	1	2	2	1	*
		3%	6%	2%	-%	4%	1%	-%	7%	6%	6%	6%	2%
Don't Know (DO NOT READ OUT)		9	9	5	-	9	5	-	4	9	5	9	5
		18%	44%	22%	-%	27%	13%	-%	27%	34%	16%	46%	24%
NET: Satisfied		28	7	6	1	17	23	1	3	7	15	6	6
		54%	33%	29%	39%	51%	63%	43%	20%	26%	54%	31%	30%
NET: Dissatisfied		2	-	2	-	2	2	-	2	2	2	1	2
		4%	-%	11%	-%	7%	5%	-%	13%	8%	6%	3%	11%
Answered		40	11	16	2	23	32	2	11	16	22	9	15
Mean score		.9	.8	.2	.8	.9	.9	.9	.2	.3	.8	1.0	.3

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 196 (continuation)

QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Use of RM postal services: parcels and packets				Types of services used to send standard letters:		RM product changes:		Mail received at your location				
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	First class services	Second class services	Higher Cost	Changed from RM to new provider	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*c	*d	*e
Unweighted Base		35	9	12	9	1	14	19	3	8	27	20	29	28	17
Effective base		18	6	7	5	1	5	9	2	5	14	10	15	14	7
Weighted Base		51	18	21	6	1	13	21	6	8	39	32	43	39	20
Very Dissatisfied	(-2)	2	-	2	-	-	-	2	-	-	2	-	2	2	-
		3%	-%	8%	-%	-%	-%	8%	-%	-%	4%	-%	4%	4%	-%
Fairly Dissatisfied	(-1)	1	-	-	-	-	1	1	-	1	1	1	1	1	1
		1%	-%	-%	-%	-%	4%	3%	-%	7%	1%	2%	1%	1%	3%
Neither Satisfied Nor Dissatisfied	(0)	10	2	5	1	-	4	6	2	4	9	8	9	7	7
		21%	12%	23%	23%	-%	29%	27%	32%	43%	24%	26%	22%	17%	35%
Fairly Satisfied	(1)	16	5	6	*	-	1	5	-	3	14	8	14	13	4
		31%	30%	31%	4%	-%	5%	24%	-%	40%	36%	24%	32%	33%	19%
Very Satisfied	(2)	12	6	3	3	1	3	3	4	*	3	5	7	7	3
		23%	32%	13%	53%	100%	24%	15%	68%	5%	7%	16%	17%	19%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	-	*	1	-	-	*	-	*	1	1	1	1	1
		3%	-%	2%	21%	-%	-%	2%	-%	5%	3%	4%	3%	3%	6%
Don't Know (DO NOT READ OUT)		9	5	5	-	-	5	5	-	-	9	9	9	9	4
		18%	26%	23%	-%	-%	37%	22%	-%	-%	23%	28%	21%	23%	22%
NET: Satisfied		28	11	9	3	1	4	8	4	4	17	13	21	20	7
		54%	62%	44%	56%	100%	30%	39%	68%	45%	44%	40%	49%	51%	33%
NET: Dissatisfied		2	-	2	-	-	1	2	-	1	2	1	2	2	1
		4%	-%	8%	-%	-%	4%	10%	-%	7%	6%	2%	5%	6%	3%
Answered		40	13	16	4	1	8	16	6	8	29	22	33	29	14
Mean score		.9	1.3	.5	1.4	2.0	.8	.5	1.4	.5	.6	.8	.8	.8	.6

Columns Tested:: a,b,c,d - a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 196 (continuation)

QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied	Yes
Significance Level: 95%			*a	b	*c	*a	*b	*a	*b	*a	*b	
Unweighted Base		35	22	31	4	26	3	24	9	21	4	35
Effective base		18	10	16	1	14	2	13	5	12	3	18
Weighted Base		51	26	44	6	36	5	38	8	38	5	51
Very Dissatisfied	(-2)	2	-	2	-	2	-	-	2	-	-	2
		3%	-%	4%	-%	5%	-%	-%	20%	-%	-%	3%
Fairly Dissatisfied	(-1)	1	1	1	-	1	-	1	-	1	-	1
		1%	2%	1%	-%	2%	-%	1%	-%	1%	-%	1%
Neither Satisfied Nor Dissatisfied	(0)	10	6	10	-	9	-	10	*	3	4	10
		21%	24%	24%	-%	26%	-%	27%	3%	7%	78%	21%
Fairly Satisfied	(1)	16	7	14	-	11	5	13	3	16	-	16
		31%	26%	32%	-%	32%	91%	34%	35%	41%	-%	31%
Very Satisfied	(2)	12	7	11	1	7	-	5	2	10	-	12
		23%	25%	26%	16%	20%	-%	13%	28%	27%	-%	23%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	1	1	-	1	*	*	1	-	1	2
		3%	5%	3%	-%	3%	9%	1%	14%	-%	22%	3%
Don't Know (DO NOT READ OUT)		9	5	5	5	5	-	9	-	9	-	9
		18%	18%	11%	84%	13%	-%	24%	-%	24%	-%	18%
NET: Satisfied		28	14	26	1	19	5	18	5	26	-	28
		54%	52%	58%	16%	52%	91%	47%	63%	68%	-%	54%
NET: Dissatisfied		2	1	2	-	2	-	1	2	1	-	2
		4%	2%	5%	-%	6%	-%	1%	20%	1%	-%	4%
Answered		40	21	38	1	30	5	29	7	29	4	40
Mean score		.9	1.0	.9	2.0	.7	1.0	.8	.6	1.2	-	.9

Columns Tested:: a,b,c - a,b - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 196 (continuation)

QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			
		Total base	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*c	*d
Unweighted Base		35	8	18	9	13	9	13	15	20	9	9	12	5
Effective base		18	4	10	5	8	4	6	8	11	6	4	7	3
Weighted Base		51	8	28	15	26	7	19	16	34	16	8	24	3
Very Dissatisfied	(-2)	2	-	2	-	2	-	-	2	-	-	-	2	-
		3%	-%	6%	-%	6%	-%	-%	10%	-%	-%	-%	7%	-%
Fairly Dissatisfied	(-1)	1	-	1	-	-	1	-	1	-	-	-	1	-
		1%	-%	2%	-%	-%	8%	-%	3%	-%	-%	-%	2%	-%
Neither Satisfied Nor Dissatisfied	(0)	10	2	8	1	6	3	2	5	6	1	4	3	3
		21%	23%	28%	5%	23%	40%	10%	28%	17%	5%	47%	13%	83%
Fairly Satisfied	(1)	16	4	8	3	7	3	6	6	10	8	2	6	*
		31%	56%	29%	23%	26%	49%	33%	39%	28%	50%	27%	25%	5%
Very Satisfied	(2)	12	-	5	6	1	*	11	3	9	1	2	8	*
		23%	-%	19%	41%	3%	2%	57%	17%	25%	7%	27%	33%	13%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	-	-	2	-	-	*	1	2	-	-	-
		3%	21%	-%	-%	6%	-%	-%	3%	3%	10%	-%	-%	-%
Don't Know (DO NOT READ OUT)		9	-	4	5	9	-	-	-	9	4	-	5	-
		18%	-%	16%	31%	35%	-%	-%	-%	26%	28%	-%	20%	-%
NET: Satisfied		28	4	14	10	7	3	17	9	18	9	4	14	1
		54%	56%	48%	64%	28%	51%	90%	56%	53%	56%	53%	58%	17%
NET: Dissatisfied		2	-	2	-	2	1	-	2	-	-	-	2	-
		4%	-%	8%	-%	6%	8%	-%	13%	-%	-%	-%	9%	-%
Answered		40	6	24	10	15	7	19	16	24	10	8	19	3
Mean score		.9	.7	.6	1.5	.3	.5	1.5	.5	1.1	1.0	.8	.9	.3

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 196 (continuation)

QOP3A8. Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Hermes in the last 6 months (QOP3=8)

			Half	
		Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b
Unweighted Base		35	18	17
Effective base		18	9	9
Weighted Base		51	24	27
Very Dissatisfied	(-2)	2	-	2
		3%	-%	6%
Fairly Dissatisfied	(-1)	1	-	1
		1%	-%	2%
Neither Satisfied Nor Dissatisfied	(0)	10	5	6
		21%	19%	22%
Fairly Satisfied	(1)	16	10	6
		31%	42%	22%
Very Satisfied	(2)	12	3	8
		23%	13%	31%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	-
		3%	7%	-%
Don't Know (DO NOT READ OUT)		9	4	5
		18%	19%	17%
NET: Satisfied		28	13	14
		54%	55%	53%
NET: Dissatisfied		2	-	2
		4%	-%	8%
Answered		40	18	22
Mean score		.9	.9	.8

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e
Unweighted Base		13	4	9	4	2	1	6	9
Effective base		6	3	3	3	2	1	3	3
Weighted Base		3	2	1	1	1	*	*	2
Very Dissatisfied	(-2)	1	1	*	1	1	-	*	1
		53%	76%	11%	66%	64%	-%	27%	45%
Fairly Dissatisfied	(-1)	*	-	*	*	-	-	-	-
		9%	-%	25%	23%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	-	-	*	*
		*%	-%	1%	-%	-%	-%	15%	1%
Fairly Satisfied	(1)	*	*	*	-	*	-	*	*
		15%	24%	*%	-%	36%	-%	2%	25%
Very Satisfied	(2)	1	-	1	*	-	*	*	*
		22%	-%	62%	11%	-%	100%	56%	29%
NET: Satisfied		1	*	1	*	*	*	*	1
		37%	24%	62%	11%	36%	100%	58%	54%
NET: Dissatisfied		2	1	*	1	1	-	*	1
		62%	76%	37%	89%	64%	-%	27%	45%
Answered		3	2	1	1	1	*	*	2
Mean score		-.6	-1.3	.8	-1.3	-.9	2.0	.6	-.1

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		13	1	1	2	1	2	6	4	2	7
Effective base		6	1	1	2	1	2	3	3	2	1
Weighted Base		3	1	*	*	*	1	*	1	1	*
Very Dissatisfied	(-2)	1	1	-	*	-	1	*	1	1	*
		53%	100%	-%	31%	-%	62%	27%	66%	64%	4%
Fairly Dissatisfied	(-1)	*	-	-	*	-	-	-	*	-	-
		9%	-%	-%	69%	-%	-%	-%	23%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	15%	-%	-%	2%
Fairly Satisfied	(1)	*	-	-	-	*	-	*	-	*	*
		15%	-%	-%	-%	100%	-%	2%	-%	36%	*%
Very Satisfied	(2)	1	-	*	-	-	*	*	*	-	*
		22%	-%	100%	-%	-%	38%	56%	11%	-%	93%
NET: Satisfied		1	-	*	-	*	*	*	*	*	*
		37%	-%	100%	-%	100%	38%	58%	11%	36%	94%
NET: Dissatisfied		2	1	-	*	-	1	*	1	1	*
		62%	100%	-%	100%	-%	62%	27%	89%	64%	4%
Answered		3	1	*	*	*	1	*	1	1	*
Mean score		-.6	-2.0	2.0	-1.3	1.0	-.5	.6	-1.3	-.9	1.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		13	2	1	2	1	3
Effective base		6	1	1	2	1	1
Weighted Base		3	1	*	1	*	*
Very Dissatisfied	(-2)	1	1	-	-	-	-
		53%	83%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	-	-
		9%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	*
		*%	-%	-%	-%	100%	14%
Fairly Satisfied	(1)	*	-	-	*	-	*
		15%	-%	-%	48%	-%	4%
Very Satisfied	(2)	1	*	*	*	-	*
		22%	17%	100%	52%	-%	83%
NET: Satisfied		1	*	*	1	-	*
		37%	17%	100%	100%	-%	86%
NET: Dissatisfied		2	1	-	-	-	-
		62%	83%	-%	-%	-%	-%
Answered		3	1	*	1	*	*
Mean score		-.6	-1.3	2.0	1.5	-	1.7

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			GOR (QC3)								
		Total base	Greater London	North East	South East	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		13	1	1	1	1	1	5	2	2	4
Effective base		6	1	1	1	1	1	3	1	2	1
Weighted Base		3	*	*	1	*	*	2	1	*	*
Very Dissatisfied	(-2)	1	-	*	1	-	-	1	1	*	-
		53%	-%	100%	100%	-%	-%	46%	99%	31%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	-	-	-	-	*	-
		9%	-%	-%	-%	-%	-%	-%	-%	69%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	*	-	*
		*%	-%	-%	-%	-%	-%	-%	1%	-%	4%
Fairly Satisfied	(1)	*	-	-	-	*	-	*	-	-	*
		15%	-%	-%	-%	100%	-%	25%	-%	-%	1%
Very Satisfied	(2)	1	*	-	-	-	*	*	-	-	*
		22%	100%	-%	-%	-%	100%	29%	-%	-%	95%
NET: Satisfied		1	*	-	-	*	*	1	-	-	*
		37%	100%	-%	-%	100%	100%	54%	-%	-%	96%
NET: Dissatisfied		2	-	*	1	-	-	1	1	*	-
		62%	-%	100%	100%	-%	-%	46%	99%	100%	-%
Answered		3	*	*	1	*	*	2	1	*	*
Mean score		-.6	2.0	-2.0	-2.0	1.0	2.0	-.1	-2.0	-1.3	1.9

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Industry					Urbanity	Location		Internet connection	Role of mail services		
		Total base	Manufacturing	Construction	Retail/ Distribution	Financial	Non Financial	Urban	Head office	Branch / local office	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c	*d	*e		*a	*b		*a	*b	*c
Unweighted Base		13	2	1	1	1	8	13	10	3	13	4	6	3
Effective base		6	2	1	1	1	2	6	5	1	6	2	3	3
Weighted Base		3	*	1	*	*	1	3	2	*	3	1	*	1
Very Dissatisfied	(-2)	1	*	1	-	-	1	1	1	-	1	1	*	1
		53%	31%	100%	-%	-%	77%	53%	56%	-%	53%	60%	50%	47%
Fairly Dissatisfied	(-1)	*	*	-	-	-	-	*	*	-	*	-	-	*
		9%	69%	-%	-%	-%	-%	9%	9%	-%	9%	-%	-%	20%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	*	*	-	*	*	-	*	-
		*%	-%	-%	-%	-%	2%	*%	-%	9%	*%	-%	5%	-%
Fairly Satisfied	(1)	*	-	-	*	-	*	*	*	-	*	*	-	*
		15%	-%	-%	100%	-%	*%	15%	16%	-%	15%	*%	-%	33%
Very Satisfied	(2)	1	-	-	-	*	*	1	*	*	1	*	*	-
		22%	-%	-%	-%	100%	21%	22%	19%	91%	22%	40%	46%	-%
NET: Satisfied		1	-	-	*	*	*	1	1	*	1	*	*	*
		37%	-%	-%	100%	100%	21%	37%	35%	91%	37%	40%	46%	33%
NET: Dissatisfied		2	*	1	-	-	1	2	2	-	2	1	*	1
		62%	100%	100%	-%	-%	77%	62%	65%	-%	62%	60%	50%	67%
Answered		3	*	1	*	*	1	3	2	*	3	1	*	1
Mean score		-.6	-1.3	-2.0	1.0	2.0	-1.1	-.6	-.7	1.8	-.6	-.4	-.1	-.8

Columns Tested:: a,b,c,d,e - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Monthly postal spend							Monthly Postal Spend (size)			Types of mail sent					
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£50,000 - <£100,000	0-<£1000	£1000+	£5000+	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c	*d	*e	*f
Unweighted Base		13	4	3	5	1	7	6	1	1	3	9	9	8	10	12	6	4
Effective base		6	2	2	2	1	4	2	1	1	1	4	4	4	4	6	3	2
Weighted Base		3	1	1	*	*	2	*	*	1	1	1	2	2	2	3	1	1
Very Dissatisfied	(-2)	1	1	*	*	-	1	*	-	1	1	*	1	1	1	1	1	*
		53%	91%	2%	27%	-%	58%	27%	-%	100%	83%	10%	42%	38%	42%	53%	49%	2%
Fairly Dissatisfied	(-1)	*	-	-	*	-	-	*	-	-	-	*	-	-	-	*	-	-
		9%	-%	-%	60%	-%	-%	59%	-%	-%	-%	19%	-%	-%	-%	9%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	-	-	*	-	-	-	*	*	*	*	*	*	-
		*%	-%	-%	3%	-%	-%	3%	-%	-%	-%	1%	1%	*%	1%	*%	1%	-%
Fairly Satisfied	(1)	*	-	*	-	*	*	*	*	-	-	*	*	*	*	*	-	*
		15%	-%	47%	-%	100%	18%	*%	100%	-%	-%	32%	24%	26%	24%	15%	-%	47%
Very Satisfied	(2)	1	*	*	*	-	1	*	-	-	*	*	1	1	1	1	1	*
		22%	9%	50%	10%	-%	24%	10%	-%	-%	17%	37%	33%	35%	33%	22%	50%	50%
NET: Satisfied		1	*	1	*	*	1	*	*	-	*	1	1	1	1	1	1	1
		37%	9%	98%	10%	100%	42%	11%	100%	-%	17%	70%	57%	61%	57%	37%	50%	98%
NET: Dissatisfied		2	1	*	*	-	1	*	-	1	1	*	1	1	1	2	1	*
		62%	91%	2%	87%	-%	58%	87%	-%	100%	83%	29%	42%	38%	42%	62%	49%	2%
Answered		3	1	1	*	*	2	*	*	1	1	1	2	2	2	3	1	1
Mean score		-.6	-1.7	1.4	-.9	1.0	-.5	-.9	1.0	-2.0	-1.3	.7	.1	.2	.1	-.6	*	1.4

Columns Tested:: a,b,c,d,e,f,g - a,b,c - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Number of letters/ large letters sent						Number of packets and parcels sent						Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	5,000+	1-24	25-49	50-99	100-249	500-4,999	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base		13	3	2	1	2	1	1	6	1	1	3	1	1	2	1	3	2	2
Effective base		6	2	1	1	1	1	1	4	1	1	2	1	1	1	1	2	1	1
Weighted Base		3	1	*	1	*	*	*	2	*	*	*	*	*	1	*	1	*	*
Very Dissatisfied	(-2)	1	*	-	1	-	-	-	1	-	-	-	-	-	1	-	*	-	-
		53%	24%	-%	100%	-%	-%	-%	69%	-%	-%	-%	-%	-%	100%	-%	4%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
		9%	-%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	*	-	-	-	*	-	*	-	-	-	-	-	*	*
		*%	-%	5%	-%	1%	-%	-%	-%	100%	-%	3%	-%	-%	-%	-%	-%	1%	79%
Fairly Satisfied	(1)	*	*	-	-	-	-	*	*	-	-	-	-	-	-	*	-	*	-
		15%	76%	-%	-%	-%	-%	100%	20%	-%	-%	-%	-%	-%	-%	100%	-%	99%	-%
Very Satisfied	(2)	1	-	*	-	*	*	-	-	-	*	*	*	*	-	-	1	-	*
		22%	-%	95%	-%	99%	100%	-%	-%	-%	100%	97%	100%	100%	-%	-%	96%	-%	21%
NET: Satisfied		1	*	*	-	*	*	*	*	-	*	*	*	*	-	*	1	*	*
		37%	76%	95%	-%	99%	100%	100%	20%	-%	100%	97%	100%	100%	-%	100%	96%	99%	21%
NET: Dissatisfied		2	*	-	1	-	-	-	2	-	-	-	-	-	1	-	*	-	-
		62%	24%	-%	100%	-%	-%	-%	80%	-%	-%	-%	-%	-%	100%	-%	4%	-%	-%
Answered		3	1	*	1	*	*	*	2	*	*	*	*	*	1	*	1	*	*
Mean score		-.6	.3	1.9	-2.0	2.0	2.0	1.0	-1.3	-	2.0	1.9	2.0	2.0	-2.0	1.0	1.9	1.0	.4

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		13	1	1	3	6	1	8	2	2	4	9	4	6
Effective base		6	1	1	2	3	1	4	1	1	3	3	3	2
Weighted Base		3	1	*	1	1	*	2	*	1	1	1	1	*
Very Dissatisfied	(-2)	1	1	-	*	1	-	1	-	1	1	1	1	*
		53%	100%	-%	4%	56%	-%	43%	-%	99%	49%	56%	38%	89%
Fairly Dissatisfied	(-1)	*	-	-	-	*	-	*	-	-	-	*	-	-
		9%	-%	-%	-%	16%	-%	12%	-%	-%	-%	16%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	-	-	*	*	-	*	-	*
		*%	-%	-%	-%	1%	-%	-%	5%	1%	-%	1%	-%	8%
Fairly Satisfied	(1)	*	-	-	-	*	-	*	-	-	-	*	*	*
		15%	-%	-%	-%	27%	-%	21%	-%	-%	-%	27%	26%	1%
Very Satisfied	(2)	1	-	*	1	-	*	*	*	-	1	*	1	*
		22%	-%	100%	96%	-%	100%	24%	95%	-%	51%	*%	36%	1%
NET: Satisfied		1	-	*	1	*	*	1	*	-	1	*	1	*
		37%	-%	100%	96%	27%	100%	45%	95%	-%	51%	27%	62%	2%
NET: Dissatisfied		2	1	-	*	1	-	1	-	1	1	1	1	*
		62%	100%	-%	4%	72%	-%	55%	-%	99%	49%	72%	38%	89%
Answered		3	1	*	1	1	*	2	*	1	1	1	1	*
Mean score		-.6	-2.0	2.0	1.9	-1.0	2.0	-.3	1.9	-2.0	*	-1.0	.2	-1.8

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base		13	2	6	3	5	2	10	7	7	2	6	8	2
Effective base		6	2	3	2	1	2	4	4	3	2	3	4	1
Weighted Base		3	*	1	1	*	1	2	2	1	1	1	2	*
Very Dissatisfied	(-2)	1	-	1	1	*	-	1	1	1	1	*	1	-
		53%	-%	41%	51%	5%	-%	67%	43%	41%	57%	2%	38%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	-	-	*	-	-	-	-	-	-
		9%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	*	-	*	-	*	-	-	*	-
		*%	-%	*%	-%	2%	-%	1%	-%	1%	-%	-%	*%	-%
Fairly Satisfied	(1)	*	-	*	-	*	-	*	*	*	-	*	*	-
		15%	-%	28%	-%	93%	-%	19%	24%	28%	-%	41%	26%	-%
Very Satisfied	(2)	1	*	*	1	*	1	*	1	*	*	1	1	*
		22%	100%	30%	49%	*%	100%	2%	33%	30%	43%	56%	35%	100%
NET: Satisfied		1	*	1	1	*	1	*	1	1	*	1	1	*
		37%	100%	58%	49%	94%	100%	21%	57%	58%	43%	98%	61%	100%
NET: Dissatisfied		2	-	1	1	*	-	2	1	1	1	*	1	-
		62%	-%	41%	51%	5%	-%	78%	43%	41%	57%	2%	38%	-%
Answered		3	*	1	1	*	1	2	2	1	1	1	2	*
Mean score		-.6	2.0	.1	*	.8	2.0	-1.2	.1	.1	-.3	1.5	.2	2.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		13	11	6	5	4	4	5	3	2	1
Effective base		6	6	3	2	3	3	4	2	2	1
Weighted Base		3	3	1	1	1	1	2	1	1	*
Very Dissatisfied	(-2)	1	1	-	1	1	1	1	1	-	-
		53%	53%	-%	55%	38%	38%	37%	51%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	-	-	-	-	-	-
		9%	9%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	-	-	-	-	-	-
		*%	*%	1%	1%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	-	*	*	*	-	*	-
		15%	15%	40%	-%	26%	26%	26%	-%	48%	-%
Very Satisfied	(2)	1	1	1	*	1	1	1	1	*	*
		22%	22%	59%	45%	36%	36%	38%	49%	52%	100%
NET: Satisfied		1	1	1	*	1	1	1	1	1	*
		37%	37%	99%	45%	62%	62%	63%	49%	100%	100%
NET: Dissatisfied		2	2	-	1	1	1	1	1	-	-
		62%	62%	-%	55%	38%	38%	37%	51%	-%	-%
Answered		3	3	1	1	1	1	2	1	1	*
Mean score		-.6	-.6	1.6	-.2	.2	.2	.3	*	1.5	2.0

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted Base		13	3	3	2	1	1	3	2	1	1	1	1
Effective base		6	2	2	1	1	1	2	2	1	1	1	1
Weighted Base		3	1	1	*	*	*	1	1	*	*	*	*
Very Dissatisfied	(-2)	1	1	-	-	-	-	1	-	-	-	-	-
		53%	51%	-%	-%	-%	-%	51%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	-	-	-	-	-	-	-	-
		9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	-	*	-	-	-	-	*	-	-	*	-
		15%	-%	46%	-%	-%	-%	-%	48%	-%	-%	100%	-%
Very Satisfied	(2)	1	1	*	*	*	*	1	*	*	*	-	*
		22%	49%	54%	100%	100%	100%	49%	52%	100%	100%	-%	100%
NET: Satisfied		1	1	1	*	*	*	1	1	*	*	*	*
		37%	49%	100%	100%	100%	100%	49%	100%	100%	100%	100%	100%
NET: Dissatisfied		2	1	-	-	-	-	1	-	-	-	-	-
		62%	51%	-%	-%	-%	-%	51%	-%	-%	-%	-%	-%
Answered		3	1	1	*	*	*	1	1	*	*	*	*
Mean score		-.6	*	1.5	2.0	2.0	2.0	*	1.5	2.0	2.0	1.0	2.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Dissatisfied	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c		*a	*b	*a	*b	
Unweighted Base		13	8	9	11	8	5	10	9	3	5	4	1	9	1	13
Effective base		6	4	3	5	4	3	4	4	2	4	3	1	4	1	6
Weighted Base		3	2	1	2	1	1	1	2	*	2	1	1	1	1	3
Very Dissatisfied	(-2)	1	1	*	1	*	-	*	1	-	1	-	1	*	1	1
		53%	44%	11%	40%	11%	-%	9%	44%	-%	37%	-%	100%	8%	100%	53%
Fairly Dissatisfied	(-1)	*	*	-	*	*	-	*	*	-	-	-	-	*	-	*
		9%	13%	-%	12%	20%	-%	18%	12%	-%	-%	-%	-%	18%	-%	9%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	*	*	*	*	*	-	-	-	*	-	*
		*%	*%	1%	*%	1%	1%	*%	1%	66%	-%	-%	-%	*%	-%	*%
Fairly Satisfied	(1)	*	*	*	*	*	*	*	*	*	*	*	-	*	-	*
		15%	21%	36%	19%	33%	42%	29%	21%	17%	26%	41%	-%	30%	-%	15%
Very Satisfied	(2)	1	*	1	1	*	1	1	*	*	1	1	-	1	-	1
		22%	22%	52%	28%	35%	57%	43%	22%	17%	38%	59%	-%	44%	-%	22%
NET: Satisfied		1	1	1	1	1	1	1	1	*	1	1	-	1	-	1
		37%	43%	88%	48%	69%	99%	73%	43%	34%	63%	100%	-%	74%	-%	37%
NET: Dissatisfied		2	1	*	1	*	-	*	1	-	1	-	1	*	1	2
		62%	56%	11%	52%	30%	-%	27%	56%	-%	37%	-%	100%	26%	100%	62%
Answered		3	2	1	2	1	1	1	2	*	2	1	1	1	1	3
Mean score		-.6	-.3	1.2	-.2	.6	1.6	.8	-.3	.5	.3	1.6	-2.0	.8	-2.0	-.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			
		Total base	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*c	*d
Unweighted Base		13	3	7	3	5	5	3	6	7	4	4	2	3
Effective base		6	1	3	2	2	3	2	3	3	2	1	1	2
Weighted Base		3	*	1	1	1	*	1	2	1	1	1	*	1
Very Dissatisfied	(-2)	1	*	*	1	*	*	1	1	*	1	1	*	-
		53%	5%	12%	97%	2%	23%	97%	75%	12%	68%	85%	94%	-%
Fairly Dissatisfied	(-1)	*	-	*	-	-	*	-	-	*	*	-	-	-
		9%	-%	27%	-%	-%	50%	-%	-%	26%	27%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	-	-	*	-	*	*	-	-	*	*
		*%	2%	1%	-%	-%	2%	-%	*%	1%	-%	-%	6%	1%
Fairly Satisfied	(1)	*	*	*	-	*	-	-	*	*	-	*	-	*
		15%	94%	*%	-%	47%	-%	-%	*%	44%	-%	*%	-%	48%
Very Satisfied	(2)	1	-	1	*	*	*	*	*	*	*	*	-	*
		22%	-%	61%	3%	50%	25%	3%	25%	17%	5%	14%	-%	51%
NET: Satisfied		1	*	1	*	1	*	*	*	1	*	*	-	1
		37%	94%	61%	3%	98%	25%	3%	25%	61%	5%	15%	-%	99%
NET: Dissatisfied		2	*	*	1	*	*	1	1	*	1	1	*	-
		62%	5%	39%	97%	2%	73%	97%	75%	38%	95%	85%	94%	-%
Answered		3	*	1	1	1	*	1	2	1	1	1	*	1
Mean score		-.6	.8	.7	-1.9	1.4	-.5	-1.9	-1.0	.3	-1.5	-1.4	-1.9	1.5

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 197 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Half	
		Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b
Unweighted Base		13	8	5
Effective base		6	3	3
Weighted Base		3	2	1
Very Dissatisfied	(-2)	1	1	*
		53%	76%	11%
Fairly Dissatisfied	(-1)	*	*	-
		9%	14%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*
		*%	-%	1%
Fairly Satisfied	(1)	*	*	*
		15%	*%	42%
Very Satisfied	(2)	1	*	*
		22%	9%	45%
NET: Satisfied		1	*	1
		37%	10%	87%
NET: Dissatisfied		2	2	*
		62%	90%	11%
Answered		3	2	1
Mean score		-.6	-1.5	1.1

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e
Unweighted Base		13	4	9	4	2	1	6	9
Effective base		6	3	3	3	2	1	3	3
Weighted Base		3	2	1	1	1	*	*	2
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	*	*	-	-	-	-
		4%	-%	11%	10%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	-	-	*	*
		*%	-%	1%	-%	-%	-%	7%	*%
Fairly Satisfied	(1)	1	1	*	1	*	-	*	*
		52%	57%	43%	90%	36%	-%	64%	28%
Very Satisfied	(2)	1	1	*	-	1	*	*	1
		44%	43%	45%	-%	64%	100%	29%	72%
NET: Satisfied		2	2	1	1	1	*	*	2
		96%	100%	88%	90%	100%	100%	93%	100%
NET: Dissatisfied		*	-	*	*	-	-	-	-
		4%	-%	11%	10%	-%	-%	-%	-%
Answered		3	2	1	1	1	*	*	2
Mean score		1.4	1.4	1.2	.8	1.6	2.0	1.2	1.7

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		13	1	1	2	1	2	6	4	2	7
Effective base		6	1	1	2	1	2	3	3	2	1
Weighted Base		3	1	*	*	*	1	*	1	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	*	-	-	-	*	-	-
		4%	-%	-%	31%	-%	-%	-%	10%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	7%	-%	-%	1%
Fairly Satisfied	(1)	1	1	*	*	*	-	*	1	*	*
		52%	100%	100%	69%	100%	-%	64%	90%	36%	10%
Very Satisfied	(2)	1	-	-	-	-	1	*	-	1	*
		44%	-%	-%	-%	-%	100%	29%	-%	64%	89%
NET: Satisfied		2	1	*	*	*	1	*	1	1	*
		96%	100%	100%	69%	100%	100%	93%	90%	100%	99%
NET: Dissatisfied		*	-	-	*	-	-	-	*	-	-
		4%	-%	-%	31%	-%	-%	-%	10%	-%	-%
Answered		3	1	*	*	*	1	*	1	1	*
Mean score		1.4	1.0	1.0	.4	1.0	2.0	1.2	.8	1.6	1.9

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		13	2	1	2	1	3
Effective base		6	1	1	2	1	1
Weighted Base		3	1	*	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	-	-
		4%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	-
		*%	-%	-%	-%	100%	-%
Fairly Satisfied	(1)	1	1	*	*	-	*
		52%	100%	100%	48%	-%	96%
Very Satisfied	(2)	1	-	-	*	-	*
		44%	-%	-%	52%	-%	4%
NET: Satisfied		2	1	*	1	-	*
		96%	100%	100%	100%	-%	100%
NET: Dissatisfied		*	-	-	-	-	-
		4%	-%	-%	-%	-%	-%
Answered		3	1	*	1	*	*
Mean score		1.4	1.0	1.0	1.5	-	1.0

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			GOR (QC3)								
		Total base	Greater London	North East	South East	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		13	1	1	1	1	1	5	2	2	4
Effective base		6	1	1	1	1	1	3	1	2	1
Weighted Base		3	*	*	1	*	*	2	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	-	-	-	-	*	-
		4%	-%	-%	-%	-%	-%	-%	-%	31%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	4%
Fairly Satisfied	(1)	1	*	-	-	*	-	*	1	*	*
		52%	100%	-%	-%	100%	-%	28%	100%	69%	95%
Very Satisfied	(2)	1	-	*	1	-	*	1	-	-	*
		44%	-%	100%	100%	-%	100%	72%	-%	-%	1%
NET: Satisfied		2	*	*	1	*	*	2	1	*	*
		96%	100%	100%	100%	100%	100%	100%	100%	69%	96%
NET: Dissatisfied		*	-	-	-	-	-	-	-	*	-
		4%	-%	-%	-%	-%	-%	-%	-%	31%	-%
Answered		3	*	*	1	*	*	2	1	*	*
Mean score		1.4	1.0	2.0	2.0	1.0	2.0	1.7	1.0	.4	1.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Industry					Urbanity	Location		Internet connection	Role of mail services		
		Total base	Manufacturing	Construction	Retail/ Distribution	Financial	Non Financial	Urban	Head office	Branch / local office	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c	*d	*e		*a	*b		*a	*b	*c
Unweighted Base		13	2	1	1	1	8	13	10	3	13	4	6	3
Effective base		6	2	1	1	1	2	6	5	1	6	2	3	3
Weighted Base		3	*	1	*	*	1	3	2	*	3	1	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	-	-	*	*	-	*	-	*	-
		4%	31%	-%	-%	-%	-%	4%	4%	-%	4%	-%	42%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	*	*	-	*	*	-	*	-
		*%	-%	-%	-%	-%	1%	*%	-%	4%	*%	-%	2%	-%
Fairly Satisfied	(1)	1	*	-	*	-	1	1	1	*	1	*	*	1
		52%	69%	-%	100%	-%	96%	52%	50%	96%	52%	3%	48%	100%
Very Satisfied	(2)	1	-	1	-	*	*	1	1	-	1	1	*	-
		44%	-%	100%	-%	100%	3%	44%	46%	-%	44%	97%	8%	-%
NET: Satisfied		2	*	1	*	*	1	2	2	*	2	1	*	1
		96%	69%	100%	100%	100%	99%	96%	96%	96%	96%	100%	56%	100%
NET: Dissatisfied		*	*	-	-	-	-	*	*	-	*	-	*	-
		4%	31%	-%	-%	-%	-%	4%	4%	-%	4%	-%	42%	-%
Answered		3	*	1	*	*	1	3	2	*	3	1	*	1
Mean score		1.4	.4	2.0	1.0	2.0	1.0	1.4	1.4	1.0	1.4	2.0	.2	1.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Monthly postal spend							Monthly Postal Spend (size)			Types of mail sent					
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£50,000 - <£100,000	0-<£1000	£1000+	£5000+	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c	*d	*e	*f
Unweighted Base		13	4	3	5	1	7	6	1	1	3	9	9	8	10	12	6	4
Effective base		6	2	2	2	1	4	2	1	1	1	4	4	4	4	6	3	2
Weighted Base		3	1	1	*	*	2	*	*	1	1	1	2	2	2	3	1	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	*	-	-	*	-	-	-	*	*	-	*	*	-	-
		4%	-%	-%	27%	-%	-%	27%	-%	-%	-%	9%	7%	-%	7%	4%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	-	-	*	-	-	-	*	*	-	*	*	-	-
		*%	-%	-%	1%	-%	-%	1%	-%	-%	-%	*%	*%	-%	*%	*%	-%	-%
Fairly Satisfied	(1)	1	1	*	*	-	1	*	-	-	1	1	1	1	1	1	1	*
		52%	49%	47%	72%	-%	49%	71%	-%	-%	100%	55%	66%	71%	66%	52%	63%	47%
Very Satisfied	(2)	1	1	*	-	*	1	*	*	1	-	*	*	*	*	1	*	*
		44%	51%	53%	-%	100%	51%	*%	100%	100%	-%	36%	27%	29%	27%	44%	37%	53%
NET: Satisfied		2	1	1	*	*	2	*	*	1	1	1	2	2	2	2	1	1
		96%	100%	100%	72%	100%	100%	72%	100%	100%	100%	91%	93%	100%	93%	96%	100%	100%
NET: Dissatisfied		*	-	-	*	-	-	*	-	-	-	*	*	-	*	*	-	-
		4%	-%	-%	27%	-%	-%	27%	-%	-%	-%	9%	7%	-%	7%	4%	-%	-%
Answered		3	1	1	*	*	2	*	*	1	1	1	2	2	2	3	1	1
Mean score		1.4	1.5	1.5	.4	2.0	1.5	.5	2.0	2.0	1.0	1.2	1.1	1.3	1.1	1.4	1.4	1.5

Columns Tested:: a,b,c,d,e,f,g - a,b,c - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Number of letters/ large letters sent						Number of packets and parcels sent						Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	5,000+	1-24	25-49	50-99	100-249	500-4,999	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base		13	3	2	1	2	1	1	6	1	1	3	1	1	2	1	3	2	2
Effective base		6	2	1	1	1	1	1	4	1	1	2	1	1	1	1	2	1	1
Weighted Base		3	1	*	1	*	*	*	2	*	*	*	*	*	1	*	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-
		4%	21%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	-	-	-	-	-	*	-	-	-	-	-	*	-
		*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	1%	-%
Fairly Satisfied	(1)	1	*	*	1	-	*	-	1	*	-	*	*	*	1	-	*	*	*
		52%	76%	100%	100%	-%	100%	-%	59%	100%	-%	97%	100%	100%	84%	-%	21%	99%	100%
Very Satisfied	(2)	1	*	-	-	*	-	*	1	-	*	-	-	-	-	*	*	-	-
		44%	4%	-%	-%	99%	-%	100%	35%	-%	100%	-%	-%	-%	-%	100%	79%	-%	-%
NET: Satisfied		2	*	*	1	*	*	*	2	*	*	*	*	*	1	*	1	*	*
		96%	79%	100%	100%	99%	100%	100%	95%	100%	100%	97%	100%	100%	84%	100%	100%	99%	100%
NET: Dissatisfied		*	*	-	-	-	-	-	*	-	-	-	-	-	*	-	-	-	-
		4%	21%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%
Answered		3	1	*	1	*	*	*	2	*	*	*	*	*	1	*	1	*	*
Mean score		1.4	.6	1.0	1.0	2.0	1.0	2.0	1.2	1.0	2.0	1.0	1.0	1.0	.7	2.0	1.8	1.0	1.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		13	1	1	3	6	1	8	2	2	4	9	4	6
Effective base		6	1	1	2	3	1	4	1	1	3	3	3	2
Weighted Base		3	1	*	1	1	*	2	*	1	1	1	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	*	-	*	-	-	-	*	-	*
		4%	-%	-%	-%	7%	-%	6%	-%	-%	-%	7%	-%	75%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	-	-	-	*	-	*	-	*
		*%	-%	-%	-%	*%	-%	-%	-%	1%	-%	*%	-%	4%
Fairly Satisfied	(1)	1	1	*	*	1	*	1	*	1	1	1	1	*
		52%	100%	100%	21%	44%	100%	35%	100%	99%	63%	43%	72%	6%
Very Satisfied	(2)	1	-	-	*	1	-	1	-	-	*	1	*	*
		44%	-%	-%	79%	48%	-%	59%	-%	-%	37%	49%	28%	15%
NET: Satisfied		2	1	*	1	1	*	2	*	1	1	1	1	*
		96%	100%	100%	100%	92%	100%	94%	100%	99%	100%	92%	100%	21%
NET: Dissatisfied		*	-	-	-	*	-	*	-	-	-	*	-	*
		4%	-%	-%	-%	7%	-%	6%	-%	-%	-%	7%	-%	75%
Answered		3	1	*	1	1	*	2	*	1	1	1	1	*
Mean score		1.4	1.0	1.0	1.8	1.3	1.0	1.5	1.0	1.0	1.4	1.3	1.3	-.4

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base		13	2	6	3	5	2	10	7	7	2	6	8	2
Effective base		6	2	3	2	1	2	4	4	3	2	3	4	1
Weighted Base		3	*	1	1	*	1	2	2	1	1	1	2	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	-	-	*	*	-	-	-	-	-
		4%	-%	-%	-%	-%	-%	5%	7%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	*	-	*	-	-	-	-
		*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	*	1	1	*	*	1	1	1	1	1	1	*
		52%	100%	69%	62%	95%	22%	60%	66%	68%	57%	54%	71%	*%
Very Satisfied	(2)	1	-	*	*	*	*	1	*	*	*	*	*	*
		44%	-%	31%	38%	5%	78%	35%	27%	31%	43%	46%	29%	100%
NET: Satisfied		2	*	1	1	*	1	2	2	1	1	1	2	*
		96%	100%	100%	100%	100%	100%	95%	93%	100%	100%	100%	100%	100%
NET: Dissatisfied		*	-	-	-	-	-	*	*	-	-	-	-	-
		4%	-%	-%	-%	-%	-%	5%	7%	-%	-%	-%	-%	-%
Answered		3	*	1	1	*	1	2	2	1	1	1	2	*
Mean score		1.4	1.0	1.3	1.4	1.1	1.8	1.2	1.1	1.3	1.4	1.5	1.3	2.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		13	11	6	5	4	4	5	3	2	1
Effective base		6	6	3	2	3	3	4	2	2	1
Weighted Base		3	3	1	1	1	1	2	1	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	-	-	-	-	-	-
		4%	4%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	-	-	-	-	-	-
		*%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	1	1	1	1	1	1	1	*	-
		52%	52%	57%	59%	72%	72%	73%	62%	48%	-%
Very Satisfied	(2)	1	1	*	*	*	*	*	*	*	*
		44%	44%	43%	41%	28%	28%	27%	38%	52%	100%
NET: Satisfied		2	2	1	1	1	1	2	1	1	*
		96%	96%	99%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		*	*	-	-	-	-	-	-	-	-
		4%	4%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		3	3	1	1	1	1	2	1	1	*
Mean score		1.4	1.4	1.4	1.4	1.3	1.3	1.3	1.4	1.5	2.0

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted Base		13	3	3	2	1	1	3	2	1	1	1	1
Effective base		6	2	2	1	1	1	2	2	1	1	1	1
Weighted Base		3	1	1	*	*	*	1	1	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	-	-	-	-	-	-	-	-
		4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	1	*	*	-	-	1	*	-	*	*	*
		52%	62%	51%	9%	-%	-%	62%	48%	-%	100%	100%	100%
Very Satisfied	(2)	1	*	*	*	*	*	*	*	*	-	-	-
		44%	38%	49%	91%	100%	100%	38%	52%	100%	-%	-%	-%
NET: Satisfied		2	1	1	*	*	*	1	1	*	*	*	*
		96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		*	-	-	-	-	-	-	-	-	-	-	-
		4%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		3	1	1	*	*	*	1	1	*	*	*	*
Mean score		1.4	1.4	1.5	1.9	2.0	2.0	1.4	1.5	2.0	1.0	1.0	1.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Dissatisfied	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c		*a	*b	*a	*b	
Unweighted Base		13	8	9	11	8	5	10	9	3	5	4	1	9	1	13
Effective base		6	4	3	5	4	3	4	4	2	4	3	1	4	1	6
Weighted Base		3	2	1	2	1	1	1	2	*	2	1	1	1	1	3
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	*	*	*	-	*	*	-	-	-	-	*	-	*
		4%	6%	10%	5%	9%	-%	8%	6%	-%	-%	-%	-%	8%	-%	4%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	-	-	*	-	-	-	-	-	-	*
		*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%
Fairly Satisfied	(1)	1	1	1	1	1	1	1	1	*	1	1	1	1	1	1
		52%	34%	50%	39%	54%	55%	59%	34%	83%	73%	57%	100%	60%	100%	52%
Very Satisfied	(2)	1	1	*	1	*	*	*	1	*	*	*	-	*	-	1
		44%	60%	40%	56%	37%	45%	33%	60%	17%	27%	43%	-%	32%	-%	44%
NET: Satisfied		2	2	1	2	1	1	1	2	*	2	1	1	1	1	2
		96%	94%	90%	95%	91%	100%	92%	94%	100%	100%	100%	100%	92%	100%	96%
NET: Dissatisfied		*	*	*	*	*	-	*	*	-	-	-	-	*	-	*
		4%	6%	10%	5%	9%	-%	8%	6%	-%	-%	-%	-%	8%	-%	4%
Answered		3	2	1	2	1	1	1	2	*	2	1	1	1	1	3
Mean score		1.4	1.5	1.2	1.5	1.2	1.4	1.2	1.5	1.2	1.3	1.4	1.0	1.2	1.0	1.4

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			
		Total base	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*c	*d
Unweighted Base		13	3	7	3	5	5	3	6	7	4	4	2	3
Effective base		6	1	3	2	2	3	2	3	3	2	1	1	2
Weighted Base		3	*	1	1	1	*	1	2	1	1	1	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	*	-	-	*	-	-	*	-	-	*	-
		4%	-%	12%	-%	-%	23%	-%	-%	12%	-%	-%	94%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	-	*	-	*	-	-	-	-	*
		*%	-%	1%	-%	-%	1%	-%	*%	-%	-%	-%	-%	1%
Fairly Satisfied	(1)	1	*	*	1	*	*	1	1	1	1	*	*	*
		52%	95%	40%	46%	47%	76%	46%	33%	88%	98%	14%	6%	48%
Very Satisfied	(2)	1	*	*	1	*	-	1	1	-	*	1	-	*
		44%	5%	48%	54%	53%	-%	54%	67%	-%	2%	86%	-%	51%
NET: Satisfied		2	*	1	1	1	*	1	2	1	1	1	*	1
		96%	100%	87%	100%	100%	76%	100%	100%	88%	100%	100%	6%	99%
NET: Dissatisfied		*	-	*	-	-	*	-	-	*	-	-	*	-
		4%	-%	12%	-%	-%	23%	-%	-%	12%	-%	-%	94%	-%
Answered		3	*	1	1	1	*	1	2	1	1	1	*	1
Mean score		1.4	1.0	1.2	1.5	1.5	.5	1.5	1.7	.8	1.0	1.9	-.9	1.5

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 198 (continuation)

QOP3A9. Thinking about contacting Fedex with a service query, request or complaint, and your experiences in the last six months, please rate Fedex on the following aspects: The staff being polite and courteous

Base: All who have had a problem with FedEx in the last 6 months (QOP3=9)

			Half	
		Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b
Unweighted Base		13	8	5
Effective base		6	3	3
Weighted Base		3	2	1
Very Dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	*
		4%	-%	11%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*
		*%	-%	1%
Fairly Satisfied	(1)	1	1	*
		52%	57%	43%
Very Satisfied	(2)	1	1	*
		44%	43%	45%
NET: Satisfied		2	2	1
		96%	100%	88%
NET: Dissatisfied		*	-	*
		4%	-%	11%
Answered		3	2	1
Mean score		1.4	1.4	1.2

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 199

QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

			Method	Business Size 1			Business Size 2				Turnover		GOR (QC3)	
		Total base	CAWI	0-9	100-249	10+	0	100 - 249	Micro (0-9)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	Wales	Northern Ireland
Significance Level: 95%				*a	*b	*c	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted Base		2	2	1	1	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	-	*	*	-	*	-	*	-	*	-	*
		1%	1%	-%	100%	100%	-%	100%	-%	100%	-%	100%	-%	100%
Very Satisfied	(2)	*	*	*	-	-	*	-	*	-	*	-	*	-
		99%	99%	100%	-%	-%	100%	-%	100%	-%	100%	-%	100%	-%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	1.0	1.0	2.0	1.0	2.0	1.0	2.0	1.0	2.0	1.0

Columns Tested:: a,b,c - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 199 (continuation)

QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

			Industry		Urbanity	Location	Internet connection	Role of mail services	Monthly postal spend		Monthly Postal Spend (size)	Types of mail sent				Number of letters/ large letters sent
		Total base	Manufacturing	Non Financial	Urban	Head office	Yes	Critical for communications	<£100	0-<£1000	Medium	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	250-499
Significance Level: 95%			*a	*b					*a	*b		*a	*b	*c	*d	
Unweighted Base		2	1	1	2	2	2	2	2	2	2	1	1	2	2	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*
		1%	100%	-%	1%	1%	1%	1%	1%	1%	1%	100%	100%	1%	1%	100%
Very Satisfied	(2)	*	-	*	*	*	*	*	*	*	*	-	-	*	*	-
		99%	-%	100%	99%	99%	99%	99%	99%	99%	99%	-%	-%	99%	99%	-%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	1.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	1.0	1.0	2.0	2.0	1.0

Columns Tested:: a,b - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 199 (continuation)

QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

			Number of packets and parcels sent			Frequency - letters/large letters sent	Frequency - parcels and packets		Use of parcels	Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters
		Total base	1-24	500-4,999	250+	Multiple times daily	More than once a week but not every day	Multiple times daily	Parcel post used for fulfillment	Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c		*a	*b		*a	*b		*a	*b	
Unweighted Base		2	1	1	1	1	1	1	2	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	-	*	*	*	-	*	*	-	*	*	-	*	*
		1%	-%	100%	100%	100%	-%	100%	1%	-%	100%	100%	-%	100%	100%
Very Satisfied	(2)	*	*	-	-	-	*	-	*	*	-	-	*	-	-
		99%	100%	-%	-%	-%	100%	-%	99%	100%	-%	-%	100%	-%	-%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	1.0	1.0	1.0	2.0	1.0	2.0	2.0	1.0	1.0	2.0	1.0	1.0

Columns Tested:: a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 199 (continuation)

QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

			Main Postal provider: contract value - parcels and packets		Types of services used: large letters	Types of services used: parcels and packets		Use of RM postal services	Use of RM postal services: parcels and packets			RM product changes:	Mail received at your location			
		Total base	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Urgent, Tracked or Timed Services	Standard Delivery	Parcels and packets	First class services	Second class services	Tracked services/special delivery	Lower Cost	Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%			*a	*b		*a	*b		*a	*b	*c		*a	*b	*c	*d
Unweighted Base		2	1	1	1	2	2	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	-	*	*	*	*	-	-	-	-	-	-	-	-	*
		1%	-%	100%	100%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	100%
Very Satisfied	(2)	*	*	-	-	*	*	*	*	*	*	*	*	*	*	-
		99%	100%	-%	-%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	-%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	1.0	1.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	1.0

Columns Tested:: a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 199 (continuation)

QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

			Types of services for received mail		Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail	Considered trying provider other than RM		Have moved to communication methods other than post		Quarter	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	Satisfied	Yes	Satisfied	Yes	Stay the same	Yes - not tried	No	Yes	No	Q2 2021	Q4 2021
Significance Level: 95%			*a	*b						*a	*b	*a	*b	*a	*b
Unweighted Base		2	1	1	1	1	2	2	2	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	-	-	-	-	*	*	*	*	-	*	-	*	-
		1%	-%	-%	-%	-%	1%	1%	1%	100%	-%	100%	-%	100%	-%
Very Satisfied	(2)	*	*	*	*	*	*	*	*	-	*	-	*	-	*
		99%	100%	100%	100%	100%	99%	99%	99%	-%	100%	-%	100%	-%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	1.0	2.0	1.0	2.0	1.0	2.0

Columns Tested:: a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 199 (continuation)

QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

			Half	
		Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b
Unweighted Base		2	1	1
Effective base		1	1	1
Weighted Base		*	*	*
Very Dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-
		-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-
		-%	-%	-%
Fairly Satisfied	(1)	*	*	-
		1%	100%	-%
Very Satisfied	(2)	*	-	*
		99%	-%	100%
NET: Satisfied		*	*	*
		100%	100%	100%
NET: Dissatisfied		-	-	-
		-%	-%	-%
Answered		*	*	*
Mean score		2.0	1.0	2.0

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 200

QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

			Method	Business Size 1			Business Size 2				Turnover		GOR (QC3)	
		Total base	CAWI	0-9	100-249	10+	0	100 - 249	Micro (0-9)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	Wales	Northern Ireland
Significance Level: 95%				*a	*b	*c	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted Base		2	2	1	1	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b,c - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 200 (continuation)

QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

			Industry		Urbanity	Location	Internet connection	Role of mail services	Monthly postal spend		Monthly Postal Spend (size)	Types of mail sent				Number of letters/ large letters sent
		Total base	Manufacturing	Non Financial	Urban	Head office	Yes	Critical for communications	<£100	0-<£1000	Medium	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	250-499
Significance Level: 95%			*a	*b					*a	*b		*a	*b	*c	*d	
Unweighted Base		2	1	1	2	2	2	2	2	2	2	1	1	2	2	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 200 (continuation)

QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

			Number of packets and parcels sent			Frequency - letters/large letters sent	Frequency - parcels and packets		Use of parcels	Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters
		Total base	1-24	500-4,999	250+	Multiple times daily	More than once a week but not every day	Multiple times daily	Parcel post used for fulfillment	Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c		*a	*b		*a	*b		*a	*b	
Unweighted Base		2	1	1	1	1	1	1	2	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 200 (continuation)

QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

			Main Postal provider: contract value - parcels and packets		Types of services used: large letters	Types of services used: parcels and packets		Use of RM postal services	Use of RM postal services: parcels and packets			RM product changes:	Mail received at your location			
		Total base	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Urgent, Tracked or Timed Services	Standard Delivery	Parcels and packets	First class services	Second class services	Tracked services/special delivery	Lower Cost	Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%			*a	*b		*a	*b		*a	*b	*c		*a	*b	*c	*d
Unweighted Base		2	1	1	1	2	2	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 200 (continuation)

QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

			Types of services for received mail		Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail	Considered trying provider other than RM		Have moved to communication methods other than post		Quarter	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	Satisfied	Yes	Satisfied	Yes	Stay the same	Yes - not tried	No	Yes	No	Q2 2021	Q4 2021
Significance Level: 95%			*a	*b						*a	*b	*a	*b	*a	*b
Unweighted Base		2	1	1	1	1	2	2	2	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 200 (continuation)

QOP3A10. Thinking about contacting Secured Mail with a service query, request or complaint, and your experiences in the last six months, please rate Secured Mail on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Secured Mail in the last 6 months (QOP3=10)

			Half	
		Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b
Unweighted Base		2	1	1
Effective base		1	1	1
Weighted Base		*	*	*
Very Dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-
		-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-
		-%	-%	-%
Fairly Satisfied	(1)	-	-	-
		-%	-%	-%
Very Satisfied	(2)	*	*	*
		100%	100%	100%
NET: Satisfied		*	*	*
		100%	100%	100%
NET: Dissatisfied		-	-	-
		-%	-%	-%
Answered		*	*	*
Mean score		2.0	2.0	2.0

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 201

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Method	Business Size 1			Business Size 2				Turnover		GOR (QC3)			
		Total base	CAWI	10-49	100-249	10+	20 - 99	100 - 249	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	West Midlands	England	Scotland	Northern Ireland
Significance Level: 95%				*a	*b	*c	*a	*b	*c	*d	*a	*b	*a	*b	*c	*d
Unweighted Base		3	3	1	2	3	1	2	1	2	1	1	1	1	1	1
Effective base		2	2	1	1	2	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	-	*	*	-	*	-	*	-	-	-	*	-
		79%	79%	100%	-%	79%	100%	-%	100%	-%	100%	-%	-%	-%	100%	-%
Fairly Satisfied	(1)	*	*	-	*	*	-	*	-	*	-	-	*	*	-	-
		19%	19%	-%	94%	19%	-%	94%	-%	94%	-%	-%	100%	100%	-%	-%
Very Satisfied	(2)	*	*	-	*	*	-	*	-	*	-	*	-	-	-	*
		1%	1%	-%	6%	1%	-%	6%	-%	6%	-%	100%	-%	-%	-%	100%
NET: Satisfied		*	*	-	*	*	-	*	-	*	-	*	*	*	-	*
		21%	21%	-%	100%	21%	-%	100%	-%	100%	-%	100%	100%	100%	-%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.2	.2	-	1.1	.2	-	1.1	-	1.1	-	2.0	1.0	1.0	-	2.0

Columns Tested:: a,b,c - a,b,c,d - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 201 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Industry		Urbanity	Location	Internet connection	Role of mail services	Monthly postal spend						Monthly Postal Spend (size)
		Total base	Financial	Non Financial	Urban	Head office	Yes	Critical for communications	£100 -<£1000	£1000 -<£5000	£25,000 <£50,000	0-<£1000	£1000+	£5000+	Large
Significance Level: 95%			*a	*b					*a	*b	*c	*d	*e	*f	
Unweighted Base		3	1	2	3	3	3	3	1	1	1	1	2	1	3
Effective base		2	1	1	2	2	2	2	1	1	1	1	1	1	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	*	*	*	*	*	-	-	*	-	-	*
		79%	100%	-%	79%	79%	79%	79%	100%	-%	-%	100%	-%	-%	79%
Fairly Satisfied	(1)	*	-	*	*	*	*	*	-	*	-	-	*	-	*
		19%	-%	94%	19%	19%	19%	19%	-%	100%	-%	-%	94%	-%	19%
Very Satisfied	(2)	*	-	*	*	*	*	*	-	-	*	-	*	*	*
		1%	-%	6%	1%	1%	1%	1%	-%	-%	100%	-%	6%	100%	1%
NET: Satisfied		*	-	*	*	*	*	*	-	*	*	-	*	*	*
		21%	-%	100%	21%	21%	21%	21%	-%	100%	100%	-%	100%	100%	21%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.2	-	1.1	.2	.2	.2	.2	-	1.0	2.0	-	1.1	2.0	.2

Columns Tested:: a,b - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 201 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Types of mail sent							Number of letters/ large letters sent		Number of packets and parcels sent			Frequency - letters/large letters sent		Frequency - parcels and packets	
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others		100-249	250-499	50-99	5,000+	250+	Once a week	More than once a week and not daily	Once a week	More than once a week but not every day
Significance Level: 95%			*a	*b	*c	*d	*e	*f		*a	*b	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		3	2	2	2	2	3	2		1	1	1	1	1	1	1	1	1
Effective base		2	1	1	1	1	2	1		1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*		*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	*	-		-	-	-	-	-	-	-	-	-
		79%	-%	-%	-%	-%	79%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	*	*	*	*		-	*	*	-	-	-	*	-	*
		19%	94%	94%	94%	94%	19%	94%		-%	100%	100%	-%	-%	-%	100%	-%	100%
Very Satisfied	(2)	*	*	*	*	*	*	*		*	-	-	*	*	*	-	*	-
		1%	6%	6%	6%	6%	1%	6%		100%	-%	-%	100%	100%	100%	-%	100%	-%
NET: Satisfied		*	*	*	*	*	*	*		*	*	*	*	*	*	*	*	*
		21%	100%	100%	100%	100%	21%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*		*	*	*	*	*	*	*	*	*
Mean score		.2	1.1	1.1	1.1	1.1	.2	1.1		2.0	1.0	1.0	2.0	2.0	2.0	1.0	2.0	1.0

Columns Tested:: a,b,c,d,e,f - a,b - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 201 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Use of parcels	Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	Main Postal provider - volume: parcels and packets	Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Parcel post used for fulfillment	Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%				*a	*b			*a	*b	*a	*b	*a	*b	*c
Unweighted Base		3	2	1	2	2	2	1	1	1	1	1	2	2
Effective base		2	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	-	-	-	-	-	-	-	-	-
		79%	-%	-%	98%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	-	*	*	*	-	*	-	-	*	*
		19%	94%	100%	-%	94%	94%	100%	-%	100%	-%	-%	94%	94%
Very Satisfied	(2)	*	*	-	*	*	*	-	*	-	*	*	*	*
		1%	6%	-%	2%	6%	6%	-%	100%	-%	100%	100%	6%	6%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*
		21%	100%	100%	2%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.2	1.1	1.0	*	1.1	1.1	1.0	2.0	1.0	2.0	2.0	1.1	1.1

Columns Tested:: a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 201 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		3	2	2	2	2	2	2	2	2	1	2	2
Effective base		2	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	-	-	-
		79%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	*	*	*	*	*	*	-	*	*
		19%	94%	94%	94%	94%	94%	94%	94%	94%	-%	94%	94%
Very Satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*
		1%	6%	6%	6%	6%	6%	6%	6%	6%	100%	6%	6%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*
		21%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.2	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	2.0	1.1	1.1

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 201 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Use of RM postal services: parcels and packets			Types of services used to send standard letters:		RM product changes:	Mail received at your location					Types of services for received mail		
		Total base	First class services	Second class services	Tracked services/special delivery	First class services	Second class services	Lower Cost	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*c	*a	*b		*a	*b	*c	*d	*e	*a	*b	*c
Unweighted Base		3	1	1	1	2	2	2	2	3	3	3	1	3	3	1
Effective base		2	1	1	1	1	1	1	1	2	2	2	1	2	2	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	*	-	*	*	*	-	*	*	-
		79%	-%	-%	-%	-%	-%	98%	-%	79%	79%	79%	-%	79%	79%	-%
Fairly Satisfied	(1)	*	-	-	-	*	*	-	*	*	*	*	-	*	*	-
		19%	-%	-%	-%	94%	94%	-%	94%	19%	19%	19%	-%	19%	19%	-%
Very Satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		1%	100%	100%	100%	6%	6%	2%	6%	1%	1%	1%	100%	1%	1%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		21%	100%	100%	100%	100%	100%	2%	100%	21%	21%	21%	100%	21%	21%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.2	2.0	2.0	2.0	1.1	1.1	*	1.1	.2	.2	.2	2.0	.2	.2	2.0

Columns Tested:: a,b,c - a,b - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 201 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	Quarter	
		Total base	Satisfied	Yes	Satisfied	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	Q1 2021	Q2 2021
Significance Level: 95%							*a	*b	*c	*a	*b	*c		*a	*b
Unweighted Base		3	2	3	2	3	1	1	1	1	1	1	3	1	2
Effective base		2	1	2	1	2	1	1	1	1	1	1	2	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	*	-	*	-	-	*	-	*	-	*
		79%	-%	79%	-%	79%	-%	100%	-%	-%	100%	-%	79%	-%	98%
Fairly Satisfied	(1)	*	*	*	*	*	-	-	*	-	-	*	*	*	-
		19%	94%	19%	94%	19%	-%	-%	100%	-%	-%	100%	19%	100%	-%
Very Satisfied	(2)	*	*	*	*	*	*	-	-	*	-	-	*	-	*
		1%	6%	1%	6%	1%	100%	-%	-%	100%	-%	-%	1%	-%	2%
NET: Satisfied		*	*	*	*	*	*	-	*	*	-	*	*	*	*
		21%	100%	21%	100%	21%	100%	-%	100%	100%	-%	100%	21%	100%	2%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.2	1.1	.2	1.1	.2	2.0	-	1.0	2.0	-	1.0	.2	1.0	*

Columns Tested:: a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 201 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Half
		Total base	Q1-2 2021
Unweighted Base		3	3
Effective base		2	2
Weighted Base		*	*
Very Dissatisfied	(-2)	-	-
		-%	-%
Fairly Dissatisfied	(-1)	-	-
		-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*
		79%	79%
Fairly Satisfied	(1)	*	*
		19%	19%
Very Satisfied	(2)	*	*
		1%	1%
NET: Satisfied		*	*
		21%	21%
NET: Dissatisfied		-	-
		-%	-%
Answered		*	*
Mean score		.2	.2

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 202

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

		Method	Business Size 1			Business Size 2				Turnover		GOR (QC3)			
	Total base	CAWI	10-49	100-249	10+	20 - 99	100 - 249	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	West Midlands	England	Scotland	Northern Ireland
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*a	*b	*a	*b	*c	*d
Unweighted Base	3	3	1	2	3	1	2	1	2	1	1	1	1	1	1
Effective base	2	2	1	1	2	1	1	1	1	1	1	1	1	1	1
Weighted Base	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	*	*	-	*	*	-	*	-	*	-	-	-	*	-
	79%	79%	100%	-%	79%	100%	-%	100%	-%	100%	-%	-%	-%	100%	-%
Fairly Satisfied (1)	*	*	-	*	*	-	*	-	*	-	*	*	*	-	*
	21%	21%	-%	100%	21%	-%	100%	-%	100%	-%	100%	100%	100%	-%	100%
Very Satisfied (2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	*	-	*	-	*	-	*	*	*	-	*
	21%	21%	-%	100%	21%	-%	100%	-%	100%	-%	100%	100%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score	.2	.2	-	1.0	.2	-	1.0	-	1.0	-	1.0	1.0	1.0	-	1.0

Columns Tested:: a,b,c - a,b,c,d - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 202 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Industry		Urbanity	Location	Internet connection	Role of mail services	Monthly postal spend						Monthly Postal Spend (size)
		Total base	Financial	Non Financial	Urban	Head office	Yes	Critical for communications	£100 -<£1000	£1000 -<£5000	£25,000 <£50,000	0-<£1000	£1000+	£5000+	Large
Significance Level: 95%			*a	*b					*a	*b	*c	*d	*e	*f	
Unweighted Base		3	1	2	3	3	3	3	1	1	1	1	2	1	3
Effective base		2	1	1	2	2	2	2	1	1	1	1	1	1	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	*	*	*	*	*	-	-	*	-	-	*
		79%	100%	-%	79%	79%	79%	79%	100%	-%	-%	100%	-%	-%	79%
Fairly Satisfied	(1)	*	-	*	*	*	*	*	-	*	*	-	*	*	*
		21%	-%	100%	21%	21%	21%	21%	-%	100%	100%	-%	100%	100%	21%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		*	-	*	*	*	*	*	-	*	*	-	*	*	*
		21%	-%	100%	21%	21%	21%	21%	-%	100%	100%	-%	100%	100%	21%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.2	-	1.0	.2	.2	.2	.2	-	1.0	1.0	-	1.0	1.0	.2

Columns Tested:: a,b - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 202 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Types of mail sent						Number of letters/ large letters sent		Number of packets and parcels sent			Frequency - letters/large letters sent		Frequency - parcels and packets	
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	100-249	250-499	50-99	5,000+	250+	Once a week	More than once a week and not daily	Once a week	More than once a week but not every day
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		3	2	2	2	2	3	2	1	1	1	1	1	1	1	1	1
Effective base		2	1	1	1	1	2	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-
		79%	-%	-%	-%	-%	79%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		21%	100%	100%	100%	100%	21%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		21%	100%	100%	100%	100%	21%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.2	1.0	1.0	1.0	1.0	.2	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Columns Tested:: a,b,c,d,e,f - a,b - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 202 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Use of parcels	Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	Main Postal provider - volume: parcels and packets	Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Parcel post used for fulfillment	Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%				*a	*b			*a	*b	*a	*b	*a	*b	*c
Unweighted Base		3	2	1	2	2	2	1	1	1	1	1	2	2
Effective base		2	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	-	-	-	-	-	-	-	-	-
		79%	-%	-%	98%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	*	*	*	*	*	*	*	*	*	*
		21%	100%	100%	2%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*
		21%	100%	100%	2%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.2	1.0	1.0	*	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Columns Tested:: a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 202 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		3	2	2	2	2	2	2	2	2	1	2	2
Effective base		2	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	-	-	-	-	-
		79%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	*	*	*	*	*	*	*	*	*
		21%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*
		21%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.2	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 202 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Use of RM postal services: parcels and packets			Types of services used to send standard letters:		RM product changes:	Mail received at your location					Types of services for received mail		
		Total base	First class services	Second class services	Tracked services/special delivery	First class services	Second class services	Lower Cost	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*c	*a	*b		*a	*b	*c	*d	*e	*a	*b	*c
Unweighted Base		3	1	1	1	2	2	2	2	3	3	3	1	3	3	1
Effective base		2	1	1	1	1	1	1	1	2	2	2	1	2	2	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	*	-	*	*	*	-	*	*	-
		79%	-%	-%	-%	-%	-%	98%	-%	79%	79%	79%	-%	79%	79%	-%
Fairly Satisfied	(1)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		21%	100%	100%	100%	100%	100%	2%	100%	21%	21%	21%	100%	21%	21%	100%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		21%	100%	100%	100%	100%	100%	2%	100%	21%	21%	21%	100%	21%	21%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.2	1.0	1.0	1.0	1.0	1.0	*	1.0	.2	.2	.2	1.0	.2	.2	1.0

Columns Tested:: a,b,c - a,b - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 202 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	Quarter	
		Total base	Satisfied	Yes	Satisfied	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	Q1 2021	Q2 2021
Significance Level: 95%							*a	*b	*c	*a	*b	*c		*a	*b
Unweighted Base		3	2	3	2	3	1	1	1	1	1	1	3	1	2
Effective base		2	1	2	1	2	1	1	1	1	1	1	2	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	*	-	*	-	-	*	-	*	-	*
		79%	-%	79%	-%	79%	-%	100%	-%	-%	100%	-%	79%	-%	98%
Fairly Satisfied	(1)	*	*	*	*	*	*	-	*	*	-	*	*	*	*
		21%	100%	21%	100%	21%	100%	-%	100%	100%	-%	100%	21%	100%	2%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		*	*	*	*	*	*	-	*	*	-	*	*	*	*
		21%	100%	21%	100%	21%	100%	-%	100%	100%	-%	100%	21%	100%	2%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.2	1.0	.2	1.0	.2	1.0	-	1.0	1.0	-	1.0	.2	1.0	*

Columns Tested:: a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 202 (continuation)

QOP3A11. Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects: The staff being polite and courteous

Base: All who have had a problem with DX in the last 6 months (QOP3=11)

			Half
		Total base	Q1-2 2021
Unweighted Base		3	3
Effective base		2	2
Weighted Base		*	*
Very Dissatisfied	(-2)	-	-
		-%	-%
Fairly Dissatisfied	(-1)	-	-
		-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*
		79%	79%
Fairly Satisfied	(1)	*	*
		21%	21%
Very Satisfied	(2)	-	-
		-%	-%
NET: Satisfied		*	*
		21%	21%
NET: Dissatisfied		-	-
		-%	-%
Answered		*	*
Mean score		.2	.2

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 205

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Method	Business Size 1				Business Size 2					Turnover	
		Total base	CAWI	0-9	10-49	50-99	10+	1 - 4	20 - 99	Micro (0-9)	Small (10-49)	Medium (50-249+)	£100,000 -£499,999	£500,000 -£999,999
Significance Level: 95%				*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b
Unweighted Base		4	4	2	1	1	2	2	2	2	1	1	3	1
Effective base		1	1	1	1	1	2	1	2	1	1	1	1	1
Weighted Base		1	1	1	*	*	*	1	*	1	*	*	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	*	*	-	*	-	-	*	-	*
		3%	3%	-%	-%	100%	58%	-%	58%	-%	-%	100%	-%	100%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	1	1	-	-	-	1	-	1	-	-	1	-
		96%	96%	100%	-%	-%	-%	100%	-%	100%	-%	-%	98%	-%
Very Satisfied	(2)	*	*	-	*	-	*	-	*	-	*	-	*	-
		2%	2%	-%	100%	-%	42%	-%	42%	-%	100%	-%	2%	-%
NET: Satisfied		1	1	1	*	-	*	1	*	1	*	-	1	-
		97%	97%	100%	100%	-%	42%	100%	42%	100%	100%	-%	100%	-%
NET: Dissatisfied		*	*	-	-	*	*	-	*	-	-	*	-	*
		3%	3%	-%	-%	100%	58%	-%	58%	-%	-%	100%	-%	100%
Answered		1	1	1	*	*	*	1	*	1	*	*	1	*
Mean score		1.0	1.0	1.0	2.0	-1.0	.3	1.0	.3	1.0	2.0	-1.0	1.0	-1.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 205 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			GOR (QC3)			Industry		Urbanity	Location		Internet connection	Role of mail services	
		Total base	South East	England	Northern Ireland	Financial	Non Financial	Urban	Head office	Branch / local office	Yes	Administrative	Critical for communications
Significance Level: 95%			*a	*b	*c	*a	*b		*a	*b		*a	*b
Unweighted Base		4	1	1	3	2	2	4	2	2	4	2	2
Effective base		1	1	1	3	2	1	1	1	2	1	1	2
Weighted Base		1	1	1	*	*	1	1	1	*	1	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	*	*	-	*	*	-	*	*	-
		3%	-%	-%	28%	58%	-%	3%	3%	-%	3%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	1	1	*	-	1	1	1	*	1	1	*
		96%	100%	100%	51%	-%	100%	96%	97%	71%	96%	97%	71%
Very Satisfied	(2)	*	-	-	*	*	-	*	-	*	*	-	*
		2%	-%	-%	20%	42%	-%	2%	-%	29%	2%	-%	29%
NET: Satisfied		1	1	1	*	*	1	1	1	*	1	1	*
		97%	100%	100%	72%	42%	100%	97%	97%	100%	97%	97%	100%
NET: Dissatisfied		*	-	-	*	*	-	*	*	-	*	*	-
		3%	-%	-%	28%	58%	-%	3%	3%	-%	3%	3%	-%
Answered		1	1	1	*	*	1	1	1	*	1	1	*
Mean score		1.0	1.0	1.0	.6	.3	1.0	1.0	.9	1.3	1.0	.9	1.3

Columns Tested:: a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 205 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Monthly postal spend						Monthly Postal Spend (size)		Types of mail sent					Number of letters/ large letters sent		
		Total base	<£100	£100 -<£1000	£25,000 <£50,000	0-<£1000	£1000+	£5000+	Small	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	1-24	25-49	50-99
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*a	*b	*c	*d	*e	*a	*b	*c
Unweighted Base		4	1	2	1	3	1	1	1	3	3	3	3	3	1	1	1	1
Effective base		1	1	2	1	3	1	1	1	1	3	3	3	1	1	1	1	1
Weighted Base		1	*	*	1	*	1	1	*	1	*	*	*	1	1	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	*	-	*	-	-	-	*	*	*	*	*	-	*	-	-
		3%	-%	58%	-%	28%	-%	-%	-%	3%	28%	28%	28%	3%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	*	-	1	*	1	1	*	1	*	*	*	1	1	-	*	-
		96%	100%	-%	100%	51%	100%	100%	100%	95%	51%	51%	51%	95%	100%	-%	100%	-%
Very Satisfied	(2)	*	-	*	-	*	-	-	-	*	*	*	*	*	-	-	-	*
		2%	-%	42%	-%	20%	-%	-%	-%	2%	20%	20%	20%	2%	-%	-%	-%	100%
NET: Satisfied		1	*	*	1	*	1	1	*	1	*	*	*	1	1	-	*	*
		97%	100%	42%	100%	72%	100%	100%	100%	97%	72%	72%	72%	97%	100%	-%	100%	100%
NET: Dissatisfied		*	-	*	-	*	-	-	-	*	*	*	*	*	-	*	-	-
		3%	-%	58%	-%	28%	-%	-%	-%	3%	28%	28%	28%	3%	-%	100%	-%	-%
Answered		1	*	*	1	*	1	1	*	1	*	*	*	1	1	*	*	*
Mean score		1.0	1.0	.3	1.0	.6	1.0	1.0	1.0	1.0	.6	.6	.6	1.0	1.0	-1.0	1.0	2.0

Columns Tested:: a,b,c,d,e,f - a,b - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 205 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Number of packets and parcels sent			Frequency - letters/large letters sent			Frequency - parcels and packets		Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	1-24	5,000+	250+	Once a week	More than once a week and not daily	Daily	Once a week	More than once a week but not every day	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base		4	2	1	1	1	1	1	2	1	2	1	2	2	2	1
Effective base		1	2	1	1	1	1	1	1	1	1	1	2	1	2	1
Weighted Base		1	*	1	1	*	*	*	1	*	1	*	*	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	-	*	-	-	*	-	*	*	-	*	-
		3%	58%	-%	-%	-%	100%	-%	-%	100%	-%	100%	58%	-%	58%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	-	1	1	*	-	-	1	-	1	-	-	1	-	*
		96%	-%	100%	100%	100%	-%	-%	98%	-%	98%	-%	-%	100%	-%	100%
Very Satisfied	(2)	*	*	-	-	-	-	*	*	-	*	-	*	-	*	-
		2%	42%	-%	-%	-%	-%	100%	2%	-%	2%	-%	42%	-%	42%	-%
NET: Satisfied		1	*	1	1	*	-	*	1	-	1	-	*	1	*	*
		97%	42%	100%	100%	100%	-%	100%	100%	-%	100%	-%	42%	100%	42%	100%
NET: Dissatisfied		*	*	-	-	-	*	-	-	*	-	*	*	-	*	-
		3%	58%	-%	-%	-%	100%	-%	-%	100%	-%	100%	58%	-%	58%	-%
Answered		1	*	1	1	*	*	*	1	*	1	*	*	1	*	*
Mean score		1.0	.3	1.0	1.0	1.0	-1.0	2.0	1.0	-1.0	1.0	-1.0	.3	1.0	.3	1.0

Columns Tested:: a,b,c - a,b,c - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 205 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Main Postal provider - volume: parcels and packets	Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		Types of services used: large letters		Types of services used: parcels and packets		
		Total base	Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Standard Delivery	International / Cross border	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%				*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		4	2	1	1	1	2	3	1	3	2	1	2	1
Effective base		1	2	1	1	1	1	3	1	3	2	1	2	1
Weighted Base		1	*	*	*	*	1	*	*	*	*	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	*	-	*	*	*	*	*	-	*	*
		3%	58%	-%	100%	-%	3%	28%	100%	28%	36%	-%	58%	100%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	-	-	-	-	1	*	-	*	*	1	-	-
		96%	-%	-%	-%	-%	97%	51%	-%	51%	64%	100%	-%	-%
Very Satisfied	(2)	*	*	*	-	*	-	*	-	*	-	-	*	-
		2%	42%	100%	-%	100%	-%	20%	-%	20%	-%	-%	42%	-%
NET: Satisfied		1	*	*	-	*	1	*	-	*	*	1	*	-
		97%	42%	100%	-%	100%	97%	72%	-%	72%	64%	100%	42%	-%
NET: Dissatisfied		*	*	-	*	-	*	*	*	*	*	-	*	*
		3%	58%	-%	100%	-%	3%	28%	100%	28%	36%	-%	58%	100%
Answered		1	*	*	*	*	1	*	*	*	*	1	*	*
Mean score		1.0	.3	2.0	-1.0	2.0	.9	.6	-1.0	.6	.3	1.0	.3	-1.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 205 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Use of RM postal services			Use of RM postal services: letters and large letters		Use of RM postal services: parcels and packets		Types of services used to send standard letters:		RM product changes:	Mail received at your location				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	First class services	Second class services	First class services	Second class services	Lower Cost	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*a	*b		*a	*b	*c	*d	*e
Unweighted Base		4	2	2	2	2	2	2	2	2	2	1	3	4	4	2	2
Effective base		1	2	2	2	2	2	2	2	2	2	1	3	1	1	2	2
Weighted Base		1	*	*	*	*	*	*	*	*	*	*	*	1	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		3%	58%	58%	58%	58%	58%	58%	58%	58%	58%	100%	28%	3%	3%	58%	36%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	-	-	-	-	-	-	-	-	-	-	*	1	1	-	*
		96%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	51%	96%	96%	-%	64%
Very Satisfied	(2)	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	-
		2%	42%	42%	42%	42%	42%	42%	42%	42%	42%	-%	20%	2%	2%	42%	-%
NET: Satisfied		1	*	*	*	*	*	*	*	*	*	-	*	1	1	*	*
		97%	42%	42%	42%	42%	42%	42%	42%	42%	42%	-%	72%	97%	97%	42%	64%
NET: Dissatisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		3%	58%	58%	58%	58%	58%	58%	58%	58%	58%	100%	28%	3%	3%	58%	36%
Answered		1	*	*	*	*	*	*	*	*	*	*	*	1	1	*	*
Mean score		1.0	.3	.3	.3	.3	.3	.3	.3	.3	.3	-1.0	.6	1.0	1.0	.3	.3

Columns Tested:: a,b,c - a,b - a,b - a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 205 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months	Future volume of mail		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Dissatisfied	Yes	Increase	Stay the same	Decrease
Significance Level: 95%			*a	*b	*c		*a	*b	*a	*b		*a	*b	*c
Unweighted Base		4	3	3	3	2	1	1	3	1	4	2	1	1
Effective base		1	1	3	1	2	1	1	1	1	1	1	1	1
Weighted Base		1	1	*	1	*	*	*	1	*	1	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	*	*	*	*	-	-	*	*	-	-	*
		3%	3%	28%	3%	58%	100%	-%	-%	100%	3%	-%	-%	100%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	1	*	1	-	-	-	1	-	1	1	-	-
		96%	95%	51%	95%	-%	-%	-%	98%	-%	96%	100%	-%	-%
Very Satisfied	(2)	*	*	*	*	*	-	*	*	-	*	-	*	-
		2%	2%	20%	2%	42%	-%	100%	2%	-%	2%	-%	100%	-%
NET: Satisfied		1	1	*	1	*	-	*	1	-	1	1	*	-
		97%	97%	72%	97%	42%	-%	100%	100%	-%	97%	100%	100%	-%
NET: Dissatisfied		*	*	*	*	*	*	-	-	*	*	-	-	*
		3%	3%	28%	3%	58%	100%	-%	-%	100%	3%	-%	-%	100%
Answered		1	1	*	1	*	*	*	1	*	1	1	*	*
Mean score		1.0	1.0	.6	1.0	.3	-1.0	2.0	1.0	-1.0	1.0	1.0	2.0	-1.0

Columns Tested:: a,b,c - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 205 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			Half	
		Total base	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*a	*b
Unweighted Base		4	1	1	2	2	2	1	2	1	3	1
Effective base		1	1	1	2	1	2	1	2	1	3	1
Weighted Base		1	*	1	*	1	*	*	*	1	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	*	-	*	-	-	*	-
		3%	100%	-%	-%	3%	-%	100%	-%	-%	28%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	-	1	*	1	*	-	*	1	*	1
		96%	-%	100%	71%	97%	71%	-%	71%	100%	51%	100%
Very Satisfied	(2)	*	-	-	*	-	*	-	*	-	*	-
		2%	-%	-%	29%	-%	29%	-%	29%	-%	20%	-%
NET: Satisfied		1	-	1	*	1	*	-	*	1	*	1
		97%	-%	100%	100%	97%	100%	-%	100%	100%	72%	100%
NET: Dissatisfied		*	*	-	-	*	-	*	-	-	*	-
		3%	100%	-%	-%	3%	-%	100%	-%	-%	28%	-%
Answered		1	*	1	*	1	*	*	*	1	*	1
Mean score		1.0	-1.0	1.0	1.3	.9	1.3	-1.0	1.3	1.0	.6	1.0

Columns Tested:: a,b,c - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 206

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Method	Business Size 1				Business Size 2					Turnover	
		Total base	CAWI	0-9	10-49	50-99	10+	1 - 4	20 - 99	Micro (0-9)	Small (10-49)	Medium (50-249+)	£100,000 -£499,999	£500,000 -£999,999
Significance Level: 95%				*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b
Unweighted Base		4	4	2	1	1	2	2	2	2	1	1	3	1
Effective base		1	1	1	1	1	2	1	2	1	1	1	1	1
Weighted Base		1	1	1	*	*	*	1	*	1	*	*	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	*	*	-	*	-	-	*	-	*
		3%	3%	-%	-%	100%	58%	-%	58%	-%	-%	100%	-%	100%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	-	*	-	*	-	*	-	*	-	*	-
		2%	2%	-%	100%	-%	42%	-%	42%	-%	100%	-%	2%	-%
Very Satisfied	(2)	*	*	*	-	-	-	*	-	*	-	-	*	-
		5%	5%	5%	-%	-%	-%	5%	-%	5%	-%	-%	5%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	1	1	-	-	-	1	-	1	-	-	1	-
		91%	91%	95%	-%	-%	-%	95%	-%	95%	-%	-%	93%	-%
NET: Satisfied		*	*	*	*	-	*	*	*	*	*	-	*	-
		6%	6%	5%	100%	-%	42%	5%	42%	5%	100%	-%	7%	-%
NET: Dissatisfied		*	*	-	-	*	*	-	*	-	-	*	-	*
		3%	3%	-%	-%	100%	58%	-%	58%	-%	-%	100%	-%	100%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.9	.9	2.0	1.0	-1.0	-.2	2.0	-.2	2.0	1.0	-1.0	1.7	-1.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 206 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			GOR (QC3)			Industry		Urbanity	Location		Internet connection	Role of mail services	
		Total base	South East	England	Northern Ireland	Financial	Non Financial	Urban	Head office	Branch / local office	Yes	Administrative	Critical for communications
Significance Level: 95%			*a	*b	*c	*a	*b		*a	*b		*a	*b
Unweighted Base		4	1	1	3	2	2	4	2	2	4	2	2
Effective base		1	1	1	3	2	1	1	1	2	1	1	2
Weighted Base		1	1	1	*	*	1	1	1	*	1	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	-	*	*	-	*	*	-	*	*	-
		3%	-%	-%	28%	58%	-%	3%	3%	-%	3%	3%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	-	-	*	*	-	*	-	*	*	-	*
		2%	-%	-%	20%	42%	-%	2%	-%	29%	2%	-%	29%
Very Satisfied	(2)	*	-	-	*	-	*	*	-	*	*	-	*
		5%	-%	-%	51%	-%	5%	5%	-%	71%	5%	-%	71%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	1	1	-	-	1	1	1	-	1	1	-
		91%	100%	100%	-%	-%	95%	91%	97%	-%	91%	97%	-%
NET: Satisfied		*	-	-	*	*	*	*	-	*	*	-	*
		6%	-%	-%	72%	42%	5%	6%	-%	100%	6%	-%	100%
NET: Dissatisfied		*	-	-	*	*	-	*	*	-	*	*	-
		3%	-%	-%	28%	58%	-%	3%	3%	-%	3%	3%	-%
Answered		*	-	-	*	*	*	*	*	*	*	*	*
Mean score		.9	-	-	.9	-.2	2.0	.9	-1.0	1.7	.9	-1.0	1.7

Columns Tested:: a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 206 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Monthly postal spend						Monthly Postal Spend (size)		Types of mail sent					Number of letters/ large letters sent		
		Total base	<£100	£100 -<£1000	£25,000 <£50,000	0-<£1000	£1000+	£5000+	Small	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	1-24	25-49	50-99
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*a	*b	*c	*d	*e	*a	*b	*c
Unweighted Base		4	1	2	1	3	1	1	1	3	3	3	3	3	1	1	1	1
Effective base		1	1	2	1	3	1	1	1	1	3	3	3	1	1	1	1	1
Weighted Base		1	*	*	1	*	1	1	*	1	*	*	*	1	1	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	*	-	*	-	-	-	*	*	*	*	*	-	*	-	-
		3%	-%	58%	-%	28%	-%	-%	-%	3%	28%	28%	28%	3%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	-	*	-	*	-	-	-	*	*	*	*	*	-	-	-	*
		2%	-%	42%	-%	20%	-%	-%	-%	2%	20%	20%	20%	2%	-%	-%	-%	100%
Very Satisfied	(2)	*	*	-	-	*	-	-	*	-	*	*	*	-	-	-	*	-
		5%	100%	-%	-%	51%	-%	-%	100%	-%	51%	51%	51%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	-	-	1	-	1	1	-	1	-	-	-	1	1	-	-	-
		91%	-%	-%	100%	-%	100%	100%	-%	95%	-%	-%	-%	95%	100%	-%	-%	-%
NET: Satisfied		*	*	*	-	*	-	-	*	*	*	*	*	*	-	-	*	*
		6%	100%	42%	-%	72%	-%	-%	100%	2%	72%	72%	72%	2%	-%	-%	100%	100%
NET: Dissatisfied		*	-	*	-	*	-	-	-	*	*	*	*	*	-	*	-	-
		3%	-%	58%	-%	28%	-%	-%	-%	3%	28%	28%	28%	3%	-%	100%	-%	-%
Answered		*	*	*	-	*	-	-	*	*	*	*	*	*	-	*	*	*
Mean score		.9	2.0	-.2	-	.9	-	-	2.0	-.2	.9	.9	.9	-.2	-	-1.0	2.0	1.0

Columns Tested:: a,b,c,d,e,f - a,b - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 206 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Number of packets and parcels sent			Frequency - letters/large letters sent			Frequency - parcels and packets		Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	1-24	5,000+	250+	Once a week	More than once a week and not daily	Daily	Once a week	More than once a week but not every day	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted Base		4	2	1	1	1	1	1	2	1	2	1	2	2	2	1
Effective base		1	2	1	1	1	1	1	1	1	1	1	2	1	2	1
Weighted Base		1	*	1	1	*	*	*	1	*	1	*	*	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	-	*	-	-	*	-	*	*	-	*	-
		3%	58%	-%	-%	-%	100%	-%	-%	100%	-%	100%	58%	-%	58%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	-	-	-	-	*	*	-	*	-	*	-	*	-
		2%	42%	-%	-%	-%	-%	100%	2%	-%	2%	-%	42%	-%	42%	-%
Very Satisfied	(2)	*	-	-	-	*	-	-	-	-	-	-	-	*	-	*
		5%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	5%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	-	1	1	-	-	-	1	-	1	-	-	1	-	-
		91%	-%	100%	100%	-%	-%	-%	98%	-%	98%	-%	-%	95%	-%	-%
NET: Satisfied		*	*	-	-	*	-	*	*	-	*	-	*	*	*	*
		6%	42%	-%	-%	100%	-%	100%	2%	-%	2%	-%	42%	5%	42%	100%
NET: Dissatisfied		*	*	-	-	-	*	-	-	*	-	*	*	-	*	-
		3%	58%	-%	-%	-%	100%	-%	-%	100%	-%	100%	58%	-%	58%	-%
Answered		*	*	-	-	*	*	*	*	*	*	*	*	*	*	*
Mean score		.9	-.2	-	-	2.0	-1.0	1.0	1.0	-1.0	1.0	-1.0	-.2	2.0	-.2	2.0

Columns Tested:: a,b,c - a,b,c - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 206 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Main Postal provider - volume: parcels and packets	Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		Types of services used: large letters		Types of services used: parcels and packets		
		Total base	Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Standard Delivery	International / Cross border	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%				*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		4	2	1	1	1	2	3	1	3	2	1	2	1
Effective base		1	2	1	1	1	1	3	1	3	2	1	2	1
Weighted Base		1	*	*	*	*	1	*	*	*	*	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	*	-	*	*	*	*	*	-	*	*
		3%	58%	-%	100%	-%	3%	28%	100%	28%	36%	-%	58%	100%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	-	*	-	*	-	*	-	-	*	-
		2%	42%	100%	-%	100%	-%	20%	-%	20%	-%	-%	42%	-%
Very Satisfied	(2)	*	-	-	-	-	-	*	-	*	*	-	-	-
		5%	-%	-%	-%	-%	-%	51%	-%	51%	64%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	-	-	-	-	1	-	-	-	-	1	-	-
		91%	-%	-%	-%	-%	97%	-%	-%	-%	-%	100%	-%	-%
NET: Satisfied		*	*	*	-	*	-	*	-	*	*	-	*	-
		6%	42%	100%	-%	100%	-%	72%	-%	72%	64%	-%	42%	-%
NET: Dissatisfied		*	*	-	*	-	*	*	*	*	*	-	*	*
		3%	58%	-%	100%	-%	3%	28%	100%	28%	36%	-%	58%	100%
Answered		*	*	*	*	*	*	*	*	*	*	-	*	*
Mean score		.9	-.2	1.0	-1.0	1.0	-1.0	.9	-1.0	.9	.9	-	-.2	-1.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 206 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Use of RM postal services			Use of RM postal services: letters and large letters		Use of RM postal services: parcels and packets		Types of services used to send standard letters:		RM product changes:	Mail received at your location				
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	First class services	Second class services	First class services	Second class services	Lower Cost	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*a	*b		*a	*b	*c	*d	*e
Unweighted Base		4	2	2	2	2	2	2	2	2	2	1	3	4	4	2	2
Effective base		1	2	2	2	2	2	2	2	2	2	1	3	1	1	2	2
Weighted Base		1	*	*	*	*	*	*	*	*	*	*	*	1	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		3%	58%	58%	58%	58%	58%	58%	58%	58%	58%	100%	28%	3%	3%	58%	36%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	-
		2%	42%	42%	42%	42%	42%	42%	42%	42%	42%	-%	20%	2%	2%	42%	-%
Very Satisfied	(2)	*	-	-	-	-	-	-	-	-	-	-	*	*	*	-	*
		5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	51%	5%	5%	-%	64%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-
		91%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	91%	91%	-%	-%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	-	*	*	*	*	*
		6%	42%	42%	42%	42%	42%	42%	42%	42%	42%	-%	72%	6%	6%	42%	64%
NET: Dissatisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		3%	58%	58%	58%	58%	58%	58%	58%	58%	58%	100%	28%	3%	3%	58%	36%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.9	-.2	-.2	-.2	-.2	-.2	-.2	-.2	-.2	-.2	-1.0	.9	.9	.9	-.2	.9

Columns Tested:: a,b,c - a,b - a,b - a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 206 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months	Future volume of mail		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Dissatisfied	Yes	Increase	Stay the same	Decrease
Significance Level: 95%			*a	*b	*c		*a	*b	*a	*b		*a	*b	*c
Unweighted Base		4	3	3	3	2	1	1	3	1	4	2	1	1
Effective base		1	1	3	1	2	1	1	1	1	1	1	1	1
Weighted Base		1	1	*	1	*	*	*	1	*	1	1	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	*	*	*	*	-	-	*	*	-	-	*
		3%	3%	28%	3%	58%	100%	-%	-%	100%	3%	-%	-%	100%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	*	*	-	*	*	-	*	-	*	-
		2%	2%	20%	2%	42%	-%	100%	2%	-%	2%	-%	100%	-%
Very Satisfied	(2)	*	-	*	-	-	-	-	*	-	*	*	-	-
		5%	-%	51%	-%	-%	-%	-%	5%	-%	5%	5%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	1	-	1	-	-	-	1	-	1	1	-	-
		91%	95%	-%	95%	-%	-%	-%	93%	-%	91%	95%	-%	-%
NET: Satisfied		*	*	*	*	*	-	*	*	-	*	*	*	-
		6%	2%	72%	2%	42%	-%	100%	7%	-%	6%	5%	100%	-%
NET: Dissatisfied		*	*	*	*	*	*	-	-	*	*	-	-	*
		3%	3%	28%	3%	58%	100%	-%	-%	100%	3%	-%	-%	100%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.9	-.2	.9	-.2	-.2	-1.0	1.0	1.7	-1.0	.9	2.0	1.0	-1.0

Columns Tested:: a,b,c - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 206 (continuation)

QOP3A13. Thinking about contacting Pitney Bowes with a service query, request or complaint, and your experiences in the last six months, please rate Pitney Bowes on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Pitney Bowes in the last 6 months (QOP3=13)

			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			Half	
		Total base	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*a	*b
Unweighted Base		4	1	1	2	2	2	1	2	1	3	1
Effective base		1	1	1	2	1	2	1	2	1	3	1
Weighted Base		1	*	1	*	1	*	*	*	1	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	*	-	*	-	-	*	-
		3%	100%	-%	-%	3%	-%	100%	-%	-%	28%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	-	-	*	-	*	-	*	-	*	-
		2%	-%	-%	29%	-%	29%	-%	29%	-%	20%	-%
Very Satisfied	(2)	*	-	-	*	-	*	-	*	-	*	-
		5%	-%	-%	71%	-%	71%	-%	71%	-%	51%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		1	-	1	-	1	-	-	-	1	-	1
		91%	-%	100%	-%	97%	-%	-%	-%	100%	-%	100%
NET: Satisfied		*	-	-	*	-	*	-	*	-	*	-
		6%	-%	-%	100%	-%	100%	-%	100%	-%	72%	-%
NET: Dissatisfied		*	*	-	-	*	-	*	-	-	*	-
		3%	100%	-%	-%	3%	-%	100%	-%	-%	28%	-%
Answered		*	*	-	*	*	*	*	*	-	*	-
Mean score		.9	-1.0	-	1.7	-1.0	1.7	-1.0	1.7	-	.9	-

Columns Tested:: a,b,c - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 207

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Method		Business Size 1				Business Size 2						
		Total base	CATI	CAWI	0-9	10-49	50-99	10+	1 - 4	5 - 9	10 - 19	20 - 99	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		7	3	4	2	3	2	5	1	1	2	3	2	3	2
Effective base		4	2	2	2	2	2	3	1	1	1	3	2	2	2
Weighted Base		5	1	4	4	1	*	1	2	2	1	1	4	1	*
Very Dissatisfied	(-2)	*	*	-	-	*	-	*	-	-	-	*	-	*	-
		7%	27%	-%	-%	32%	-%	23%	-%	-%	-%	44%	-%	32%	-%
Fairly Dissatisfied	(-1)	2	-	2	2	-	-	-	-	2	-	-	2	-	-
		36%	-%	47%	50%	-%	-%	-%	-%	100%	-%	-%	50%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	1	*	-	1	*	1	-	-	1	*	-	1	*
		18%	55%	6%	-%	68%	49%	62%	-%	-%	100%	27%	-%	68%	49%
Very Satisfied	(2)	2	-	2	2	-	-	-	2	-	-	-	2	-	-
		36%	-%	47%	50%	-%	-%	-%	100%	-%	-%	-%	50%	-%	-%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	*	*	-	-	-	*	-	-	*
		4%	18%	-%	-%	-%	51%	15%	-%	-%	-%	28%	-%	-%	51%
NET: Satisfied		3	1	2	2	1	*	1	2	-	1	*	2	1	*
		54%	55%	53%	50%	68%	49%	62%	100%	-%	100%	27%	50%	68%	49%
NET: Dissatisfied		2	*	2	2	*	-	*	-	2	-	*	2	*	-
		42%	27%	47%	50%	32%	-%	23%	-%	100%	-%	44%	50%	32%	-%
Answered		5	1	4	4	1	*	1	2	2	1	1	4	1	*
Mean score		.4	*	.5	.5	*	1.0	.2	2.0	-1.0	1.0	-.9	.5	*	1.0

Columns Tested:: a,b - a,b,c,d - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 207 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Turnover				GOR (QC3)					
		Total base	£0-£99,999	£100,000 -£499,999	£1,000,000 -£1,499,999	£1,500,000 +	Greater London	North West	South East	West Midlands	England	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*c	*d	*e	*f
Unweighted Base		7	1	1	1	2	1	1	3	1	6	1
Effective base		4	1	1	1	1	1	1	2	1	4	1
Weighted Base		5	2	2	*	1	2	*	3	*	5	*
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	*	-	*	-
		7%	-%	-%	-%	-%	-%	-%	12%	-%	7%	-%
Fairly Dissatisfied	(-1)	2	-	2	-	-	2	-	-	-	2	-
		36%	-%	100%	-%	-%	100%	-%	-%	-%	36%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	-	-	*	1	-	-	1	*	1	*
		18%	-%	-%	100%	100%	-%	-%	24%	100%	17%	100%
Very Satisfied	(2)	2	2	-	-	-	-	-	2	-	2	-
		36%	100%	-%	-%	-%	-%	-%	64%	-%	36%	-%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	*	-	-	*	-
		4%	-%	-%	-%	-%	-%	100%	-%	-%	4%	-%
NET: Satisfied		3	2	-	*	1	-	-	2	*	3	*
		54%	100%	-%	100%	100%	-%	-%	88%	100%	53%	100%
NET: Dissatisfied		2	-	2	-	-	2	-	*	-	2	-
		42%	-%	100%	-%	-%	100%	-%	12%	-%	42%	-%
Answered		5	2	2	*	1	2	-	3	*	5	*
Mean score		.4	2.0	-1.0	1.0	1.0	-1.0	-	1.3	1.0	.4	1.0

Columns Tested:: a,b,c,d - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 207 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Industry				Urbanity	Location		Internet connection	Role of mail services	
		Total base	Manufacturing	Construction	Retail/ Distribution	Hospitality	Urban	Head office	Branch / local office	Yes	Administrative	Critical for communications
Significance Level: 95%			*a	*b	*c	*d		*a	*b		*a	*b
Unweighted Base		7	2	2	2	1	7	5	2	7	5	2
Effective base		4	1	2	1	1	4	2	1	4	3	2
Weighted Base		5	*	1	2	2	5	3	2	5	5	*
Very Dissatisfied	(-2)	*	-	*	-	-	*	*	-	*	*	-
		7%	-%	33%	-%	-%	7%	11%	-%	7%	7%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	2	2	-	2	2	-
		36%	-%	-%	89%	-%	36%	59%	-%	36%	39%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	*	1	-	-	1	1	-	1	1	*
		18%	100%	67%	-%	-%	18%	30%	-%	18%	15%	49%
Very Satisfied	(2)	2	-	-	-	2	2	-	2	2	2	-
		36%	-%	-%	-%	100%	36%	-%	90%	36%	39%	-%
Don't Know (DO NOT READ OUT)		*	-	-	*	-	*	-	*	*	-	*
		4%	-%	-%	11%	-%	4%	-%	10%	4%	-%	51%
NET: Satisfied		3	*	1	-	2	3	1	2	3	2	*
		54%	100%	67%	-%	100%	54%	30%	90%	54%	54%	49%
NET: Dissatisfied		2	-	*	2	-	2	2	-	2	2	-
		42%	-%	33%	89%	-%	42%	70%	-%	42%	46%	-%
Answered		5	*	1	2	2	5	3	2	5	5	*
Mean score		.4	1.0	*	-1.0	2.0	.4	-.5	2.0	.4	.4	1.0

Columns Tested:: a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 207 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Monthly postal spend						Monthly Postal Spend (size)		Types of mail sent						Number of letters/ large letters sent		
		Total base	<£100	£100 -<£1000	£10,000 -<£25,000	0-<£1000	£1000+	£5000+	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*a	*b	*c	*d	*e	*f	*a	*b	*c
Unweighted Base		7	5	1	1	6	1	1	5	2	5	2	5	6	1	2	3	1	1
Effective base		4	2	1	1	3	1	1	2	1	2	2	2	3	1	2	1	1	1
Weighted Base		5	3	*	2	3	2	2	3	2	4	*	4	3	*	1	2	*	2
Very Dissatisfied	(-2)	*	*	-	-	*	-	-	*	-	-	-	-	*	-	-	-	-	-
		7%	11%	-%	-%	10%	-%	-%	11%	-%	-%	-%	-%	10%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	2	2	-	2	2	-	2	-	-	-	-	-	2
		36%	-%	-%	100%	-%	100%	100%	-%	89%	44%	-%	44%	-%	-%	-%	-%	-%	100%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	1	-	-	1	-	-	1	-	*	*	*	1	*	1	*	*	-
		18%	30%	-%	-%	28%	-%	-%	30%	-%	6%	49%	6%	28%	100%	100%	1%	100%	-%
Very Satisfied	(2)	2	2	-	-	2	-	-	2	-	2	-	2	2	-	-	2	-	-
		36%	59%	-%	-%	56%	-%	-%	59%	-%	45%	-%	45%	56%	-%	-%	88%	-%	-%
Don't Know (DO NOT READ OUT)		*	-	*	-	*	-	-	-	*	*	*	*	*	-	-	*	-	-
		4%	-%	100%	-%	7%	-%	-%	-%	11%	5%	51%	5%	7%	-%	-%	10%	-%	-%
NET: Satisfied		3	3	-	-	3	-	-	3	-	2	*	2	3	*	1	2	*	-
		54%	89%	-%	-%	83%	-%	-%	89%	-%	50%	49%	50%	83%	100%	100%	90%	100%	-%
NET: Dissatisfied		2	*	-	2	*	2	2	*	2	2	-	2	*	-	-	-	-	2
		42%	11%	-%	100%	10%	100%	100%	11%	89%	44%	-%	44%	10%	-%	-%	-%	-%	100%
Answered		5	3	-	2	3	2	2	3	2	4	*	4	3	*	1	2	*	2
Mean score		.4	1.3	-	-1.0	1.3	-1.0	-1.0	1.3	-1.0	.5	1.0	.5	1.3	1.0	1.0	2.0	1.0	-1.0

Columns Tested:: a,b,c,d,e,f - a,b - a,b,c,d,e,f - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 207 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Number of packets and parcels sent	Frequency - letters/large letters sent			Frequency - parcels and packets				Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters
		Total base	1-24	Less than once a week	Daily	Multiple times daily	Less than once a week	Once a week	Once a day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail
Significance Level: 95%				*a	*b	*c	*a	*b	*c	*d	*a	*b	*a	*b	
Unweighted Base		7	6	2	2	1	2	2	1	1	3	3	4	3	5
Effective base		4	3	1	2	1	1	2	1	1	2	2	2	2	2
Weighted Base		5	3	2	*	2	*	1	*	2	1	2	4	1	4
Very Dissatisfied	(-2)	*	*	-	-	-	*	-	-	-	-	*	-	*	-
		7%	10%	-%	-%	-%	92%	-%	-%	-%	-%	14%	-%	32%	-%
Fairly Dissatisfied	(-1)	2	-	2	-	-	-	-	-	-	-	-	2	-	2
		36%	-%	98%	-%	-%	-%	-%	-%	-%	-%	-%	45%	-%	44%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	1	*	*	-	*	1	-	-	1	-	*	1	*
		18%	28%	2%	49%	-%	8%	100%	-%	-%	100%	-%	5%	68%	6%
Very Satisfied	(2)	2	2	-	-	2	-	-	-	2	-	2	2	-	2
		36%	56%	-%	-%	100%	-%	-%	-%	100%	-%	77%	45%	-%	45%
Don't Know (DO NOT READ OUT)		*	*	-	*	-	-	-	*	-	-	*	*	-	*
		4%	7%	-%	51%	-%	-%	-%	100%	-%	-%	9%	5%	-%	5%
NET: Satisfied		3	3	*	*	2	*	1	-	2	1	2	2	1	2
		54%	83%	2%	49%	100%	8%	100%	-%	100%	100%	77%	50%	68%	50%
NET: Dissatisfied		2	*	2	-	-	*	-	-	-	-	*	2	*	2
		42%	10%	98%	-%	-%	92%	-%	-%	-%	-%	14%	45%	32%	44%
Answered		5	3	2	*	2	*	1	-	2	1	2	4	1	4
Mean score		.4	1.3	-1.0	1.0	2.0	-1.7	1.0	-	2.0	1.0	1.4	.5	*	.5

Columns Tested:: a,b,c - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 207 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters	Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		Types of services used: parcels and packets		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted Base		7	1	3	5	2	4	4	4	1	1	2	5	4	1
Effective base		4	1	1	2	1	3	2	2	1	1	2	3	2	1
Weighted Base		5	*	2	4	2	1	2	2	*	*	*	1	3	*
Very Dissatisfied	(-2)	*	-	-	-	-	*	-	-	-	-	-	*	*	-
		7%	-%	-%	-%	-%	27%	-%	-%	-%	-%	-%	23%	12%	-%
Fairly Dissatisfied	(-1)	2	-	-	2	-	-	2	-	-	-	-	-	-	-
		36%	-%	-%	44%	-%	-%	80%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	-	*	*	-	1	*	*	*	-	*	1	1	*
		18%	-%	11%	6%	-%	73%	10%	10%	100%	-%	49%	62%	25%	100%
Very Satisfied	(2)	2	-	2	2	2	-	-	2	-	-	-	-	2	-
		36%	-%	89%	45%	90%	-%	-%	80%	-%	-%	-%	-%	64%	-%
Don't Know (DO NOT READ OUT)		*	*	-	*	*	-	*	*	-	*	*	*	-	-
		4%	100%	-%	5%	10%	-%	9%	9%	-%	100%	51%	15%	-%	-%
NET: Satisfied		3	-	2	2	2	1	*	2	*	-	*	1	2	*
		54%	-%	100%	50%	90%	73%	10%	91%	100%	-%	49%	62%	88%	100%
NET: Dissatisfied		2	-	-	2	-	*	2	-	-	-	-	*	*	-
		42%	-%	-%	44%	-%	27%	80%	-%	-%	-%	-%	23%	12%	-%
Answered		5	-	2	4	2	1	2	2	*	-	*	1	3	*
Mean score		.4	-	1.9	.5	2.0	.2	-.8	1.9	1.0	-	1.0	.2	1.3	1.0

Columns Tested:: a,b - a,b - a,b,c - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 207 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Use of RM postal services			Use of RM postal services: letters and large letters		Use of RM postal services: parcels and packets				Types of services used to send standard letters:		RM product changes:
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	First class services	Second class services	Changed from RM to new provider
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*d	*a	*b	
Unweighted Base		7	5	2	3	4	3	3	2	3	1	3	4	1
Effective base		4	2	2	2	2	1	2	2	2	1	2	2	1
Weighted Base		5	4	*	*	2	2	*	*	*	*	*	2	2
Very Dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-	-	-	-
		7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	2	2	-	-	2	-	-	-	-	-	-	-	2
		36%	44%	-%	-%	80%	-%	-%	-%	-%	-%	-%	-%	100%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	*	*	*	*	*	*	*	*	*	*	*	-
		18%	6%	49%	52%	10%	9%	52%	49%	52%	100%	52%	10%	-%
Very Satisfied	(2)	2	2	-	-	-	2	-	-	-	-	-	2	-
		36%	45%	-%	-%	-%	81%	-%	-%	-%	-%	-%	80%	-%
Don't Know (DO NOT READ OUT)		*	*	*	*	*	*	*	*	*	-	*	*	-
		4%	5%	51%	48%	9%	10%	48%	51%	48%	-%	48%	9%	-%
NET: Satisfied		3	2	*	*	*	2	*	*	*	*	*	2	-
		54%	50%	49%	52%	10%	90%	52%	49%	52%	100%	52%	91%	-%
NET: Dissatisfied		2	2	-	-	2	-	-	-	-	-	-	-	2
		42%	44%	-%	-%	80%	-%	-%	-%	-%	-%	-%	-%	100%
Answered		5	4	*	*	2	2	*	*	*	*	*	2	2
Mean score		.4	.5	1.0	1.0	-.8	1.9	1.0	1.0	1.0	1.0	1.0	1.9	-1.0

Columns Tested:: a,b,c - a,b - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 207 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Dissatisfied	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c		*a	*b	*a	*b	
Unweighted Base		7	6	4	7	5	5	5	6	1	4	3	2	3	2	7
Effective base		4	3	2	4	3	3	2	3	1	2	1	1	2	1	4
Weighted Base		5	4	1	5	1	1	3	3	*	2	2	2	2	2	5
Very Dissatisfied	(-2)	*	*	-	*	*	*	-	*	-	-	-	-	-	*	*
		7%	8%	-%	7%	23%	23%	-%	10%	-%	-%	-%	-%	-%	16%	7%
Fairly Dissatisfied	(-1)	2	2	-	2	-	-	2	-	-	-	2	-	-	2	2
		36%	41%	-%	36%	-%	-%	62%	-%	-%	-%	89%	-%	-%	84%	36%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	*	1	1	1	1	1	1	*	*	*	-	1	-	1
		18%	5%	81%	18%	62%	62%	31%	28%	100%	10%	11%	-%	28%	-%	18%
Very Satisfied	(2)	2	2	-	2	-	-	-	2	-	2	-	2	2	-	2
		36%	41%	-%	36%	-%	-%	-%	56%	-%	80%	-%	90%	72%	-%	36%
Don't Know (DO NOT READ OUT)		*	*	*	*	*	*	*	*	-	*	-	*	-	-	*
		4%	5%	19%	4%	15%	15%	7%	7%	-%	9%	-%	10%	-%	-%	4%
NET: Satisfied		3	2	1	3	1	1	1	3	*	2	*	2	2	-	3
		54%	47%	81%	54%	62%	62%	31%	83%	100%	91%	11%	90%	100%	-%	54%
NET: Dissatisfied		2	2	-	2	*	*	2	*	-	-	2	-	-	2	2
		42%	49%	-%	42%	23%	23%	62%	10%	-%	-%	89%	-%	-%	100%	42%
Answered		5	4	1	5	1	1	3	3	*	2	2	2	2	2	5
Mean score		.4	.3	1.0	.4	.2	.2	-.3	1.3	1.0	1.9	-.8	2.0	1.7	-1.2	.4

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 207 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Future volume of mail		Considered trying provider other than RM			Have moved to communication methods other than post	Quarter				Half	
		Total base	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*a	*b	*c		*a	*b	*c	*d	*a	*b
Unweighted Base		7	3	4	1	3	3	7	2	3	1	1	5	2
Effective base		4	2	3	1	2	2	4	2	1	1	1	2	1
Weighted Base		5	4	1	*	3	2	5	1	2	*	2	3	2
Very Dissatisfied	(-2)	*	-	*	-	-	*	*	-	-	*	-	-	*
		7%	-%	23%	-%	-%	14%	7%	-%	-%	100%	-%	-%	15%
Fairly Dissatisfied	(-1)	2	2	-	-	2	-	2	-	2	-	-	2	-
		36%	49%	-%	-%	67%	-%	36%	-%	88%	-%	-%	62%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	1	*	1	*	1	*	1	1	*	-	-	1	-
		18%	1%	62%	100%	25%	9%	18%	100%	1%	-%	-%	31%	-%
Very Satisfied	(2)	2	2	-	-	-	2	2	-	-	-	2	-	2
		36%	50%	-%	-%	-%	77%	36%	-%	-%	-%	100%	-%	85%
Don't Know (DO NOT READ OUT)		*	-	*	-	*	-	*	-	*	-	-	*	-
		4%	-%	15%	-%	8%	-%	4%	-%	10%	-%	-%	7%	-%
NET: Satisfied		3	2	1	*	1	2	3	1	*	-	2	1	2
		54%	51%	62%	100%	25%	86%	54%	100%	1%	-%	100%	31%	85%
NET: Dissatisfied		2	2	*	-	2	*	2	-	2	*	-	2	*
		42%	49%	23%	-%	67%	14%	42%	-%	88%	100%	-%	62%	15%
Answered		5	4	1	*	2	2	5	1	2	*	2	3	2
Mean score		.4	.5	.2	1.0	-.5	1.3	.4	1.0	-1.0	-2.0	2.0	-.3	1.4

Columns Tested:: a,b - a,b,c - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 208

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: The staff being polite and courteous

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Method		Business Size 1				Business Size 2						
		Total base	CATI	CAWI	0-9	10-49	50-99	10+	1 - 4	5 - 9	10 - 19	20 - 99	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		7	3	4	2	3	2	5	1	1	2	3	2	3	2
Effective base		4	2	2	2	2	2	3	1	1	1	3	2	2	2
Weighted Base		5	1	4	4	1	*	1	2	2	1	1	4	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	-	*	-	*	-	-	*	*	-	*	-
		7%	27%	1%	-%	35%	-%	25%	-%	-%	4%	44%	-%	35%	-%
Very Satisfied	(2)	4	1	4	4	1	*	1	2	2	1	*	4	1	*
		89%	55%	99%	100%	65%	49%	60%	100%	100%	96%	27%	100%	65%	49%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	*	*	-	-	-	*	-	-	*
		4%	18%	-%	-%	-%	51%	15%	-%	-%	-%	28%	-%	-%	51%
NET: Satisfied		5	1	4	4	1	*	1	2	2	1	1	4	1	*
		96%	82%	100%	100%	100%	49%	85%	100%	100%	100%	72%	100%	100%	49%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		5	1	4	4	1	*	1	2	2	1	1	4	1	*
Mean score		1.9	1.7	2.0	2.0	1.6	2.0	1.7	2.0	2.0	2.0	1.4	2.0	1.6	2.0

Columns Tested:: a,b - a,b,c,d - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 208 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: The staff being polite and courteous

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Turnover				GOR (QC3)					
		Total base	£0-£99,999	£100,000 -£499,999	£1,000,000 -£1,499,999	£1,500,000 +	Greater London	North West	South East	West Midlands	England	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*c	*d	*e	*f
Unweighted Base		7	1	1	1	2	1	1	3	1	6	1
Effective base		4	1	1	1	1	1	1	2	1	4	1
Weighted Base		5	2	2	*	1	2	*	3	*	5	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	-	-	-	*	-	-	*	-	*	*
		7%	-%	-%	-%	4%	-%	-%	12%	-%	7%	100%
Very Satisfied	(2)	4	2	2	*	1	2	-	2	*	4	-
		89%	100%	100%	100%	96%	100%	-%	88%	100%	89%	-%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	*	-	-	*	-
		4%	-%	-%	-%	-%	-%	100%	-%	-%	4%	-%
NET: Satisfied		5	2	2	*	1	2	-	3	*	5	*
		96%	100%	100%	100%	100%	100%	-%	100%	100%	96%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		5	2	2	*	1	2	-	3	*	5	*
Mean score		1.9	2.0	2.0	2.0	2.0	2.0	-	1.9	2.0	1.9	1.0

Columns Tested:: a,b,c,d - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 208 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: The staff being polite and courteous

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Industry				Urbanity	Location		Internet connection	Role of mail services	
		Total base	Manufacturing	Construction	Retail/ Distribution	Hospitality	Urban	Head office	Branch / local office	Yes	Administrative	Critical for communications
Significance Level: 95%			*a	*b	*c	*d		*a	*b		*a	*b
Unweighted Base		7	2	2	2	1	7	5	2	7	5	2
Effective base		4	1	2	1	1	4	2	1	4	3	2
Weighted Base		5	*	1	2	2	5	3	2	5	5	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	-	-	*	*	-	*	*	-
		7%	13%	33%	-%	-%	7%	12%	-%	7%	8%	-%
Very Satisfied	(2)	4	*	1	2	2	4	3	2	4	4	*
		89%	87%	67%	89%	100%	89%	88%	90%	89%	92%	49%
Don't Know (DO NOT READ OUT)		*	-	-	*	-	*	-	*	*	-	*
		4%	-%	-%	11%	-%	4%	-%	10%	4%	-%	51%
NET: Satisfied		5	*	1	2	2	5	3	2	5	5	*
		96%	100%	100%	89%	100%	96%	100%	90%	96%	100%	49%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		5	*	1	2	2	5	3	2	5	5	*
Mean score		1.9	1.9	1.7	2.0	2.0	1.9	1.9	2.0	1.9	1.9	2.0

Columns Tested:: a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 208 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: The staff being polite and courteous

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Monthly postal spend						Monthly Postal Spend (size)		Types of mail sent						Number of letters/ large letters sent		
		Total base	<£100	£100 -<£1000	£10,000 -<£25,000	0-<£1000	£1000+	£5000+	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*a	*b	*c	*d	*e	*f	*a	*b	*c
Unweighted Base		7	5	1	1	6	1	1	5	2	5	2	5	6	1	2	3	1	1
Effective base		4	2	1	1	3	1	1	2	1	2	2	2	3	1	2	1	1	1
Weighted Base		5	3	*	2	3	2	2	3	2	4	*	4	3	*	1	2	*	2
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	-	-	*	-	-	*	-	*	-	*	*	-	-	*	-	-
		7%	12%	-%	-%	11%	-%	-%	12%	-%	1%	-%	1%	11%	-%	-%	1%	-%	-%
Very Satisfied	(2)	4	3	-	2	3	2	2	3	2	4	*	4	3	*	1	2	*	2
		89%	88%	-%	100%	82%	100%	100%	88%	89%	94%	49%	94%	82%	100%	100%	88%	100%	100%
Don't Know (DO NOT READ OUT)		*	-	*	-	*	-	-	-	*	*	*	*	*	-	-	*	-	-
		4%	-%	100%	-%	7%	-%	-%	-%	11%	5%	51%	5%	7%	-%	-%	10%	-%	-%
NET: Satisfied		5	3	-	2	3	2	2	3	2	4	*	4	3	*	1	2	*	2
		96%	100%	-%	100%	93%	100%	100%	100%	89%	95%	49%	95%	93%	100%	100%	90%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		5	3	-	2	3	2	2	3	2	4	*	4	3	*	1	2	*	2
Mean score		1.9	1.9	-	2.0	1.9	2.0	2.0	1.9	2.0	2.0	2.0	2.0	1.9	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b,c,d,e,f - a,b - a,b,c,d,e,f - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 208 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: The staff being polite and courteous

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Number of packets and parcels sent	Frequency - letters/large letters sent			Frequency - parcels and packets				Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters
		Total base	1-24	Less than once a week	Daily	Multiple times daily	Less than once a week	Once a week	Once a day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail
Significance Level: 95%				*a	*b	*c	*a	*b	*c	*d	*a	*b	*a	*b	
Unweighted Base		7	6	2	2	1	2	2	1	1	3	3	4	3	5
Effective base		4	3	1	2	1	1	2	1	1	2	2	2	2	2
Weighted Base		5	3	2	*	2	*	1	*	2	1	2	4	1	4
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	-	-	*	-	-	-	*	*	-	*	*
		7%	11%	2%	-%	-%	100%	-%	-%	-%	3%	14%	-%	35%	1%
Very Satisfied	(2)	4	3	2	*	2	-	1	-	2	1	2	4	1	4
		89%	82%	98%	49%	100%	-%	100%	-%	100%	97%	77%	95%	65%	94%
Don't Know (DO NOT READ OUT)		*	*	-	*	-	-	-	*	-	-	*	*	-	*
		4%	7%	-%	51%	-%	-%	-%	100%	-%	-%	9%	5%	-%	5%
NET: Satisfied		5	3	2	*	2	*	1	-	2	1	2	4	1	4
		96%	93%	100%	49%	100%	100%	100%	-%	100%	100%	91%	95%	100%	95%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		5	3	2	*	2	*	1	-	2	1	2	4	1	4
Mean score		1.9	1.9	2.0	2.0	2.0	1.0	2.0	-	2.0	2.0	1.8	2.0	1.6	2.0

Columns Tested:: a,b,c - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 208 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: The staff being polite and courteous

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters	Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		Types of services used: parcels and packets		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b		*a	*b	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted Base		7	1	3	5	2	4	4	4	1	1	2	5	4	1
Effective base		4	1	1	2	1	3	2	2	1	1	2	3	2	1
Weighted Base		5	*	2	4	2	1	2	2	*	*	*	1	3	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	-	*	*	-	*	*	*	*	-	-	*	*	*
		7%	-%	1%	1%	-%	29%	1%	1%	100%	-%	-%	25%	13%	100%
Very Satisfied	(2)	4	-	2	4	2	1	2	2	-	-	*	1	2	-
		89%	-%	99%	94%	90%	71%	89%	89%	-%	-%	49%	60%	87%	-%
Don't Know (DO NOT READ OUT)		*	*	-	*	*	-	*	*	-	*	*	*	-	-
		4%	100%	-%	5%	10%	-%	9%	9%	-%	100%	51%	15%	-%	-%
NET: Satisfied		5	-	2	4	2	1	2	2	*	-	*	1	3	*
		96%	-%	100%	95%	90%	100%	91%	91%	100%	-%	49%	85%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		5	-	2	4	2	1	2	2	*	-	*	1	3	*
Mean score		1.9	-	2.0	2.0	2.0	1.7	2.0	2.0	1.0	-	2.0	1.7	1.9	1.0

Columns Tested:: a,b - a,b - a,b,c - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 208 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: The staff being polite and courteous

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Use of RM postal services			Use of RM postal services: letters and large letters		Use of RM postal services: parcels and packets				Types of services used to send standard letters:		RM product changes:
		Total base	Letters	Large Letters	Parcels and packets	First class services	Second class services	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	First class services	Second class services	Changed from RM to new provider
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*d	*a	*b	
Unweighted Base		7	5	2	3	4	3	3	2	3	1	3	4	1
Effective base		4	2	2	2	2	1	2	2	2	1	2	2	1
Weighted Base		5	4	*	*	2	2	*	*	*	*	*	2	2
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	-	*	*	-	*	-	*	*	*	*	-
		7%	1%	-%	7%	1%	-%	7%	-%	7%	100%	7%	1%	-%
Very Satisfied	(2)	4	4	*	*	2	2	*	*	*	-	*	2	2
		89%	94%	49%	46%	89%	90%	46%	49%	46%	-%	46%	89%	100%
Don't Know (DO NOT READ OUT)		*	*	*	*	*	*	*	*	*	-	*	*	-
		4%	5%	51%	48%	9%	10%	48%	51%	48%	-%	48%	9%	-%
NET: Satisfied		5	4	*	*	2	2	*	*	*	*	*	2	2
		96%	95%	49%	52%	91%	90%	52%	49%	52%	100%	52%	91%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		5	4	*	*	2	2	*	*	*	*	*	2	2
Mean score		1.9	2.0	2.0	1.9	2.0	2.0	1.9	2.0	1.9	1.0	1.9	2.0	2.0

Columns Tested:: a,b,c - a,b - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 208 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: The staff being polite and courteous

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Dissatisfied	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c		*a	*b	*a	*b	
Unweighted Base		7	6	4	7	5	5	5	6	1	4	3	2	3	2	7
Effective base		4	3	2	4	3	3	2	3	1	2	1	1	2	1	4
Weighted Base		5	4	1	5	1	1	3	3	*	2	2	2	2	2	5
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*
		7%	8%	3%	7%	25%	25%	1%	11%	100%	1%	1%	-%	1%	16%	7%
Very Satisfied	(2)	4	4	1	4	1	1	3	3	-	2	2	2	2	2	4
		89%	87%	78%	89%	60%	60%	92%	82%	-%	89%	99%	90%	99%	84%	89%
Don't Know (DO NOT READ OUT)		*	*	*	*	*	*	*	*	-	*	-	*	-	-	*
		4%	5%	19%	4%	15%	15%	7%	7%	-%	9%	-%	10%	-%	-%	4%
NET: Satisfied		5	4	1	5	1	1	3	3	*	2	2	2	2	2	5
		96%	95%	81%	96%	85%	85%	93%	93%	100%	91%	100%	90%	100%	100%	96%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		5	4	1	5	1	1	3	3	*	2	2	2	2	2	5
Mean score		1.9	1.9	2.0	1.9	1.7	1.7	2.0	1.9	1.0	2.0	2.0	2.0	2.0	1.8	1.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 208 (continuation)

QOP3A14. Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects: The staff being polite and courteous

Base: All who have had a problem with TNT Express in the last 6 months (QOP3=14)

			Future volume of mail		Considered trying provider other than RM			Have moved to communication methods other than post	Quarter				Half	
		Total base	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*a	*b	*c		*a	*b	*c	*d	*a	*b
Unweighted Base		7	3	4	1	3	3	7	2	3	1	1	5	2
Effective base		4	2	3	1	2	2	4	2	1	1	1	2	1
Weighted Base		5	4	1	*	3	2	5	1	2	*	2	3	2
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	*	-	*	*	-	*	*	-	*	*
		7%	1%	23%	100%	-%	14%	7%	-%	1%	100%	-%	1%	15%
Very Satisfied	(2)	4	4	1	-	2	2	4	1	2	-	2	3	2
		89%	99%	62%	-%	92%	86%	89%	100%	88%	-%	100%	92%	85%
Don't Know (DO NOT READ OUT)		*	-	*	-	*	-	*	-	*	-	-	*	-
		4%	-%	15%	-%	8%	-%	4%	-%	10%	-%	-%	7%	-%
NET: Satisfied		5	4	1	*	2	2	5	1	2	*	2	3	2
		96%	100%	85%	100%	92%	100%	96%	100%	90%	100%	100%	93%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		5	4	1	*	2	2	5	1	2	*	2	3	2
Mean score		1.9	2.0	1.7	1.0	2.0	1.9	1.9	2.0	2.0	1.0	2.0	2.0	1.8

Columns Tested:: a,b - a,b,c - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 209

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Method	Business Size 1		Business Size 2		Turnover		GOR (QC3)	Industry		Urbanity	Location	
		Total base	CAWI	100-249	10+	100 - 249	Medium (50-249+)	£1,000,000 -£1,499,999	£1,500,000 +	Northern Ireland	Agriculture	Construction	Urban	Head office	Branch / local office
Significance Level: 95%				*a	*b	*a	*b	*a	*b		*a	*b		*a	*b
Unweighted Base		3	3	3	3	3	3	1	2	3	1	2	3	2	1
Effective base		2	2	2	2	2	2	1	2	2	1	2	2	2	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	*	*	-	*	*	-	*	*	*	-
		40%	40%	40%	40%	40%	40%	-%	46%	40%	-%	46%	40%	46%	-%
Fairly Satisfied	(1)	*	*	*	*	*	*	-	*	*	-	*	*	*	-
		48%	48%	48%	48%	48%	48%	-%	54%	48%	-%	54%	48%	54%	-%
Very Satisfied	(2)	*	*	*	*	*	*	*	-	*	*	-	*	-	*
		12%	12%	12%	12%	12%	12%	100%	-%	12%	100%	-%	12%	-%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		60%	60%	60%	60%	60%	60%	100%	54%	60%	100%	54%	60%	54%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.7	.7	.7	.7	.7	.7	2.0	.5	.7	2.0	.5	.7	.5	2.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 209 (continuation)

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Internet connection	Role of mail services		Monthly postal spend				Monthly Postal Spend (size)		Types of mail sent					
		Total base	Yes	Critical for communications	Core to business operations	<£100	£1000 -<£5000	0-<£1000	£1000+	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others
Significance Level: 95%				*a	*b	*a	*b	*c	*d	*a	*b	*a	*b	*c	*d	*e	*f
Unweighted Base		3	3	2	1	2	1	2	1	2	1	3	2	3	3	1	2
Effective base		2	2	2	1	2	1	2	1	2	1	2	1	2	2	1	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	-	*	-	*	-	*	-	*	-	*	*	-	*
		40%	40%	46%	-%	46%	-%	46%	-%	46%	-%	40%	-%	40%	40%	-%	76%
Fairly Satisfied	(1)	*	*	*	-	*	-	*	-	*	-	*	*	*	*	-	-
		48%	48%	54%	-%	54%	-%	54%	-%	54%	-%	48%	79%	48%	48%	-%	-%
Very Satisfied	(2)	*	*	-	*	-	*	-	*	-	*	*	*	*	*	*	*
		12%	12%	-%	100%	-%	100%	-%	100%	-%	100%	12%	21%	12%	12%	100%	24%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		60%	60%	54%	100%	54%	100%	54%	100%	54%	100%	60%	100%	60%	60%	100%	24%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.7	.7	.5	2.0	.5	2.0	.5	2.0	.5	2.0	.7	1.2	.7	.7	2.0	.5

Columns Tested:: a,b - a,b,c,d - a,b - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 209 (continuation)

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Number of letters/ large letters sent			Number of packets and parcels sent			Frequency - letters/large letters sent		Frequency - parcels and packets		Use of parcels	Main Postal provider used: all items	Main Postal provider - volume: letters and large letters	Main Postal provider - volume: parcels and packets	Main Postal provider: contract value - letters and large letters	Main Postal provider: contract value - parcels and packets
		Total base	50-99	100-249	250-499	1-24	25-49	100-249	More than once a week and not daily	Multiple times daily	More than once a week but not every day	Multiple times daily	Parcel post used for fulfillment	Provider other than Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*a	*b					*a	
Unweighted Base		3	1	1	1	1	1	1	2	1	2	1	3	3	3	2	2	3
Effective base		2	1	1	1	1	1	1	2	1	2	1	2	2	2	2	2	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	-	*	-	*	-	*	-	*	*	*	*	*	*
		40%	100%	-%	-%	-%	100%	-%	46%	-%	46%	-%	40%	40%	40%	76%	76%	40%
Fairly Satisfied	(1)	*	-	*	-	*	-	-	*	-	*	-	*	*	*	-	-	*
		48%	-%	100%	-%	100%	-%	-%	54%	-%	54%	-%	48%	48%	48%	-%	-%	48%
Very Satisfied	(2)	*	-	-	*	-	-	*	-	*	-	*	*	*	*	*	*	*
		12%	-%	-%	100%	-%	-%	100%	-%	100%	-%	100%	12%	12%	12%	24%	24%	12%
NET: Satisfied		*	-	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*
		60%	-%	100%	100%	100%	-%	100%	54%	100%	54%	100%	60%	60%	60%	24%	24%	60%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.7	-	1.0	2.0	1.0	-	2.0	.5	2.0	.5	2.0	.7	.7	.7	.5	.5	.7

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 209 (continuation)

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Types of services used: letters			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		3	3	2	1	2	2	1	3	2	1	2	1	1	2	1
Effective base		2	2	2	1	1	1	1	2	2	1	2	1	1	2	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	-	-	-	-	*	*	-	*	-	-	*	-
		40%	40%	46%	-%	-%	-%	-%	40%	46%	-%	76%	-%	-%	76%	-%
Fairly Satisfied	(1)	*	*	*	-	*	*	-	*	*	-	-	-	-	-	-
		48%	48%	54%	-%	79%	79%	-%	48%	54%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	*	*	-	*	*	*	*	*	-	*	*	*	*	*	*
		12%	12%	-%	100%	21%	21%	100%	12%	-%	100%	24%	100%	100%	24%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		60%	60%	54%	100%	100%	100%	100%	60%	54%	100%	24%	100%	100%	24%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.7	.7	.5	2.0	1.2	1.2	2.0	.7	.5	2.0	.5	2.0	2.0	.5	2.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 209 (continuation)

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Use of RM postal services: parcels and packets				Types of services used to send standard letters:		RM product changes:	Mail received at your location				
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	First class services	Second class services	Lower Cost	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%			*a	*b	*c	*d	*a	*b		*a	*b	*c	*d	*e
Unweighted Base		3	1	1	1	1	2	2	1	2	2	3	3	3
Effective base		2	1	1	1	1	2	2	1	2	1	2	2	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	*	*	-	*	-	*	*	*
		40%	-%	-%	-%	-%	76%	76%	-%	46%	-%	40%	40%	40%
Fairly Satisfied	(1)	*	-	-	-	-	-	-	-	*	*	*	*	*
		48%	-%	-%	-%	-%	-%	-%	-%	54%	79%	48%	48%	48%
Very Satisfied	(2)	*	*	*	*	*	*	*	*	-	*	*	*	*
		12%	100%	100%	100%	100%	24%	24%	100%	-%	21%	12%	12%	12%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*
		60%	100%	100%	100%	100%	24%	24%	100%	54%	100%	60%	60%	60%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.7	2.0	2.0	2.0	2.0	.5	.5	2.0	.5	1.2	.7	.7	.7

Columns Tested:: a,b,c,d - a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 209 (continuation)

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail		Considered trying provider other than RM		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Yes	Increase	Stay the same	Yes - tried	Yes - not tried	No
Significance Level: 95%			*a	*b	*c		*a	*b			*a	*b	*a	*b	*c
Unweighted Base		3	3	2	1	2	1	1	3	3	2	1	1	1	1
Effective base		2	2	2	1	2	1	1	2	2	2	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	-	*	-	*	*	*	*	-	-	-	*
		40%	40%	46%	-%	76%	-%	100%	40%	40%	76%	-%	-%	-%	100%
Fairly Satisfied	(1)	*	*	*	-	-	-	-	*	*	-	*	-	*	-
		48%	48%	54%	-%	-%	-%	-%	48%	48%	-%	100%	-%	100%	-%
Very Satisfied	(2)	*	*	-	*	*	*	-	*	*	*	-	*	-	-
		12%	12%	-%	100%	24%	100%	-%	12%	12%	24%	-%	100%	-%	-%
NET: Satisfied		*	*	*	*	*	*	-	*	*	*	*	*	*	-
		60%	60%	54%	100%	24%	100%	-%	60%	60%	24%	100%	100%	100%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.7	.7	.5	2.0	.5	2.0	-	.7	.7	.5	1.0	2.0	1.0	-

Columns Tested:: a,b,c - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 209 (continuation)

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Have moved to communication methods other than post		Quarter			Half	
		Total base	Yes	No	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*a	*b	*c	*a	*b
Unweighted Base		3	2	1	1	1	1	1	2
Effective base		2	2	1	1	1	1	1	2
Weighted Base		*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	-	*	-	*
		40%	46%	-%	-%	-%	100%	-%	46%
Fairly Satisfied	(1)	*	*	-	-	*	-	-	*
		48%	54%	-%	-%	100%	-%	-%	54%
Very Satisfied	(2)	*	-	*	*	-	-	*	-
		12%	-%	100%	100%	-%	-%	100%	-%
NET: Satisfied		*	*	*	*	*	-	*	*
		60%	54%	100%	100%	100%	-%	100%	54%
NET: Dissatisfied		-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*
Mean score		.7	.5	2.0	2.0	1.0	-	2.0	.5

Columns Tested:: a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 210

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Method	Business Size 1		Business Size 2		Turnover		GOR (QC3)	Industry		Urbanity	Location	
		Total base	CAWI	100-249	10+	100 - 249	Medium (50-249+)	£1,000,000 -£1,499,999	£1,500,000 +	Northern Ireland	Agriculture	Construction	Urban	Head office	Branch / local office
Significance Level: 95%				*a	*b	*a	*b	*a	*b		*a	*b		*a	*b
Unweighted Base		3	3	3	3	3	3	1	2	3	1	2	3	2	1
Effective base		2	2	2	2	2	2	1	2	2	1	2	2	2	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	*	*	-	*	*	-	*	*	*	-
		40%	40%	40%	40%	40%	40%	-%	46%	40%	-%	46%	40%	46%	-%
Fairly Satisfied	(1)	*	*	*	*	*	*	-	*	*	-	*	*	*	-
		48%	48%	48%	48%	48%	48%	-%	54%	48%	-%	54%	48%	54%	-%
Very Satisfied	(2)	*	*	*	*	*	*	*	-	*	*	-	*	-	*
		12%	12%	12%	12%	12%	12%	100%	-%	12%	100%	-%	12%	-%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		60%	60%	60%	60%	60%	60%	100%	54%	60%	100%	54%	60%	54%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.7	.7	.7	.7	.7	.7	2.0	.5	.7	2.0	.5	.7	.5	2.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 210 (continuation)

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Internet connection	Role of mail services		Monthly postal spend				Monthly Postal Spend (size)		Types of mail sent					
		Total base	Yes	Critical for communications	Core to business operations	<£100	£1000 -<£5000	0-<£1000	£1000+	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others
Significance Level: 95%				*a	*b	*a	*b	*c	*d	*a	*b	*a	*b	*c	*d	*e	*f
Unweighted Base		3	3	2	1	2	1	2	1	2	1	3	2	3	3	1	2
Effective base		2	2	2	1	2	1	2	1	2	1	2	1	2	2	1	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	-	*	-	*	-	*	-	*	-	*	*	-	*
		40%	40%	46%	-%	46%	-%	46%	-%	46%	-%	40%	-%	40%	40%	-%	76%
Fairly Satisfied	(1)	*	*	*	-	*	-	*	-	*	-	*	*	*	*	-	-
		48%	48%	54%	-%	54%	-%	54%	-%	54%	-%	48%	79%	48%	48%	-%	-%
Very Satisfied	(2)	*	*	-	*	-	*	-	*	-	*	*	*	*	*	*	*
		12%	12%	-%	100%	-%	100%	-%	100%	-%	100%	12%	21%	12%	12%	100%	24%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		60%	60%	54%	100%	54%	100%	54%	100%	54%	100%	60%	100%	60%	60%	100%	24%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.7	.7	.5	2.0	.5	2.0	.5	2.0	.5	2.0	.7	1.2	.7	.7	2.0	.5

Columns Tested:: a,b - a,b,c,d - a,b - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 210 (continuation)

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Number of letters/ large letters sent			Number of packets and parcels sent			Frequency - letters/large letters sent		Frequency - parcels and packets		Use of parcels	Main Postal provider used: all items	Main Postal provider - volume: letters and large letters	Main Postal provider - volume: parcels and packets	Main Postal provider: contract value - letters and large letters	Main Postal provider: contract value - parcels and packets
		Total base	50-99	100-249	250-499	1-24	25-49	100-249	More than once a week and not daily	Multiple times daily	More than once a week but not every day	Multiple times daily	Parcel post used for fulfillment	Provider other than Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*a	*b					*a	
Unweighted Base		3	1	1	1	1	1	1	2	1	2	1	3	3	3	2	2	3
Effective base		2	1	1	1	1	1	1	2	1	2	1	2	2	2	2	2	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	-	*	-	*	-	*	-	*	*	*	*	*	*
		40%	100%	-%	-%	-%	100%	-%	46%	-%	46%	-%	40%	40%	40%	76%	76%	40%
Fairly Satisfied	(1)	*	-	*	-	*	-	-	*	-	*	-	*	*	*	-	-	*
		48%	-%	100%	-%	100%	-%	-%	54%	-%	54%	-%	48%	48%	48%	-%	-%	48%
Very Satisfied	(2)	*	-	-	*	-	-	*	-	*	-	*	*	*	*	*	*	*
		12%	-%	-%	100%	-%	-%	100%	-%	100%	-%	100%	12%	12%	12%	24%	24%	12%
NET: Satisfied		*	-	*	*	*	-	*	*	*	*	*	*	*	*	*	*	*
		60%	-%	100%	100%	100%	-%	100%	54%	100%	54%	100%	60%	60%	60%	24%	24%	60%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.7	-	1.0	2.0	1.0	-	2.0	.5	2.0	.5	2.0	.7	.7	.7	.5	.5	.7

Columns Tested:: a,b,c - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 210 (continuation)

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Types of services used: letters			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		3	3	2	1	2	2	1	3	2	1	2	1	1	2	1
Effective base		2	2	2	1	1	1	1	2	2	1	2	1	1	2	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	-	-	-	-	*	*	-	*	-	-	*	-
		40%	40%	46%	-%	-%	-%	-%	40%	46%	-%	76%	-%	-%	76%	-%
Fairly Satisfied	(1)	*	*	*	-	*	*	-	*	*	-	-	-	-	-	-
		48%	48%	54%	-%	79%	79%	-%	48%	54%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	*	*	-	*	*	*	*	*	-	*	*	*	*	*	*
		12%	12%	-%	100%	21%	21%	100%	12%	-%	100%	24%	100%	100%	24%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		60%	60%	54%	100%	100%	100%	100%	60%	54%	100%	24%	100%	100%	24%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.7	.7	.5	2.0	1.2	1.2	2.0	.7	.5	2.0	.5	2.0	2.0	.5	2.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 210 (continuation)

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Use of RM postal services: parcels and packets				Types of services used to send standard letters:		RM product changes:	Mail received at your location				
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	First class services	Second class services	Lower Cost	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%			*a	*b	*c	*d	*a	*b		*a	*b	*c	*d	*e
Unweighted Base		3	1	1	1	1	2	2	1	2	2	3	3	3
Effective base		2	1	1	1	1	2	2	1	2	1	2	2	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	*	*	-	*	-	*	*	*
		40%	-%	-%	-%	-%	76%	76%	-%	46%	-%	40%	40%	40%
Fairly Satisfied	(1)	*	-	-	-	-	-	-	-	*	*	*	*	*
		48%	-%	-%	-%	-%	-%	-%	-%	54%	79%	48%	48%	48%
Very Satisfied	(2)	*	*	*	*	*	*	*	*	-	*	*	*	*
		12%	100%	100%	100%	100%	24%	24%	100%	-%	21%	12%	12%	12%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*
		60%	100%	100%	100%	100%	24%	24%	100%	54%	100%	60%	60%	60%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.7	2.0	2.0	2.0	2.0	.5	.5	2.0	.5	1.2	.7	.7	.7

Columns Tested:: a,b,c,d - a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 210 (continuation)

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail		Considered trying provider other than RM		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Yes	Increase	Stay the same	Yes - tried	Yes - not tried	No
Significance Level: 95%			*a	*b	*c		*a	*b			*a	*b	*a	*b	*c
Unweighted Base		3	3	2	1	2	1	1	3	3	2	1	1	1	1
Effective base		2	2	2	1	2	1	1	2	2	2	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	-	*	-	*	*	*	*	-	-	-	*
		40%	40%	46%	-%	76%	-%	100%	40%	40%	76%	-%	-%	-%	100%
Fairly Satisfied	(1)	*	*	*	-	-	-	-	*	*	-	*	-	*	-
		48%	48%	54%	-%	-%	-%	-%	48%	48%	-%	100%	-%	100%	-%
Very Satisfied	(2)	*	*	-	*	*	*	-	*	*	*	-	*	-	-
		12%	12%	-%	100%	24%	100%	-%	12%	12%	24%	-%	100%	-%	-%
NET: Satisfied		*	*	*	*	*	*	-	*	*	*	*	*	*	-
		60%	60%	54%	100%	24%	100%	-%	60%	60%	24%	100%	100%	100%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		.7	.7	.5	2.0	.5	2.0	-	.7	.7	.5	1.0	2.0	1.0	-

Columns Tested:: a,b,c - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 210 (continuation)

QOP3A15. Thinking about contacting Whistl (Previously known as TNT Post) with a service query, request or complaint, and your experiences in the last six months, please rate Whistl (Previously known as TNT Post) on the following aspects: The staff being polite and courteous

Base: All who have had a problem with Whistl in the last 6 months (QOP3=15)

			Have moved to communication methods other than post		Quarter			Half	
		Total base	Yes	No	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*a	*b	*c	*a	*b
Unweighted Base		3	2	1	1	1	1	1	2
Effective base		2	2	1	1	1	1	1	2
Weighted Base		*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	-	*	-	*
		40%	46%	-%	-%	-%	100%	-%	46%
Fairly Satisfied	(1)	*	*	-	-	*	-	-	*
		48%	54%	-%	-%	100%	-%	-%	54%
Very Satisfied	(2)	*	-	*	*	-	-	*	-
		12%	-%	100%	100%	-%	-%	100%	-%
NET: Satisfied		*	*	*	*	*	-	*	*
		60%	54%	100%	100%	100%	-%	100%	54%
NET: Dissatisfied		-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*
Mean score		.7	.5	2.0	2.0	1.0	-	2.0	.5

Columns Tested:: a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 213

QOP3A17. Thinking about contacting Amazon Logistics with a service query, request or complaint, and your experiences in the last six months, please rate Amazon Logistics on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with Amazon Logistics in the last 6 months (QOP3=17)

			Method	Business Size 1		Business Size 2		Turnover		GOR (QC3)		Industry	Urbanity	Location		Internet connection
		Total base	CAWI	100-249	10+	100 - 249	Medium (50-249+)	£0-£99,999	£1,500,000 +	Scotland	Northern Ireland	Non Financial	Urban	Head office	Branch / local office	Yes
Significance Level: 95%				*a	*b	*a	*b	*a	*b	*a	*b			*a	*b	
Unweighted Base		2	2	2	2	2	2	1	1	1	1	1	2	1	1	2
Effective base		2	2	2	2	2	2	1	1	1	1	1	2	1	1	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	*	*	*	*	*	-	*	-	-	*	-	*	*
		75%	75%	75%	75%	75%	75%	100%	-%	100%	-%	-%	75%	-%	100%	75%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	*	*	-	*	-	*	*	*	*	-	*
		25%	25%	25%	25%	25%	25%	-%	100%	-%	100%	100%	25%	100%	-%	25%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied		*	*	*	*	*	*	*	-	*	-	-	*	-	*	*
		75%	75%	75%	75%	75%	75%	100%	-%	100%	-%	-%	75%	-%	100%	75%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		-.7	-.7	-.7	-.7	-.7	-.7	-1.0	-	-1.0	-	-	-.7	-	-1.0	-.7

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 213 (continuation)

QOP3A17. Thinking about contacting Amazon Logistics with a service query, request or complaint, and your experiences in the last six months, please rate Amazon Logistics on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with Amazon Logistics in the last 6 months (QOP3=17)

			Role of mail services		Monthly postal spend					Monthly Postal Spend (size)		Types of mail sent				
		Total base	Administrative	Critical for communications	<£100	£10,000 -<£25,000	0-<£1000	£1000+	£5000+	Medium	Large	Letters	Large Letters	Any Letters	Bulk Mailings	Others
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d	*e
Unweighted Base		2	1	1	1	1	1	1	1	1	1	2	2	2	1	1
Effective base		2	1	1	1	1	1	1	1	1	1	2	2	2	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	*	*	-	*	-	-	*	-	*	*	*	-	-
		75%	-%	100%	100%	-%	100%	-%	-%	100%	-%	75%	75%	75%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	*	-	*	*	-	*	*	*	*	*	*
		25%	100%	-%	-%	100%	-%	100%	100%	-%	100%	25%	25%	25%	100%	100%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied		*	-	*	*	-	*	-	-	*	-	*	*	*	-	-
		75%	-%	100%	100%	-%	100%	-%	-%	100%	-%	75%	75%	75%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		-.7	-	-1.0	-1.0	-	-1.0	-	-	-1.0	-	-.7	-.7	-.7	-	-

Columns Tested:: a,b - a,b,c,d,e - a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 213 (continuation)

QOP3A17. Thinking about contacting Amazon Logistics with a service query, request or complaint, and your experiences in the last six months, please rate Amazon Logistics on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with Amazon Logistics in the last 6 months (QOP3=17)

			Number of letters/ large letters sent		Frequency - letters/large letters sent		Main Postal provider used: all items	Main Postal provider - volume: letters and large letters		Main Postal provider: contract value - letters and large letters		Types of services used: letters		
		Total base	50-99	500-4,999	Once a week	Multiple times daily	Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b		*a	*b	*a	*b	*a	*b	*c
Unweighted Base		2	1	1	1	1	2	1	1	1	1	2	1	1
Effective base		2	1	1	1	1	2	1	1	1	1	2	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	*	*	*	-	*	-	*	*	-
		75%	100%	-%	-%	100%	75%	100%	-%	100%	-%	75%	100%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	*	-	*	-	*	-	*	*	-	*
		25%	-%	100%	100%	-%	25%	-%	100%	-%	100%	25%	-%	100%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied		*	*	-	-	*	*	*	-	*	-	*	*	-
		75%	100%	-%	-%	100%	75%	100%	-%	100%	-%	75%	100%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		-.7	-1.0	-	-	-1.0	-.7	-1.0	-	-1.0	-	-.7	-1.0	-

Columns Tested:: a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 213 (continuation)

QOP3A17. Thinking about contacting Amazon Logistics with a service query, request or complaint, and your experiences in the last six months, please rate Amazon Logistics on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with Amazon Logistics in the last 6 months (QOP3=17)

			Types of services used: large letters		Use of RM postal services		Use of RM postal services: letters and large letters	Types of services used to send standard letters:	RM product changes:		Mail received at your location				Types of services for received mail	Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months
		Total base	Urgent, Tracked or Timed Services	International / Cross border	Letters	Large Letters	Second class services	Second class services	Lower Cost	Changed from RM to new provider	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Satisfied	Yes
Significance Level: 95%			*a	*b	*a	*b			*a	*b	*a	*b	*c	*d		*a	
Unweighted Base		2	2	1	2	1	2	1	1	1	1	1	1	1	2	2	2
Effective base		2	2	1	2	1	2	1	1	1	1	1	1	1	2	2	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	*	*	*	*	*	-	-	-	*	-	*	*	*
		75%	75%	-%	75%	100%	75%	100%	100%	-%	-%	-%	100%	-%	75%	75%	75%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	-	*	-	-	*	*	*	-	*	*	*	*
		25%	25%	100%	25%	-%	25%	-%	-%	100%	100%	100%	-%	100%	25%	25%	25%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied		*	*	-	*	*	*	*	*	-	-	-	*	-	*	*	*
		75%	75%	-%	75%	100%	75%	100%	100%	-%	-%	-%	100%	-%	75%	75%	75%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		-.7	-.7	-	-.7	-1.0	-.7	-1.0	-1.0	-	-	-	-1.0	-	-.7	-.7	-.7

Columns Tested:: a,b - a,b - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 213 (continuation)

QOP3A17. Thinking about contacting Amazon Logistics with a service query, request or complaint, and your experiences in the last six months, please rate Amazon Logistics on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with Amazon Logistics in the last 6 months (QOP3=17)

			Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail		Considered trying provider other than RM		Have moved to communication methods other than post		Quarter		Half
		Total base	Satisfied	Yes	Increase	Stay the same	Yes - tried	No	Yes	No	Q1 2021	Q2 2021	Q1-2 2021
Significance Level: 95%					*a	*b	*a	*b	*a	*b	*a	*b	
Unweighted Base		2	2	2	1	1	1	1	1	1	1	1	2
Effective base		2	2	2	1	1	1	1	1	1	1	1	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	*	-	*	-	*	-	*	*	-	*
		75%	75%	75%	-%	100%	-%	100%	-%	100%	100%	-%	75%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	-	*	-	*	-	-	*	*
		25%	25%	25%	100%	-%	100%	-%	100%	-%	-%	100%	25%
Fairly Satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied		*	*	*	-	*	-	*	-	*	*	-	*
		75%	75%	75%	-%	100%	-%	100%	-%	100%	100%	-%	75%
Answered		*	*	*	*	*	*	*	*	*	*	*	*
Mean score		-.7	-.7	-.7	-	-1.0	-	-1.0	-	-1.0	-1.0	-	-.7

Columns Tested:: a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 214

QOP3A17. Thinking about contacting Amazon Logistics with a service query, request or complaint, and your experiences in the last six months, please rate Amazon Logistics on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with Amazon Logistics in the last 6 months (QOP3=17)

			Method	Business Size 1		Business Size 2		Turnover		GOR (QC3)		Industry	Urbanity	Location		Internet connection
		Total base	CAWI	100-249	10+	100 - 249	Medium (50-249+)	£0-£99,999	£1,500,000 +	Scotland	Northern Ireland	Non Financial	Urban	Head office	Branch / local office	Yes
Significance Level: 95%				*a	*b	*a	*b	*a	*b	*a	*b			*a	*b	
Unweighted Base		2	2	2	2	2	2	1	1	1	1	1	2	1	1	2
Effective base		2	2	2	2	2	2	1	1	1	1	1	2	1	1	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	*	*	*	*	*	-	*	-	-	*	-	*	*
		75%	75%	75%	75%	75%	75%	100%	-%	100%	-%	-%	75%	-%	100%	75%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	*	*	*	-	*	-	*	*	*	*	-	*
		25%	25%	25%	25%	25%	25%	-%	100%	-%	100%	100%	25%	100%	-%	25%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		*	*	*	*	*	*	-	*	-	*	*	*	*	-	*
		25%	25%	25%	25%	25%	25%	-%	100%	-%	100%	100%	25%	100%	-%	25%
NET: Dissatisfied		*	*	*	*	*	*	*	-	*	-	-	*	-	*	*
		75%	75%	75%	75%	75%	75%	100%	-%	100%	-%	-%	75%	-%	100%	75%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		-.5	-.5	-.5	-.5	-.5	-.5	-1.0	1.0	-1.0	1.0	1.0	-.5	1.0	-1.0	-.5

Columns Tested:: a,b - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 214 (continuation)

QOP3A17. Thinking about contacting Amazon Logistics with a service query, request or complaint, and your experiences in the last six months, please rate Amazon Logistics on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with Amazon Logistics in the last 6 months (QOP3=17)

			Role of mail services		Monthly postal spend					Monthly Postal Spend (size)		Types of mail sent				
		Total base	Administrative	Critical for communications	<£100	£10,000 -<£25,000	0-<£1000	£1000+	£5000+	Medium	Large	Letters	Large Letters	Any Letters	Bulk Mailings	Others
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d	*e
Unweighted Base		2	1	1	1	1	1	1	1	1	1	2	2	2	1	1
Effective base		2	1	1	1	1	1	1	1	1	1	2	2	2	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	-	*	*	-	*	-	-	*	-	*	*	*	-	-
		75%	-%	100%	100%	-%	100%	-%	-%	100%	-%	75%	75%	75%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	-	-	*	-	*	*	-	*	*	*	*	*	*
		25%	100%	-%	-%	100%	-%	100%	100%	-%	100%	25%	25%	25%	100%	100%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		*	*	-	-	*	-	*	*	-	*	*	*	*	*	*
		25%	100%	-%	-%	100%	-%	100%	100%	-%	100%	25%	25%	25%	100%	100%
NET: Dissatisfied		*	-	*	*	-	*	-	-	*	-	*	*	*	-	-
		75%	-%	100%	100%	-%	100%	-%	-%	100%	-%	75%	75%	75%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		-.5	1.0	-1.0	-1.0	1.0	-1.0	1.0	1.0	-1.0	1.0	-.5	-.5	-.5	1.0	1.0

Columns Tested:: a,b - a,b,c,d,e - a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 214 (continuation)

QOP3A17. Thinking about contacting Amazon Logistics with a service query, request or complaint, and your experiences in the last six months, please rate Amazon Logistics on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with Amazon Logistics in the last 6 months (QOP3=17)

			Number of letters/ large letters sent		Frequency - letters/large letters sent		Main Postal provider used: all items	Main Postal provider - volume: letters and large letters		Main Postal provider: contract value - letters and large letters		Types of services used: letters		
		Total base	50-99	500-4,999	Once a week	Multiple times daily	Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b		*a	*b	*a	*b	*a	*b	*c
Unweighted Base		2	1	1	1	1	2	1	1	1	1	2	1	1
Effective base		2	1	1	1	1	2	1	1	1	1	2	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	-	*	*	*	-	*	-	*	*	-
		75%	100%	-%	-%	100%	75%	100%	-%	100%	-%	75%	100%	-%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	-	*	*	-	*	-	*	-	*	*	-	*
		25%	-%	100%	100%	-%	25%	-%	100%	-%	100%	25%	-%	100%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		*	-	*	*	-	*	-	*	-	*	*	-	*
		25%	-%	100%	100%	-%	25%	-%	100%	-%	100%	25%	-%	100%
NET: Dissatisfied		*	*	-	-	*	*	*	-	*	-	*	*	-
		75%	100%	-%	-%	100%	75%	100%	-%	100%	-%	75%	100%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		-.5	-1.0	1.0	1.0	-1.0	-.5	-1.0	1.0	-1.0	1.0	-.5	-1.0	1.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 214 (continuation)

QOP3A17. Thinking about contacting Amazon Logistics with a service query, request or complaint, and your experiences in the last six months, please rate Amazon Logistics on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with Amazon Logistics in the last 6 months (QOP3=17)

			Types of services used: large letters		Use of RM postal services		Use of RM postal services: letters and large letters	Types of services used to send standard letters:	RM product changes:		Mail received at your location				Types of services for received mail	Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months
		Total base	Urgent, Tracked or Timed Services	International / Cross border	Letters	Large Letters	Second class services	Second class services	Lower Cost	Changed from RM to new provider	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Satisfied	Yes
Significance Level: 95%			*a	*b	*a	*b			*a	*b	*a	*b	*c	*d		*a	
Unweighted Base		2	2	1	2	1	2	1	1	1	1	1	1	1	2	2	2
Effective base		2	2	1	2	1	2	1	1	1	1	1	1	1	2	2	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	*	*	*	*	*	-	-	-	*	-	*	*	*
		75%	75%	-%	75%	100%	75%	100%	100%	-%	-%	-%	100%	-%	75%	75%	75%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	*	-	*	-	-	*	*	*	-	*	*	*	*
		25%	25%	100%	25%	-%	25%	-%	-%	100%	100%	100%	-%	100%	25%	25%	25%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		*	*	*	*	-	*	-	-	*	*	*	-	*	*	*	*
		25%	25%	100%	25%	-%	25%	-%	-%	100%	100%	100%	-%	100%	25%	25%	25%
NET: Dissatisfied		*	*	-	*	*	*	*	*	-	-	-	*	-	*	*	*
		75%	75%	-%	75%	100%	75%	100%	100%	-%	-%	-%	100%	-%	75%	75%	75%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		-.5	-.5	1.0	-.5	-1.0	-.5	-1.0	-1.0	1.0	1.0	1.0	-1.0	1.0	-.5	-.5	-.5

Columns Tested:: a,b - a,b - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 214 (continuation)

QOP3A17. Thinking about contacting Amazon Logistics with a service query, request or complaint, and your experiences in the last six months, please rate Amazon Logistics on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with Amazon Logistics in the last 6 months (QOP3=17)

			Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail		Considered trying provider other than RM		Have moved to communication methods other than post		Quarter		Half
		Total base	Satisfied	Yes	Increase	Stay the same	Yes - tried	No	Yes	No	Q1 2021	Q2 2021	Q1-2 2021
Significance Level: 95%					*a	*b	*a	*b	*a	*b	*a	*b	
Unweighted Base		2	2	2	1	1	1	1	1	1	1	1	2
Effective base		2	2	2	1	1	1	1	1	1	1	1	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	*	*	*	-	*	-	*	-	*	*	-	*
		75%	75%	75%	-%	100%	-%	100%	-%	100%	100%	-%	75%
Neither Satisfied Nor Dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	(1)	*	*	*	*	-	*	-	*	-	-	*	*
		25%	25%	25%	100%	-%	100%	-%	100%	-%	-%	100%	25%
Very Satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		*	*	*	*	-	*	-	*	-	-	*	*
		25%	25%	25%	100%	-%	100%	-%	100%	-%	-%	100%	25%
NET: Dissatisfied		*	*	*	-	*	-	*	-	*	*	-	*
		75%	75%	75%	-%	100%	-%	100%	-%	100%	100%	-%	75%
Answered		*	*	*	*	*	*	*	*	*	*	*	*
Mean score		-.5	-.5	-.5	1.0	-1.0	1.0	-1.0	1.0	-1.0	-1.0	1.0	-.5

Columns Tested:: a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 215

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e
Unweighted Base		15	3	12	7	4	1	3	8
Effective base		5	3	4	4	3	1	3	4
Weighted Base		10	1	9	9	1	*	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	1	-	*	*	*	1
		6%	-%	7%	-%	44%	100%	73%	61%
Fairly Satisfied	(1)	6	*	6	6	*	-	-	*
		65%	49%	66%	68%	56%	-%	-%	36%
Very Satisfied	(2)	3	*	2	3	-	-	*	*
		29%	51%	27%	32%	-%	-%	27%	3%
NET: Satisfied		9	1	8	9	*	-	*	*
		94%	100%	93%	100%	56%	-%	27%	39%
NET: Dissatisfied		-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	1	9	9	1	*	*	1
Mean score		1.2	1.5	1.2	1.3	.6	-	.5	.4

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 215 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Business Size 2								Turnover				
		Total base	0	1 - 4	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		15	5	2	3	2	3	7	4	4	3	2	2	2	3
Effective base		5	2	2	2	1	3	4	3	2	2	1	2	2	2
Weighted Base		10	5	4	1	*	*	9	1	*	6	1	*	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	*	*	*	-	*	*	-	-	*	*	*
		6%	-%	-%	47%	86%	73%	-%	44%	92%	-%	-%	100%	41%	92%
Fairly Satisfied	(1)	6	3	3	*	*	-	6	*	-	6	*	-	*	-
		65%	66%	71%	53%	14%	-%	68%	56%	-%	100%	4%	-%	59%	-%
Very Satisfied	(2)	3	2	1	-	-	*	3	-	*	-	1	-	-	*
		29%	34%	29%	-%	-%	27%	32%	-%	8%	-%	96%	-%	-%	8%
NET: Satisfied		9	5	4	*	*	*	9	*	*	6	1	-	*	*
		94%	100%	100%	53%	14%	27%	100%	56%	8%	100%	100%	-%	59%	8%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	5	4	1	*	*	9	1	*	6	1	*	1	*
Mean score		1.2	1.3	1.3	.5	.1	.5	1.3	.6	.2	1.0	2.0	-	.6	.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 215 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			GOR (QC3)									
		Total base	East of England	East Midlands	North West	South East	South West	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Base		15	2	1	2	3	1	1	10	1	3	1
Effective base		5	2	1	2	2	1	1	4	1	2	1
Weighted Base		10	4	*	*	4	*	*	9	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	*	*	*	-	1	-	*	-
		6%	-%	-%	100%	6%	100%	-%	6%	-%	16%	-%
Fairly Satisfied	(1)	6	3	-	-	3	-	*	6	-	*	*
		65%	69%	-%	-%	66%	-%	100%	66%	-%	84%	100%
Very Satisfied	(2)	3	1	*	-	1	-	-	2	*	-	-
		29%	31%	100%	-%	27%	-%	-%	27%	100%	-%	-%
NET: Satisfied		9	4	*	-	4	-	*	8	*	*	*
		94%	100%	100%	-%	94%	-%	100%	94%	100%	84%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	4	*	*	4	*	*	9	*	*	*
Mean score		1.2	1.3	2.0	-	1.2	-	1.0	1.2	2.0	.8	1.0

Columns Tested:: a,b,c,d,e,f,g,h,i,j

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 215 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Industry					Urbanity		Location		Internet connection
		Total base	Manufacturing	Utilities	Construction	Retail/ Distribution	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	
Unweighted Base		15	1	2	1	2	9	14	1	14	1	15
Effective base		5	1	2	1	1	4	5	1	5	1	5
Weighted Base		10	*	*	3	*	6	9	*	10	*	10
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	*	-	*	*	*	*	1	*	1
		6%	-%	67%	-%	100%	4%	4%	100%	6%	100%	6%
Fairly Satisfied	(1)	6	*	-	3	-	3	6	-	6	-	6
		65%	100%	-%	100%	-%	51%	66%	-%	65%	-%	65%
Very Satisfied	(2)	3	-	*	-	-	3	3	-	3	-	3
		29%	-%	33%	-%	-%	45%	30%	-%	29%	-%	29%
NET: Satisfied		9	*	*	3	-	6	9	-	9	-	9
		94%	100%	33%	100%	-%	96%	96%	-%	94%	-%	94%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	*	*	3	*	6	9	*	10	*	10
Mean score		1.2	1.0	.7	1.0	-	1.4	1.3	-	1.2	-	1.2

Columns Tested:: a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 215 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Role of mail services			Monthly postal spend								
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		15	6	4	5	4	6	1	2	1	1	10	5	5
Effective base		5	3	1	3	2	3	1	2	1	1	5	2	2
Weighted Base		10	8	1	1	4	5	*	*	*	*	9	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	*	*	-	*	*	*	-	*	*	*	*
		6%	3%	7%	36%	-%	5%	100%	100%	-%	100%	2%	93%	93%
Fairly Satisfied	(1)	6	6	*	*	3	3	-	-	-	-	6	-	-
		65%	81%	3%	14%	72%	64%	-%	-%	-%	-%	68%	-%	-%
Very Satisfied	(2)	3	1	1	*	1	2	-	-	*	-	3	*	*
		29%	16%	90%	50%	28%	31%	-%	-%	100%	-%	30%	7%	7%
NET: Satisfied		9	7	1	1	4	5	-	-	*	-	9	*	*
		94%	97%	93%	64%	100%	95%	-%	-%	100%	-%	98%	7%	7%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	8	1	1	4	5	*	*	*	*	9	*	*
Mean score		1.2	1.1	1.8	1.1	1.3	1.3	-	-	2.0	-	1.3	.1	.1

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 215 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent				
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	50-99	250-499	500-4,999	5,000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base		15	1	3	11	6	7	8	13	6	5	4	1	1	1	1
Effective base		5	1	2	3	2	3	3	4	2	3	3	1	1	1	1
Weighted Base		10	3	2	5	4	7	7	7	4	7	7	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	1	*	1	1	*	*	-	-	*	*	-	*
		6%	-%	-%	12%	7%	8%	7%	6%	7%	-%	-%	100%	100%	-%	100%
Fairly Satisfied	(1)	6	3	*	3	3	6	6	3	3	6	6	-	-	-	-
		65%	100%	23%	59%	66%	77%	76%	52%	66%	83%	83%	-%	-%	-%	-%
Very Satisfied	(2)	3	-	1	2	1	1	1	3	1	1	1	-	-	*	-
		29%	-%	77%	29%	27%	16%	16%	42%	27%	17%	17%	-%	-%	100%	-%
NET: Satisfied		9	3	2	5	4	7	7	6	4	7	7	-	-	*	-
		94%	100%	100%	88%	93%	92%	93%	94%	93%	100%	100%	-%	-%	100%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	3	2	5	4	7	7	7	4	7	7	*	*	*	*
Mean score		1.2	1.0	1.8	1.2	1.2	1.1	1.1	1.4	1.2	1.2	1.2	-	-	2.0	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 215 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Number of packets and parcels sent							Frequency - letters/large letters sent			
		Total base	1-24	25-49	50-99	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d
Unweighted Base		15	7	2	1	1	1	1	3	1	1	5	1
Effective base		5	3	2	1	1	1	1	1	1	1	2	1
Weighted Base		10	6	*	*	*	*	*	*	3	3	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	*	-	*	-	*	*	-	-	*	*
		6%	1%	57%	-%	100%	-%	100%	91%	-%	-%	19%	100%
Fairly Satisfied	(1)	6	3	*	*	-	-	-	-	3	3	*	-
		65%	53%	43%	100%	-%	-%	-%	-%	100%	100%	3%	-%
Very Satisfied	(2)	3	3	-	-	-	*	-	*	-	-	1	-
		29%	47%	-%	-%	-%	100%	-%	9%	-%	-%	78%	-%
NET: Satisfied		9	6	*	*	-	*	-	*	3	3	1	-
		94%	99%	43%	100%	-%	100%	-%	9%	100%	100%	81%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	6	*	*	*	*	*	*	3	3	1	*
Mean score		1.2	1.5	.4	1.0	-	2.0	-	.2	1.0	1.0	1.6	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 215 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		15	2	1	6	2	2	11	1	1	7	8	7	1
Effective base		5	2	1	2	1	1	4	1	1	2	3	3	1
Weighted Base		10	4	*	2	*	*	7	*	*	5	5	7	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	-	-	*	*	*	*	*	*	1	*	*	*
		6%	-%	-%	3%	10%	100%	5%	100%	100%	11%	2%	7%	100%
Fairly Satisfied	(1)	6	3	*	*	-	-	3	-	-	3	3	6	-
		65%	69%	100%	25%	-%	-%	53%	-%	-%	65%	65%	77%	-%
Very Satisfied	(2)	3	1	-	1	*	-	3	-	-	1	2	1	-
		29%	31%	-%	71%	90%	-%	42%	-%	-%	24%	33%	16%	-%
NET: Satisfied		9	4	*	2	*	-	6	-	-	4	5	7	-
		94%	100%	100%	97%	90%	-%	95%	-%	-%	89%	98%	93%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	4	*	2	*	*	7	*	*	5	5	7	*
Mean score		1.2	1.3	1.0	1.7	1.8	-	1.4	-	-	1.1	1.3	1.1	-

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 215 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base		15	3	5	6	1	2	11	4	5	1	4	5	2
Effective base		5	1	2	3	1	1	3	1	2	1	1	2	1
Weighted Base		10	1	4	7	*	1	5	3	4	*	3	4	3
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	-	*	-	*	*	*	*	*	*	*	*
		6%	20%	-%	7%	-%	18%	2%	8%	7%	100%	15%	7%	8%
Fairly Satisfied	(1)	6	-	3	6	*	-	3	3	3	-	3	3	3
		65%	-%	71%	77%	100%	-%	66%	91%	66%	-%	85%	66%	92%
Very Satisfied	(2)	3	1	1	1	-	1	2	*	1	-	-	1	-
		29%	80%	29%	16%	-%	82%	31%	1%	27%	-%	-%	27%	-%
NET: Satisfied		9	1	4	7	*	1	5	3	4	-	3	4	3
		94%	80%	100%	93%	100%	82%	98%	92%	93%	-%	85%	93%	92%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	1	4	7	*	1	5	3	4	*	3	4	3
Mean score		1.2	1.6	1.3	1.1	1.0	1.6	1.3	.9	1.2	-	.9	1.2	.9

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 215 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	First class services	Second class services	Tracked services/ special delivery	International tracked services/special delivery
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c	*d
Unweighted Base		15	10	6	3	5	6	6	4	6	1	4	4	4	1
Effective base		5	2	3	2	2	3	3	2	3	1	2	2	2	1
Weighted Base		10	4	3	*	4	7	3	4	7	*	3	1	2	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	*	*	*	*	*	*	*	*	*	*	*	*
		6%	9%	10%	92%	6%	7%	9%	6%	7%	100%	11%	19%	15%	100%
Fairly Satisfied	(1)	6	3	*	-	3	6	*	3	6	-	-	*	*	-
		65%	81%	6%	-%	66%	77%	12%	66%	77%	-%	-%	3%	21%	-%
Very Satisfied	(2)	3	*	2	*	1	1	2	1	1	-	2	1	1	-
		29%	10%	84%	8%	27%	16%	78%	28%	16%	-%	89%	78%	64%	-%
NET: Satisfied		9	4	3	*	4	7	3	4	7	-	2	1	2	-
		94%	91%	90%	8%	94%	93%	91%	94%	93%	-%	89%	81%	85%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	4	3	*	4	7	3	4	7	*	3	1	2	*
Mean score		1.2	1.0	1.7	.2	1.2	1.1	1.7	1.2	1.1	-	1.8	1.6	1.5	-

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 215 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Types of services used to send standard letters:		RM product changes:			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	
		Total base	First class services	Second class services	Higher Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b
Unweighted Base		15	4	4	1	3	1	14	10	14	12	7	11	10	5	7	1
Effective base		5	2	3	1	1	1	5	4	5	5	3	4	4	2	3	1
Weighted Base		10	4	7	*	3	*	10	6	10	9	6	7	6	4	7	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	*	*	-	*	-	1	1	1	1	*	1	1	*	*	-
		6%	6%	4%	-%	9%	-%	6%	8%	6%	5%	2%	9%	8%	7%	4%	-%
Fairly Satisfied	(1)	6	3	6	*	3	-	6	3	6	6	3	3	3	3	6	-
		65%	67%	80%	100%	91%	-%	64%	48%	64%	65%	55%	50%	48%	65%	79%	-%
Very Satisfied	(2)	3	1	1	-	-	*	3	3	3	3	2	3	3	1	1	1
		29%	27%	16%	-%	-%	100%	29%	44%	29%	29%	43%	41%	44%	27%	17%	100%
NET: Satisfied		9	4	7	*	3	*	9	6	9	9	5	6	6	4	7	1
		94%	94%	96%	100%	91%	100%	94%	92%	94%	95%	98%	91%	92%	93%	96%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	4	7	*	3	*	10	6	10	9	6	7	6	4	7	1
Mean score		1.2	1.2	1.1	1.0	.9	2.0	1.2	1.4	1.2	1.2	1.4	1.3	1.4	1.2	1.1	2.0

Columns Tested:: a,b - a,b,c - a,b,c,d,e - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 215 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Satisfied	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b			*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		15	8	2	11	15	7	7	1	2	7	5	7	8
Effective base		5	3	1	4	5	2	3	1	1	2	3	3	3
Weighted Base		10	6	3	6	10	4	6	*	3	5	2	5	5
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	-	1	1	*	1	*	*	*	*	*	*
		6%	9%	-%	10%	6%	2%	9%	100%	2%	2%	25%	5%	7%
Fairly Satisfied	(1)	6	3	3	3	6	3	3	-	3	3	*	3	3
		65%	52%	100%	45%	65%	98%	46%	-%	98%	70%	16%	69%	61%
Very Satisfied	(2)	3	2	-	3	3	*	3	-	-	1	1	1	2
		29%	40%	-%	45%	29%	1%	46%	-%	-%	28%	59%	26%	32%
NET: Satisfied		9	5	3	6	9	4	6	-	3	4	1	5	4
		94%	91%	100%	90%	94%	98%	91%	-%	98%	98%	75%	95%	93%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	6	3	6	10	4	6	*	3	5	2	5	5
Mean score		1.2	1.3	1.0	1.3	1.2	1.0	1.4	-	1.0	1.3	1.3	1.2	1.2

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 215 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: Professionalism and handling of any query / complaint

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		15	4	6	2	3	10	5
Effective base		5	3	2	2	2	4	3
Weighted Base		10	1	2	6	2	2	7
Very Dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	1	1	*	-	-	1	-
		6%	62%	5%	-%	-%	25%	-%
Fairly Satisfied	(1)	6	*	*	6	-	1	6
		65%	38%	26%	100%	-%	30%	77%
Very Satisfied	(2)	3	-	1	-	2	1	2
		29%	-%	70%	-%	100%	46%	23%
NET: Satisfied		9	*	2	6	2	2	7
		94%	38%	95%	100%	100%	75%	100%
NET: Dissatisfied		-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Answered		10	1	2	6	2	2	7
Mean score		1.2	.4	1.7	1.0	2.0	1.2	1.2

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 216

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e
Unweighted Base		15	3	12	7	4	1	3	8
Effective base		5	3	4	4	3	1	3	4
Weighted Base		10	1	9	9	1	*	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	-	*	-	*
		3%	-%	3%	-%	-%	100%	-%	25%
Fairly Satisfied	(1)	6	-	6	6	*	-	*	*
		61%	-%	67%	64%	56%	-%	44%	41%
Very Satisfied	(2)	3	1	3	3	*	-	*	*
		35%	100%	30%	36%	35%	-%	56%	28%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-	*	-	-	*
		1%	-%	1%	-%	9%	-%	-%	6%
NET: Satisfied		9	1	9	9	1	-	*	1
		97%	100%	96%	100%	91%	-%	100%	69%
NET: Dissatisfied		-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	1	9	9	1	*	*	1
Mean score		1.3	2.0	1.3	1.4	1.4	-	1.6	1.0

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 216 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Business Size 2								Turnover				
		Total base	0	1 - 4	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		15	5	2	3	2	3	7	4	4	3	2	2	2	3
Effective base		5	2	2	2	1	3	4	3	2	2	1	2	2	2
Weighted Base		10	5	4	1	*	*	9	1	*	6	1	*	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	-	-	-	*	-	-	-	-	*
		3%	-%	-%	-%	86%	-%	-%	-%	72%	-%	-%	-%	-%	78%
Fairly Satisfied	(1)	6	3	3	*	*	*	6	*	*	6	*	-	*	*
		61%	58%	71%	53%	14%	44%	64%	56%	13%	98%	4%	-%	59%	14%
Very Satisfied	(2)	3	2	1	*	-	*	3	*	*	*	1	*	*	*
		35%	42%	29%	38%	-%	56%	36%	35%	16%	2%	96%	34%	41%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	*	-	-	-	*	-	-	-	*	-	-
		1%	-%	-%	9%	-%	-%	-%	9%	-%	-%	-%	66%	-%	-%
NET: Satisfied		9	5	4	1	*	*	9	1	*	6	1	*	1	*
		97%	100%	100%	91%	14%	100%	100%	91%	28%	100%	100%	34%	100%	22%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	5	4	1	*	*	9	1	*	6	1	*	1	*
Mean score		1.3	1.4	1.3	1.4	.1	1.6	1.4	1.4	.4	1.0	2.0	2.0	1.4	.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 216 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			GOR (QC3)									
		Total base	East of England	East Midlands	North West	South East	South West	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j
Unweighted Base		15	2	1	2	3	1	1	10	1	3	1
Effective base		5	2	1	2	2	1	1	4	1	2	1
Weighted Base		10	4	*	*	4	*	*	9	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	-	-	*	-	-	-
		3%	-%	-%	-%	6%	-%	-%	3%	-%	-%	-%
Fairly Satisfied	(1)	6	3	-	*	3	-	*	6	-	*	-
		61%	69%	-%	61%	66%	-%	100%	67%	-%	12%	-%
Very Satisfied	(2)	3	1	*	*	1	*	-	3	*	*	*
		35%	31%	100%	39%	27%	100%	-%	30%	100%	72%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	*	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	16%	-%
NET: Satisfied		9	4	*	*	4	*	*	9	*	*	*
		97%	100%	100%	100%	94%	100%	100%	97%	100%	84%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	4	*	*	4	*	*	9	*	*	*
Mean score		1.3	1.3	2.0	1.4	1.2	2.0	1.0	1.3	2.0	1.9	2.0

Columns Tested:: a,b,c,d,e,f,g,h,i,j

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 216 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Industry					Urbanity		Location		Internet connection
		Total base	Manufacturing	Utilities	Construction	Retail/ Distribution	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	
Unweighted Base		15	1	2	1	2	9	14	1	14	1	15
Effective base		5	1	2	1	1	4	5	1	5	1	5
Weighted Base		10	*	*	3	*	6	9	*	10	*	10
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	-	*	-	*	-	*
		3%	-%	-%	-%	85%	-%	3%	-%	3%	-%	3%
Fairly Satisfied	(1)	6	*	-	3	*	3	6	-	6	-	6
		61%	100%	-%	100%	15%	45%	63%	-%	62%	-%	61%
Very Satisfied	(2)	3	-	*	-	-	3	3	*	3	-	3
		35%	-%	33%	-%	-%	55%	34%	100%	36%	-%	35%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-	-	-	*	-	-	*	*
		1%	-%	67%	-%	-%	-%	1%	-%	-%	100%	1%
NET: Satisfied		9	*	*	3	*	6	9	*	9	-	9
		97%	100%	33%	100%	15%	100%	97%	100%	97%	-%	97%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	*	*	3	*	6	9	*	10	-	10
Mean score		1.3	1.0	2.0	1.0	.1	1.5	1.3	2.0	1.3	-	1.3

Columns Tested:: a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 216 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Role of mail services			Monthly postal spend								
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		15	6	4	5	4	6	1	2	1	1	10	5	5
Effective base		5	3	1	3	2	3	1	2	1	1	5	2	2
Weighted Base		10	8	1	1	4	5	*	*	*	*	9	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	-	-	-	-	-	*	-	*	*
		3%	-%	-%	31%	-%	-%	-%	-%	-%	100%	-%	62%	62%
Fairly Satisfied	(1)	6	6	*	*	3	3	-	*	-	-	6	*	*
		61%	77%	3%	5%	72%	56%	-%	61%	-%	-%	64%	11%	11%
Very Satisfied	(2)	3	2	1	1	1	2	-	*	*	-	3	*	*
		35%	23%	92%	64%	28%	44%	-%	39%	100%	-%	36%	14%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-	-	-	*	-	-	-	-	*	*
		1%	-%	4%	-%	-%	-%	100%	-%	-%	-%	-%	14%	14%
NET: Satisfied		9	8	1	1	4	5	-	*	*	-	9	*	*
		97%	100%	96%	69%	100%	100%	-%	100%	100%	-%	100%	24%	24%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	8	1	1	4	5	-	*	*	*	9	*	*
Mean score		1.3	1.2	2.0	1.3	1.3	1.4	-	1.4	2.0	-	1.4	.4	.4

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 216 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent				
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	50-99	250-499	500-4,999	5,000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base		15	1	3	11	6	7	8	13	6	5	4	1	1	1	1
Effective base		5	1	2	3	2	3	3	4	2	3	3	1	1	1	1
Weighted Base		10	3	2	5	4	7	7	7	4	7	7	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*
		3%	-%	-%	5%	6%	4%	4%	4%	6%	-%	-%	-%	-%	-%	100%
Fairly Satisfied	(1)	6	3	*	3	3	6	6	3	3	6	6	-	-	-	-
		61%	100%	23%	53%	66%	77%	76%	47%	66%	83%	83%	-%	-%	-%	-%
Very Satisfied	(2)	3	-	1	2	1	1	1	3	1	1	1	-	*	*	-
		35%	-%	77%	41%	27%	19%	19%	48%	27%	17%	17%	-%	100%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	*	*	*	*	*	*	-	-	*	-	-	-
		1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	100%	-%	-%	-%
NET: Satisfied		9	3	2	5	4	7	7	6	4	7	7	-	*	*	-
		97%	100%	100%	94%	93%	96%	96%	95%	93%	100%	100%	-%	100%	100%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	3	2	5	4	7	7	7	4	7	7	-	*	*	*
Mean score		1.3	1.0	1.8	1.4	1.2	1.2	1.2	1.4	1.2	1.2	1.2	-	2.0	2.0	-

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 216 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Number of packets and parcels sent							Frequency - letters/large letters sent			
		Total base	1-24	25-49	50-99	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d
Unweighted Base		15	7	2	1	1	1	1	3	1	1	5	1
Effective base		5	3	2	1	1	1	1	1	1	1	2	1
Weighted Base		10	6	*	*	*	*	*	*	3	3	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	*	*	-	-	-	*
		3%	-%	-%	-%	-%	-%	100%	82%	-%	-%	-%	100%
Fairly Satisfied	(1)	6	3	*	*	-	-	-	-	3	3	*	-
		61%	47%	43%	100%	-%	-%	-%	-%	100%	100%	3%	-%
Very Satisfied	(2)	3	3	-	-	*	*	-	*	-	-	1	-
		35%	53%	-%	-%	100%	100%	-%	18%	-%	-%	93%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	*	-	-	-	-	-	-	-	*	-
		1%	-%	57%	-%	-%	-%	-%	-%	-%	-%	4%	-%
NET: Satisfied		9	6	*	*	*	*	-	*	3	3	1	-
		97%	100%	43%	100%	100%	100%	-%	18%	100%	100%	96%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	6	*	*	*	*	*	*	3	3	1	*
Mean score		1.3	1.5	1.0	1.0	2.0	2.0	-	.4	1.0	1.0	2.0	-

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 216 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		15	2	1	6	2	2	11	1	1	7	8	7	1
Effective base		5	2	1	2	1	1	4	1	1	2	3	3	1
Weighted Base		10	4	*	2	*	*	7	*	*	5	5	7	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	*	*	-	-	*	-	*	-
		3%	-%	-%	-%	-%	90%	4%	-%	-%	5%	-%	4%	-%
Fairly Satisfied	(1)	6	3	*	*	*	-	3	-	-	3	3	6	-
		61%	69%	100%	3%	10%	-%	48%	-%	-%	65%	58%	77%	-%
Very Satisfied	(2)	3	1	-	2	*	*	3	*	-	1	2	1	-
		35%	31%	-%	94%	90%	10%	48%	100%	-%	30%	41%	19%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	*	-	-	-	-	*	-	*	-	*
		1%	-%	-%	3%	-%	-%	-%	-%	100%	-%	1%	-%	100%
NET: Satisfied		9	4	*	2	*	*	6	*	-	5	5	7	-
		97%	100%	100%	97%	100%	10%	96%	100%	-%	95%	99%	96%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	4	*	2	*	*	7	*	-	5	5	7	-
Mean score		1.3	1.3	1.0	2.0	1.9	.2	1.4	2.0	-	1.2	1.4	1.2	-

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 216 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base		15	3	5	6	1	2	11	4	5	1	4	5	2
Effective base		5	1	2	3	1	1	3	1	2	1	1	2	1
Weighted Base		10	1	4	7	*	1	5	3	4	*	3	4	3
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	*	-	*	-	*	*	*	*	*	*
		3%	18%	-%	4%	-%	18%	-%	8%	6%	100%	8%	6%	8%
Fairly Satisfied	(1)	6	-	3	6	*	-	3	3	3	-	3	3	3
		61%	-%	71%	77%	100%	-%	60%	91%	66%	-%	85%	66%	92%
Very Satisfied	(2)	3	1	1	1	-	1	2	*	1	-	*	1	-
		35%	82%	29%	19%	-%	82%	39%	1%	27%	-%	7%	27%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	-	-	-	*	-	*	-	-	*	-
		1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	1%	-%
NET: Satisfied		9	1	4	7	*	1	5	3	4	-	3	4	3
		97%	82%	100%	96%	100%	82%	99%	92%	93%	-%	92%	93%	92%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	1	4	7	*	1	5	3	4	*	3	4	3
Mean score		1.3	1.6	1.3	1.2	1.0	1.6	1.4	.9	1.2	-	1.0	1.2	.9

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 216 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets			
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	First class services	Second class services	Tracked services/ special delivery	International tracked services/special delivery
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c	*d
Unweighted Base		15	10	6	3	5	6	6	4	6	1	4	4	4	1
Effective base		5	2	3	2	2	3	3	2	3	1	2	2	2	1
Weighted Base		10	4	3	*	4	7	3	4	7	*	3	1	2	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		3%	6%	9%	78%	6%	4%	8%	6%	4%	100%	10%	17%	15%	100%
Fairly Satisfied	(1)	6	3	*	*	3	6	*	3	6	-	-	*	*	-
		61%	73%	2%	14%	66%	77%	12%	66%	77%	-%	-%	3%	21%	-%
Very Satisfied	(2)	3	1	3	*	1	1	2	1	1	-	2	1	1	-
		35%	19%	89%	8%	27%	19%	79%	28%	19%	-%	90%	80%	64%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	*	-	-	-	-	-	-	-	-	-	-	-	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		9	4	3	*	4	7	3	4	7	-	2	1	2	-
		97%	93%	91%	22%	94%	96%	92%	94%	96%	-%	90%	83%	85%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	4	3	*	4	7	3	4	7	*	3	1	2	*
Mean score		1.3	1.1	1.8	.3	1.2	1.2	1.7	1.2	1.2	-	1.8	1.6	1.5	-

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 216 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

		Types of services used to send standard letters:		RM product changes:			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	
	Total base	First class services	Second class services	Higher Cost	Changed from RM to new provider	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	*a	*b
Unweighted Base	15	4	4	1	3	1	14	10	14	12	7	11	10	5	7	1
Effective base	5	2	3	1	1	1	5	4	5	5	3	4	4	2	3	1
Weighted Base	10	4	7	*	3	*	10	6	10	9	6	7	6	4	7	1
Very Dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied (0)	*	*	*	-	*	-	*	*	*	*	-	*	*	*	*	-
	3%	6%	4%	-%	8%	-%	3%	4%	3%	3%	-%	4%	4%	6%	4%	-%
Fairly Satisfied (1)	6	3	6	*	3	-	6	3	6	6	3	3	3	3	6	-
	61%	67%	80%	100%	91%	-%	62%	44%	62%	62%	52%	47%	44%	66%	79%	-%
Very Satisfied (2)	3	1	1	-	*	*	3	3	3	3	3	3	3	1	1	1
	35%	27%	16%	-%	1%	100%	35%	52%	35%	35%	47%	49%	52%	27%	17%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	-	-	*	-	*	-	*	*	-	-	-	-
	1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	1%	1%	-%	-%	-%	-%
NET: Satisfied	9	4	7	*	3	*	9	6	9	9	5	6	6	4	7	1
	97%	94%	96%	100%	92%	100%	97%	96%	97%	97%	99%	95%	96%	94%	96%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	10	4	7	*	3	*	9	6	9	9	5	7	6	4	7	1
Mean score	1.3	1.2	1.1	1.0	.9	2.0	1.3	1.5	1.3	1.3	1.5	1.5	1.5	1.2	1.1	2.0

Columns Tested:: a,b - a,b,c - a,b,c,d,e - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 216 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Satisfied	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b			*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		15	8	2	11	15	7	7	1	2	7	5	7	8
Effective base		5	3	1	4	5	2	3	1	1	2	3	3	3
Weighted Base		10	6	3	6	10	4	6	*	3	5	2	5	5
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	*	*	-	*	-	-	-	*	-	*
		3%	4%	-%	4%	3%	-%	4%	-%	-%	-%	13%	-%	5%
Fairly Satisfied	(1)	6	3	3	3	6	3	3	*	3	3	*	3	3
		61%	52%	100%	46%	61%	87%	46%	100%	100%	68%	2%	64%	59%
Very Satisfied	(2)	3	3	-	3	3	*	3	-	-	1	2	2	2
		35%	44%	-%	49%	35%	11%	50%	-%	-%	31%	84%	36%	34%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	-	-	*	*	*	-	-	-	*	-	-	*
		1%	-%	-%	1%	1%	2%	-%	-%	-%	1%	-%	-%	1%
NET: Satisfied		9	6	3	6	9	4	6	*	3	4	2	5	4
		97%	96%	100%	95%	97%	98%	96%	100%	100%	99%	87%	100%	93%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		10	6	3	6	10	4	6	*	3	4	2	5	5
Mean score		1.3	1.4	1.0	1.5	1.3	1.1	1.5	1.0	1.0	1.3	1.7	1.4	1.3

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 216 (continuation)

QOP3A17. Thinking about contacting DPD/DPD Local with a service query, request or complaint, and your experiences in the last six months, please rate DPD/DPD Local on the following aspects using a 5 point scale were 1 is very dissatisfied and 5 is very satisfied: The staff being polite and courteous

Base: All who have had a problem with DPD/DPD Local in the last 6 months (QOP3=18)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		15	4	6	2	3	10	5
Effective base		5	3	2	2	2	4	3
Weighted Base		10	1	2	6	2	2	7
Very Dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	-	*	-
		3%	29%	-%	-%	-%	10%	-%
Fairly Satisfied	(1)	6	*	*	6	-	*	6
		61%	38%	5%	100%	-%	17%	77%
Very Satisfied	(2)	3	*	2	-	2	2	2
		35%	27%	95%	-%	100%	71%	23%
Have not Contacted / Not Applicable (DO NOT READ OUT)		*	*	-	-	-	*	-
		1%	7%	-%	-%	-%	2%	-%
NET: Satisfied		9	1	2	6	2	2	7
		97%	64%	100%	100%	100%	87%	100%
NET: Dissatisfied		-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Answered		10	1	2	6	2	2	7
Mean score		1.3	1.0	1.9	1.0	2.0	1.6	1.2

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 217

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e
Unweighted Base		8	7	1	4	2	1	1	4
Effective base		4	4	1	3	1	1	1	2
Weighted Base		5	5	*	5	*	*	*	*
Very Dissatisfied	(-2)	1	1	*	1	*	-	-	*
		24%	24%	100%	26%	11%	-%	-%	7%
Fairly Dissatisfied	(-1)	*	*	-	-	*	-	*	*
		5%	5%	-%	-%	89%	-%	100%	59%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	*	-	-	-	-
		7%	7%	-%	8%	-%	-%	-%	-%
Fairly Satisfied	(1)	2	2	-	2	-	-	-	-
		41%	41%	-%	44%	-%	-%	-%	-%
Very Satisfied	(2)	1	1	-	1	-	*	-	*
		23%	23%	-%	22%	-%	100%	-%	34%
NET: Satisfied		3	3	-	3	-	*	-	*
		64%	64%	-%	66%	-%	100%	-%	34%
NET: Dissatisfied		2	2	*	1	*	-	*	*
		29%	29%	100%	26%	100%	-%	100%	66%
Answered		5	5	*	5	*	*	*	*
Mean score		.3	.3	-2.0	.4	-1.1	2.0	-1.0	*

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 217 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Business Size 2								Turnover	
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£500,000 -£999,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*a	*b
Unweighted Base		8	2	1	1	1	2	1	4	2	2	1	1
Effective base		4	1	1	1	1	1	1	3	1	1	1	1
Weighted Base		5	3	1	1	*	*	*	5	*	*	1	*
Very Dissatisfied	(-2)	1	-	1	-	-	*	-	1	*	-	1	*
		24%	-%	100%	-%	-%	17%	-%	26%	11%	-%	100%	100%
Fairly Dissatisfied	(-1)	*	-	-	-	*	-	*	-	*	*	-	-
		5%	-%	-%	-%	100%	-%	100%	-%	89%	16%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	-	-	-	*	-	-	-	-
		7%	15%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%
Fairly Satisfied	(1)	2	2	-	-	-	-	-	2	-	-	-	-
		41%	85%	-%	-%	-%	-%	-%	44%	-%	-%	-%	-%
Very Satisfied	(2)	1	-	-	1	-	*	-	1	-	*	-	-
		23%	-%	-%	100%	-%	83%	-%	22%	-%	84%	-%	-%
NET: Satisfied		3	2	-	1	-	*	-	3	-	*	-	-
		64%	85%	-%	100%	-%	83%	-%	66%	-%	84%	-%	-%
NET: Dissatisfied		2	-	1	-	*	*	*	1	*	*	1	*
		29%	-%	100%	-%	100%	17%	100%	26%	100%	16%	100%	100%
Answered		5	3	1	1	*	*	*	5	*	*	1	*
Mean score		.3	.8	-2.0	2.0	-1.0	1.3	-1.0	.4	-1.1	1.5	-2.0	-2.0

Columns Tested:: a,b,c,d,e,f,g,h,i - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 217 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			GOR (QC3)								Industry				
		Total base	Greater London	North East	North West	West Midlands	Yorkshire and the Humber	England	Wales	Northern Ireland	Agriculture	Manufacturing	Retail/ Distribution	Financial	Non Financial
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		8	1	1	1	1	2	6	1	1	1	2	3	1	1
Effective base		4	1	1	1	1	2	3	1	1	1	1	3	1	1
Weighted Base		5	*	1	*	*	3	5	*	*	*	*	3	*	2
Very Dissatisfied	(-2)	1	-	-	-	-	1	1	-	*	-	*	1	-	-
		24%	-%	-%	-%	-%	37%	26%	-%	100%	-%	17%	46%	-%	-%
Fairly Dissatisfied	(-1)	*	*	-	*	-	-	*	-	-	*	-	-	*	-
		5%	100%	-%	100%	-%	-%	5%	-%	-%	100%	-%	-%	100%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	-	-	-	*	-	-	-	*	-	-
		7%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	14%	-%	-%
Fairly Satisfied	(1)	2	-	-	-	-	2	2	-	-	-	-	-	-	2
		41%	-%	-%	-%	-%	63%	44%	-%	-%	-%	-%	-%	-%	100%
Very Satisfied	(2)	1	-	1	-	*	-	1	-	-	-	*	1	-	-
		23%	-%	100%	-%	100%	-%	25%	-%	-%	-%	83%	40%	-%	-%
NET: Satisfied		3	-	1	-	*	2	3	-	-	-	*	1	-	2
		64%	-%	100%	-%	100%	63%	69%	-%	-%	-%	83%	40%	-%	100%
NET: Dissatisfied		2	*	-	*	-	1	2	-	*	*	*	1	*	-
		29%	100%	-%	100%	-%	37%	31%	-%	100%	100%	17%	46%	100%	-%
Answered		5	*	1	*	*	3	5	*	*	*	*	3	*	2
Mean score		.3	-1.0	2.0	-1.0	2.0	-.1	.4	-	-2.0	-1.0	1.3	-.1	-1.0	1.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 217 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Urbanity	Location	Internet connection	Role of mail services			Monthly postal spend						
		Total base	Urban	Head office	Yes	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£10,000 -<£25,000	0-<£1000	£1000+	£5000+
Significance Level: 95%						*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		8	8	8	8	2	2	4	2	4	1	1	6	2	1
Effective base		4	4	4	4	2	2	2	2	3	1	1	3	1	1
Weighted Base		5	5	5	5	3	*	2	3	1	1	*	4	1	*
Very Dissatisfied	(-2)	1	1	1	1	1	-	*	1	*	-	-	1	-	-
		24%	24%	24%	24%	37%	-%	2%	37%	4%	-%	-%	31%	-%	-%
Fairly Dissatisfied	(-1)	*	*	*	*	-	*	*	-	*	-	*	*	*	*
		5%	5%	5%	5%	-%	61%	2%	-%	29%	-%	100%	5%	3%	100%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	-	-	*	-	*	-	-	*	-	-
		7%	7%	7%	7%	-%	-%	26%	-%	49%	-%	-%	9%	-%	-%
Fairly Satisfied	(1)	2	2	2	2	2	-	-	2	-	-	-	2	-	-
		41%	41%	41%	41%	63%	-%	-%	63%	-%	-%	-%	51%	-%	-%
Very Satisfied	(2)	1	1	1	1	-	*	1	-	*	1	-	*	1	-
		23%	23%	23%	23%	-%	39%	71%	-%	19%	100%	-%	4%	97%	-%
NET: Satisfied		3	3	3	3	2	*	1	2	*	1	-	2	1	-
		64%	64%	64%	64%	63%	39%	71%	63%	19%	100%	-%	55%	97%	-%
NET: Dissatisfied		2	2	2	2	1	*	*	1	*	-	*	2	*	*
		29%	29%	29%	29%	37%	61%	4%	37%	32%	-%	100%	36%	3%	100%
Answered		5	5	5	5	3	*	2	3	1	1	*	4	1	*
Mean score		.3	.3	.3	.3	-.1	.2	1.4	-.1	*	2.0	-1.0	-.1	1.9	-1.0

Columns Tested:: a,b,c - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 217 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Monthly Postal Spend (size)		Types of mail sent						Number of letters/ large letters sent		Number of packets and parcels sent			Frequency - letters/large letters sent	
		Total base	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	1-24	25-49	100-249	Once a week	More than once a week and not daily
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e	*f	*a	*b	*a	*b	*c	*a	*b
Unweighted Base		8	2	6	2	4	4	7	1	2	3	1	4	1	2	2	2
Effective base		4	2	3	1	2	2	3	1	2	1	1	2	1	1	1	2
Weighted Base		5	3	2	*	4	4	5	*	3	2	1	4	*	1	*	3
Very Dissatisfied	(-2)	1	1	*	*	*	*	1	-	-	*	-	1	-	-	*	-
		24%	37%	2%	11%	1%	1%	25%	-%	-%	1%	-%	36%	-%	-%	11%	-%
Fairly Dissatisfied	(-1)	*	-	*	*	*	*	*	*	-	*	-	-	-	*	*	-
		5%	-%	13%	89%	7%	7%	1%	100%	-%	9%	-%	-%	-%	3%	89%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	-	-	*	-	-	-	-	-	*	-	-	-
		7%	-%	21%	-%	-%	-%	8%	-%	-%	-%	-%	-%	100%	-%	-%	-%
Fairly Satisfied	(1)	2	2	-	-	2	2	2	-	2	2	-	2	-	-	-	2
		41%	63%	-%	-%	62%	62%	42%	-%	67%	89%	-%	60%	-%	-%	-%	67%
Very Satisfied	(2)	1	-	1	-	1	1	1	-	1	-	1	*	-	1	-	1
		23%	-%	64%	-%	31%	31%	24%	-%	33%	-%	100%	4%	-%	97%	-%	33%
NET: Satisfied		3	2	1	-	3	3	3	-	3	2	1	2	-	1	-	3
		64%	63%	64%	-%	93%	93%	67%	-%	100%	89%	100%	64%	-%	97%	-%	100%
NET: Dissatisfied		2	1	*	*	*	*	1	*	-	*	-	1	-	*	*	-
		29%	37%	15%	100%	7%	7%	26%	100%	-%	11%	-%	36%	-%	3%	100%	-%
Answered		5	3	2	*	4	4	5	*	3	2	1	4	*	1	*	3
Mean score		.3	-.1	1.1	-1.1	1.2	1.2	.4	-1.0	1.3	.8	2.0	*	-	1.9	-1.1	1.3

Columns Tested:: a,b - a,b,c,d,e,f - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 217 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Frequency - parcels and packets				Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters
		Total base	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	
Unweighted Base		8	1	1	4	1	6	1	2	6	2	2	2	2	2
Effective base		4	1	1	2	1	3	1	2	2	1	1	2	1	1
Weighted Base		5	2	*	2	*	5	*	2	4	1	2	2	*	1
Very Dissatisfied	(-2)	1	-	-	1	-	1	*	-	1	*	-	-	*	*
		24%	-%	-%	54%	-%	25%	100%	-%	33%	3%	-%	-%	17%	3%
Fairly Dissatisfied	(-1)	*	-	-	*	-	*	-	-	*	-	*	-	-	-
		5%	-%	-%	1%	-%	1%	-%	-%	7%	-%	10%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	-	*	*	-	*	-	-	-	*	-	-
		7%	-%	-%	-%	100%	8%	-%	27%	-%	-%	-%	27%	-%	-%
Fairly Satisfied	(1)	2	2	-	-	-	2	-	-	2	-	2	-	-	-
		41%	100%	-%	-%	-%	43%	-%	-%	56%	-%	90%	-%	-%	-%
Very Satisfied	(2)	1	-	*	1	-	1	-	1	*	1	-	1	*	1
		23%	-%	100%	45%	-%	24%	-%	73%	4%	97%	-%	73%	83%	97%
NET: Satisfied		3	2	*	1	-	3	-	1	2	1	2	1	*	1
		64%	100%	100%	45%	-%	67%	-%	73%	60%	97%	90%	73%	83%	97%
NET: Dissatisfied		2	-	-	1	-	1	*	-	2	*	*	-	*	*
		29%	-%	-%	55%	-%	25%	100%	-%	40%	3%	10%	-%	17%	3%
Answered		5	2	*	2	*	5	*	2	4	1	2	2	*	1
Mean score		.3	1.0	2.0	-.2	-	.4	-2.0	1.5	-.1	1.9	.8	1.5	1.3	1.9

Columns Tested:: a,b,c,d - a,b - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 217 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		Types of services used: parcels and packets		Use of RM postal services			Use of RM postal services: letters and large letters	
		Total base	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	Urgent, Tracked or Timed Services	Standard Delivery	Letters	Large Letters	Parcels and packets	First class services	Second class services
Significance Level: 95%			*a	*b	*a	*b	*c	*a	*b	*a	*b	*a	*b	*c	*a	*b
Unweighted Base		8	2	5	1	1	1	2	4	6	4	1	2	3	1	2
Effective base		4	2	2	1	1	1	1	2	3	3	1	1	2	1	1
Weighted Base		5	2	4	*	*	*	2	4	4	5	*	1	2	*	1
Very Dissatisfied	(-2)	1	-	1	-	*	-	-	*	1	1	*	*	*	*	*
		24%	-%	36%	-%	100%	-%	-%	1%	32%	27%	100%	3%	2%	100%	3%
Fairly Dissatisfied	(-1)	*	-	*	*	-	*	*	*	*	-	-	-	-	-	-
		5%	-%	1%	100%	-%	100%	10%	7%	1%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	-	-	-	-	*	-	-	-	*	-	-
		7%	27%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%	26%	-%	-%
Fairly Satisfied	(1)	2	-	2	-	-	-	2	2	2	2	-	-	-	-	-
		41%	-%	60%	-%	-%	-%	90%	62%	54%	47%	-%	-%	-%	-%	-%
Very Satisfied	(2)	1	1	*	-	-	-	-	1	*	1	-	1	1	-	1
		23%	73%	4%	-%	-%	-%	-%	31%	4%	26%	-%	97%	72%	-%	97%
NET: Satisfied		3	1	2	-	-	-	2	3	2	3	-	1	1	-	1
		64%	73%	64%	-%	-%	-%	90%	93%	58%	73%	-%	97%	72%	-%	97%
NET: Dissatisfied		2	-	1	*	*	*	*	*	1	1	*	*	*	*	*
		29%	-%	36%	100%	100%	100%	10%	7%	33%	27%	100%	3%	2%	100%	3%
Answered		5	2	4	*	*	*	2	4	4	5	*	1	2	*	1
Mean score		.3	1.5	*	-1.0	-2.0	-1.0	.8	1.2	*	.5	-2.0	1.9	1.4	-2.0	1.9

Columns Tested:: a,b - a,b,c - a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 217 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Use of RM postal services: parcels and packets		Types of services used to send standard letters:	RM product changes:	Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail
		Total base	Second class services	Tracked services/special delivery	Second class services	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied
Significance Level: 95%			*a	*b			*a	*b	*c	*d	*e	*a	*b	*c	
Unweighted Base		8	1	2	2	2	6	3	6	6	6	3	7	1	3
Effective base		4	1	1	1	1	3	2	3	3	3	2	4	1	2
Weighted Base		5	1	*	1	*	4	4	4	5	5	4	5	2	2
Very Dissatisfied	(-2)	1	-	*	*	*	1	1	1	1	1	1	1	-	*
		24%	-%	7%	3%	7%	31%	34%	31%	25%	26%	33%	24%	-%	2%
Fairly Dissatisfied	(-1)	*	-	-	-	-	*	*	*	-	*	-	*	-	-
		5%	-%	-%	-%	-%	5%	6%	5%	-%	5%	-%	4%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	*	*	-	*	*	-	*	*	-	*
		7%	-%	93%	-%	93%	9%	-%	9%	8%	-%	10%	7%	-%	26%
Fairly Satisfied	(1)	2	-	-	-	-	2	2	2	2	2	2	2	2	-
		41%	-%	-%	-%	-%	51%	59%	51%	43%	44%	57%	41%	100%	-%
Very Satisfied	(2)	1	1	-	1	-	*	-	*	1	1	-	1	-	1
		23%	100%	-%	97%	-%	4%	-%	4%	24%	25%	-%	23%	-%	72%
NET: Satisfied		3	1	-	1	-	2	2	2	3	3	2	3	2	1
		64%	100%	-%	97%	-%	55%	59%	55%	67%	69%	57%	64%	100%	72%
NET: Dissatisfied		2	-	*	*	*	2	2	2	1	2	1	2	-	*
		29%	-%	7%	3%	7%	36%	41%	36%	25%	31%	33%	29%	-%	2%
Answered		5	1	*	1	*	4	4	4	5	5	4	5	2	2
Mean score		.3	2.0	-.1	1.9	-.1	-.1	-.2	-.1	.4	.4	-.1	.3	1.0	1.4

Columns Tested:: a,b - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 217 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months	Future volume of mail		Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	Increase	Stay the same	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b	*a	*b		*a	*b	*a	*b	*c	*a	*b
Unweighted Base		8	1	2	3	2	8	5	3	5	1	2	4	4
Effective base		4	1	1	2	1	4	3	2	3	1	2	2	2
Weighted Base		5	1	*	3	*	5	5	*	2	*	3	2	4
Very Dissatisfied	(-2)	1	-	*	-	*	1	1	*	*	-	1	1	-
		24%	-%	7%	-%	11%	24%	26%	7%	2%	-%	37%	77%	-%
Fairly Dissatisfied	(-1)	*	-	-	-	*	*	*	*	*	*	-	*	*
		5%	-%	-%	-%	89%	5%	1%	56%	12%	100%	-%	14%	1%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	-	*	*	-	*	-	-	-	*
		7%	-%	93%	-%	-%	7%	8%	-%	21%	-%	-%	-%	11%
Fairly Satisfied	(1)	2	-	-	2	-	2	2	-	-	-	2	-	2
		41%	-%	-%	64%	-%	41%	44%	-%	-%	-%	63%	-%	59%
Very Satisfied	(2)	1	1	-	1	-	1	1	*	1	-	-	*	1
		23%	100%	-%	36%	-%	23%	22%	36%	65%	-%	-%	9%	29%
NET: Satisfied		3	1	-	3	-	3	3	*	1	-	2	*	3
		64%	100%	-%	100%	-%	64%	66%	36%	65%	-%	63%	9%	89%
NET: Dissatisfied		2	-	*	-	*	2	1	*	*	*	1	2	*
		29%	-%	7%	-%	100%	29%	26%	64%	14%	100%	37%	91%	1%
Answered		5	1	*	3	*	5	5	*	2	*	3	2	4
Mean score		.3	2.0	-.1	1.4	-1.1	.3	.4	*	1.2	-1.0	-.1	-1.5	1.2

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 217 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: Professionalism and handling of any query / complaint

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Quarter			Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*a	*b
Unweighted Base		8	3	3	2	6	2
Effective base		4	2	2	2	3	2
Weighted Base		5	3	2	*	5	*
Very Dissatisfied	(-2)	1	-	1	-	1	-
		24%	-%	77%	-%	26%	-%
Fairly Dissatisfied	(-1)	*	*	-	*	*	*
		5%	1%	-%	61%	1%	61%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	*	-
		7%	-%	23%	-%	8%	-%
Fairly Satisfied	(1)	2	2	-	-	2	-
		41%	66%	-%	-%	44%	-%
Very Satisfied	(2)	1	1	-	*	1	*
		23%	33%	-%	39%	22%	39%
NET: Satisfied		3	3	-	*	3	*
		64%	99%	-%	39%	66%	39%
NET: Dissatisfied		2	*	1	*	1	*
		29%	1%	77%	61%	27%	61%
Answered		5	3	2	*	5	*
Mean score		.3	1.3	-1.5	.2	.3	.2

Columns Tested:: a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 218

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: The staff being polite and curteous

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e
Unweighted Base		8	7	1	4	2	1	1	4
Effective base		4	4	1	3	1	1	1	2
Weighted Base		5	5	*	5	*	*	*	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	*	-	*	*
		8%	8%	100%	8%	11%	-%	100%	13%
Fairly Satisfied	(1)	2	2	-	1	*	-	-	*
		28%	28%	-%	26%	89%	-%	-%	53%
Very Satisfied	(2)	1	1	-	1	-	*	-	*
		23%	23%	-%	22%	-%	100%	-%	34%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	-	2	-	-	-	-
		41%	41%	-%	44%	-%	-%	-%	-%
NET: Satisfied		3	3	-	2	*	*	-	*
		51%	51%	-%	48%	89%	100%	-%	87%
NET: Dissatisfied		-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Answered		3	3	*	3	*	*	*	*
Mean score		1.2	1.3	-	1.3	.9	2.0	-	1.2

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 218 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: The staff being polite and curteous

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Business Size 2								Turnover	
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£500,000 -£999,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*a	*b
Unweighted Base		8	2	1	1	1	2	1	4	2	2	1	1
Effective base		4	1	1	1	1	1	1	3	1	1	1	1
Weighted Base		5	3	1	1	*	*	*	5	*	*	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	-	-	-	*	*	*	*	*	-	*
		8%	15%	-%	-%	-%	17%	100%	8%	11%	16%	-%	100%
Fairly Satisfied	(1)	2	-	1	-	*	-	-	1	*	-	1	-
		28%	-%	100%	-%	100%	-%	-%	26%	89%	-%	100%	-%
Very Satisfied	(2)	1	-	-	1	-	*	-	1	-	*	-	-
		23%	-%	-%	100%	-%	83%	-%	22%	-%	84%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	-	-	-	-	-	2	-	-	-	-
		41%	85%	-%	-%	-%	-%	-%	44%	-%	-%	-%	-%
NET: Satisfied		3	-	1	1	*	*	-	2	*	*	1	-
		51%	-%	100%	100%	100%	83%	-%	48%	89%	84%	100%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		3	*	1	1	*	*	*	3	*	*	1	*
Mean score		1.2	-	1.0	2.0	1.0	1.7	-	1.3	.9	1.7	1.0	-

Columns Tested:: a,b,c,d,e,f,g,h,i - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 218 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: The staff being polite and curteous

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			GOR (QC3)								Industry				
		Total base	Greater London	North East	North West	West Midlands	Yorkshire and the Humber	England	Wales	Northern Ireland	Agriculture	Manufacturing	Retail/ Distribution	Financial	Non Financial
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		8	1	1	1	1	2	6	1	1	1	2	3	1	1
Effective base		4	1	1	1	1	2	3	1	1	1	1	3	1	1
Weighted Base		5	*	1	*	*	3	5	*	*	*	*	3	*	2
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	-	-	*	*	*	*	*	*	-	-
		8%	-%	-%	100%	-%	-%	1%	100%	100%	100%	17%	14%	-%	-%
Fairly Satisfied	(1)	2	*	-	-	-	1	2	-	-	-	-	1	*	-
		28%	100%	-%	-%	-%	37%	30%	-%	-%	-%	-%	46%	100%	-%
Very Satisfied	(2)	1	-	1	-	*	-	1	-	-	-	*	1	-	-
		23%	-%	100%	-%	100%	-%	25%	-%	-%	-%	83%	40%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	-	-	-	-	2	2	-	-	-	-	-	-	2
		41%	-%	-%	-%	-%	63%	44%	-%	-%	-%	-%	-%	-%	100%
NET: Satisfied		3	*	1	-	*	1	3	-	-	-	*	2	*	-
		51%	100%	100%	-%	100%	37%	55%	-%	-%	-%	83%	86%	100%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		3	*	1	*	*	1	3	*	*	*	*	3	*	-
Mean score		1.2	1.0	2.0	-	2.0	1.0	1.4	-	-	-	1.7	1.3	1.0	-

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 218 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: The staff being polite and curteous

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Urbanity	Location	Internet connection	Role of mail services			Monthly postal spend						
		Total base	Urban	Head office	Yes	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£10,000 -<£25,000	0-<£1000	£1000+	£5000+
Significance Level: 95%						*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		8	8	8	8	2	2	4	2	4	1	1	6	2	1
Effective base		4	4	4	4	2	2	2	2	3	1	1	3	1	1
Weighted Base		5	5	5	5	3	*	2	3	1	1	*	4	1	*
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	*	-	-	*	-	*	-	*	*	*	*
		8%	8%	8%	8%	-%	-%	29%	-%	53%	-%	100%	10%	3%	100%
Fairly Satisfied	(1)	2	2	2	2	1	*	-	1	*	-	-	2	-	-
		28%	28%	28%	28%	37%	61%	-%	37%	29%	-%	-%	35%	-%	-%
Very Satisfied	(2)	1	1	1	1	-	*	1	-	*	1	-	*	1	-
		23%	23%	23%	23%	-%	39%	71%	-%	19%	100%	-%	4%	97%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	2	2	2	-	-	2	-	-	-	2	-	-
		41%	41%	41%	41%	63%	-%	-%	63%	-%	-%	-%	51%	-%	-%
NET: Satisfied		3	3	3	3	1	*	1	1	*	1	-	2	1	-
		51%	51%	51%	51%	37%	100%	71%	37%	47%	100%	-%	39%	97%	-%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		3	3	3	3	1	*	2	1	1	1	*	2	1	*
Mean score		1.2	1.2	1.2	1.2	1.0	1.4	1.4	1.0	.7	2.0	-	.9	1.9	-

Columns Tested:: a,b,c - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 218 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: The staff being polite and curteous

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Monthly Postal Spend (size)		Types of mail sent						Number of letters/ large letters sent		Number of packets and parcels sent			Frequency - letters/large letters sent	
		Total base	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	1-24	25-49	100-249	Once a week	More than once a week and not daily
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e	*f	*a	*b	*a	*b	*c	*a	*b
Unweighted Base		8	2	6	2	4	4	7	1	2	3	1	4	1	2	2	2
Effective base		4	2	3	1	2	2	3	1	2	1	1	2	1	1	1	2
Weighted Base		5	3	2	*	4	4	5	*	3	2	1	4	*	1	*	3
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	*	*	*	*	*	-	*	-	*	*	*	*	-
		8%	-%	24%	11%	1%	1%	9%	100%	-%	1%	-%	1%	100%	3%	11%	-%
Fairly Satisfied	(1)	2	1	*	*	*	*	1	-	-	*	-	1	-	-	*	-
		28%	37%	12%	89%	7%	7%	25%	-%	-%	9%	-%	35%	-%	-%	89%	-%
Very Satisfied	(2)	1	-	1	-	1	1	1	-	1	-	1	*	-	1	-	1
		23%	-%	64%	-%	31%	31%	24%	-%	33%	-%	100%	4%	-%	97%	-%	33%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	-	-	2	2	2	-	2	2	-	2	-	-	-	2
		41%	63%	-%	-%	62%	62%	42%	-%	67%	89%	-%	60%	-%	-%	-%	67%
NET: Satisfied		3	1	1	*	1	1	3	-	1	*	1	1	-	1	*	1
		51%	37%	76%	89%	37%	37%	49%	-%	33%	9%	100%	39%	-%	97%	89%	33%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		3	1	2	*	1	1	3	*	1	*	1	1	*	1	*	1
Mean score		1.2	1.0	1.4	.9	1.8	1.8	1.3	-	2.0	.9	2.0	1.1	-	1.9	.9	2.0

Columns Tested:: a,b - a,b,c,d,e,f - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 218 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: The staff being polite and curteous

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Frequency - parcels and packets				Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters
		Total base	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*a	*b	*a	*b	*a	*b	
Unweighted Base		8	1	1	4	1	6	1	2	6	2	2	2	2	2
Effective base		4	1	1	2	1	3	1	2	2	1	1	2	1	1
Weighted Base		5	2	*	2	*	5	*	2	4	1	2	2	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	-	*	*	*	*	*	*	*	-	*	*	*
		8%	-%	-%	2%	100%	8%	100%	27%	1%	3%	-%	27%	17%	3%
Fairly Satisfied	(1)	2	-	-	1	-	1	-	-	2	-	*	-	-	-
		28%	-%	-%	53%	-%	25%	-%	-%	39%	-%	10%	-%	-%	-%
Very Satisfied	(2)	1	-	*	1	-	1	-	1	*	1	-	1	*	1
		23%	-%	100%	45%	-%	24%	-%	73%	4%	97%	-%	73%	83%	97%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	-	-	-	2	-	-	2	-	2	-	-	-
		41%	100%	-%	-%	-%	43%	-%	-%	56%	-%	90%	-%	-%	-%
NET: Satisfied		3	-	*	2	-	3	-	1	2	1	*	1	*	1
		51%	-%	100%	98%	-%	49%	-%	73%	42%	97%	10%	73%	83%	97%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		3	-	*	2	*	3	*	2	2	1	*	2	*	1
Mean score		1.2	-	2.0	1.4	-	1.3	-	1.5	1.1	1.9	1.0	1.5	1.7	1.9

Columns Tested:: a,b,c,d - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 218 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: The staff being polite and curteous

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		Types of services used: parcels and packets		Use of RM postal services			Use of RM postal services: letters and large letters	
		Total base	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	Urgent, Tracked or Timed Services	Standard Delivery	Letters	Large Letters	Parcels and packets	First class services	Second class services
Significance Level: 95%			*a	*b	*a	*b	*c	*a	*b	*a	*b	*a	*b	*c	*a	*b
Unweighted Base		8	2	5	1	1	1	2	4	6	4	1	2	3	1	2
Effective base		4	2	2	1	1	1	1	2	3	3	1	1	2	1	1
Weighted Base		5	2	4	*	*	*	2	4	4	5	*	1	2	*	1
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	-	*	-	-	*	*	-	*	*	*	*	*
		8%	27%	2%	-%	100%	-%	-%	1%	11%	-%	100%	3%	28%	100%	3%
Fairly Satisfied	(1)	2	-	1	*	-	*	*	*	1	1	-	-	-	-	-
		28%	-%	35%	100%	-%	100%	10%	7%	31%	27%	-%	-%	-%	-%	-%
Very Satisfied	(2)	1	1	*	-	-	-	-	1	*	1	-	1	1	-	1
		23%	73%	4%	-%	-%	-%	-%	31%	4%	26%	-%	97%	72%	-%	97%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	-	2	-	-	-	2	2	2	2	-	-	-	-	-
		41%	-%	60%	-%	-%	-%	90%	62%	54%	47%	-%	-%	-%	-%	-%
NET: Satisfied		3	1	1	*	-	*	*	1	1	3	-	1	1	-	1
		51%	73%	39%	100%	-%	100%	10%	37%	35%	53%	-%	97%	72%	-%	97%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		3	2	1	*	*	*	*	1	2	3	*	1	2	*	1
Mean score		1.2	1.5	1.1	1.0	-	1.0	1.0	1.8	.8	1.5	-	1.9	1.4	-	1.9

Columns Tested:: a,b - a,b,c - a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 218 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: The staff being polite and curteous

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Use of RM postal services: parcels and packets		Types of services used to send standard letters:	RM product changes:	Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail
		Total base	Second class services	Tracked services/special delivery	Second class services	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied
Significance Level: 95%			*a	*b			*a	*b	*c	*d	*e	*a	*b	*c	
Unweighted Base		8	1	2	2	2	6	3	6	6	6	3	7	1	3
Effective base		4	1	1	1	1	3	2	3	3	3	2	4	1	2
Weighted Base		5	1	*	1	*	4	4	4	5	5	4	5	2	2
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	*	*	*	-	*	*	*	*	*	-	*
		8%	-%	100%	3%	100%	10%	-%	10%	8%	1%	10%	8%	-%	28%
Fairly Satisfied	(1)	2	-	-	-	-	2	2	2	1	2	1	2	-	-
		28%	-%	-%	-%	-%	35%	41%	35%	25%	30%	33%	28%	-%	-%
Very Satisfied	(2)	1	1	-	1	-	*	-	*	1	1	-	1	-	1
		23%	100%	-%	97%	-%	4%	-%	4%	24%	25%	-%	23%	-%	72%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	-	-	-	-	2	2	2	2	2	2	2	2	-
		41%	-%	-%	-%	-%	51%	59%	51%	43%	44%	57%	41%	100%	-%
NET: Satisfied		3	1	-	1	-	2	2	2	3	3	1	3	-	1
		51%	100%	-%	97%	-%	39%	41%	39%	49%	55%	33%	51%	-%	72%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		3	1	*	1	*	2	2	2	3	3	2	3	-	2
Mean score		1.2	2.0	-	1.9	-	.9	1.0	.9	1.3	1.4	.8	1.3	-	1.4

Columns Tested:: a,b - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 218 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: The staff being polite and curteous

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months	Future volume of mail		Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Satisfied	Dissatisfied	Yes	Increase	Stay the same	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b	*a	*b		*a	*b	*a	*b	*c	*a	*b
Unweighted Base		8	1	2	3	2	8	5	3	5	1	2	4	4
Effective base		4	1	1	2	1	4	3	2	3	1	2	2	2
Weighted Base		5	1	*	3	*	5	5	*	2	*	3	2	4
Very Dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	-	*	-	*	*	*	*	*	*	-	*	*
		8%	-%	100%	-%	11%	8%	9%	7%	22%	100%	-%	2%	11%
Fairly Satisfied	(1)	2	-	-	-	*	2	1	*	*	-	1	2	-
		28%	-%	-%	-%	89%	28%	26%	56%	12%	-%	37%	89%	-%
Very Satisfied	(2)	1	1	-	1	-	1	1	*	1	-	-	*	1
		23%	100%	-%	36%	-%	23%	22%	36%	65%	-%	-%	9%	29%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	-	-	2	-	2	2	-	-	-	2	-	2
		41%	-%	-%	64%	-%	41%	44%	-%	-%	-%	63%	-%	59%
NET: Satisfied		3	1	-	1	*	3	2	*	1	-	1	2	1
		51%	100%	-%	36%	89%	51%	48%	93%	78%	-%	37%	98%	29%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		3	1	*	1	*	3	3	*	2	*	1	2	2
Mean score		1.2	2.0	-	2.0	.9	1.2	1.2	1.3	1.4	-	1.0	1.1	1.4

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 218 (continuation)

QOP3A98: Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects: The staff being polite and curteous

Base: All who have had a problem with Other (1st) in the last 6 months (QOP3=98)

			Quarter			Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*a	*b
Unweighted Base		8	3	3	2	6	2
Effective base		4	2	2	2	3	2
Weighted Base		5	3	2	*	5	*
Very Dissatisfied	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	(-1)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	(0)	*	*	*	-	*	-
		8%	1%	25%	-%	9%	-%
Fairly Satisfied	(1)	2	-	1	*	1	*
		28%	-%	75%	61%	25%	61%
Very Satisfied	(2)	1	1	-	*	1	*
		23%	33%	-%	39%	22%	39%
Have not Contacted / Not Applicable (DO NOT READ OUT)		2	2	-	-	2	-
		41%	66%	-%	-%	44%	-%
NET: Satisfied		3	1	1	*	2	*
		51%	33%	75%	100%	47%	100%
NET: Dissatisfied		-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Answered		3	1	2	*	3	*
Mean score		1.2	1.9	.7	1.4	1.2	1.4

Columns Tested:: a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	*c	d	e
Unweighted Base		149	38	111	55	38	15	41	94
Effective base		41	12	29	34	22	5	20	29
Weighted Base		93	29	65	85	7	1	1	9
Very low	(-2)	3	3	*	3	-	-	*	*
		3%	11%	*%	4%	-%	-%	1%	*%
Quite low	(-1)	2	-	2	2	*	-	-	*
		3%	-%	4%	3%	*%	-%	-%	*%
Neither low nor high	(0)	16	6	10	15	1	-	*	1
		17%	21%	15%	18%	7%	-%	27%	8%
Quite high	(1)	38	7	31	34	4	*	*	4
		41%	26%	48%	40%	53%	24%	24%	48%
Very high	(2)	33	11	22	30	2	*	*	3
		36%	40%	34%	36%	32%	53%	48%	35%
Don't Know (DO NOT READ OUT)		1	1	-	-	*	*	-	1
		1%	2%	-%	-%	7%	23%	-%	8%
NET: High		71	19	53	64	6	1	*	7
		76%	66%	81%	76%	86%	77%	72%	84%
NET: Low		6	3	2	6	*	-	*	*
		6%	11%	4%	7%	*%	-%	1%	*%
Answered		93	28	65	85	7	1	1	8
Mean score		1.0	.9	1.1	1.0	1.3	1.7	1.2	1.3

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	e	f	g	h	i
Unweighted Base		149	26	18	11	16	37	41	55	38	56
Effective base		41	17	12	7	10	16	20	34	22	12
Weighted Base		93	46	28	11	4	4	1	85	7	1
Very low	(-2)	3	3	-	-	-	-	*	3	-	*
		3%	7%	-%	-%	-%	-%	1%	4%	-%	*%
Quite low	(-1)	2	-	-	2	-	*	-	2	*	-
		3%	-%	-%	22%	-%	*%	-%	3%	*%	-%
Neither low nor high	(0)	16	15	-	*	*	*	*	15	1	*
		17%	32%	-%	4%	10%	3%	27%	18%	7%	10%
Quite high	(1)	38	15	15	4	2	2	*	34	4	*
		41%	33%	53%	37%	51%	50%	24%	40%	53%	24%
Very high	(2)	33	13	13	4	2	1	*	30	2	1
		36%	29%	47%	37%	39%	30%	48%	36%	32%	51%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	1	-	-	*	*
		1%	-%	-%	-%	-%	16%	-%	-%	7%	14%
							g				
NET: High		71	28	28	8	3	3	*	64	6	1
		76%	61%	100%	74%	90%	80%	72%	76%	86%	75%
NET: Low		6	3	-	2	-	*	*	6	*	*
		6%	7%	-%	22%	-%	*%	1%	7%	*%	*%
Answered		93	46	28	11	4	4	1	85	7	1
Mean score		1.0	.8	1.5	.9	1.3	1.3	1.2	1.0	1.3	1.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	*c	*d	*e
Unweighted Base		149	45	37	11	4	29
Effective base		41	22	10	3	1	4
Weighted Base		93	59	15	3	*	9
Very low	(-2)	3	3	-	-	-	-
		3%	5%	-%	-%	-%	-%
Quite low	(-1)	2	-	1	1	-	-
		3%	-%	7%	39%	-%	-%
Neither low nor high	(0)	16	15	-	*	-	*
		17%	25%	-%	12%	-%	3%
Quite high	(1)	38	28	6	*	-	1
		41%	48%	38%	11%	-%	13%
Very high	(2)	33	13	8	1	*	8
		36%	22%	55%	38%	100%	83%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	-
		1%	-%	-%	-%	-%	-%
NET: High		71	41	14	2	*	9
		76%	69%	93%	49%	100%	97%
NET: Low		6	3	1	1	-	-
		6%	5%	7%	39%	-%	-%
Answered		93	59	15	3	*	9
Mean score		1.0	.8	1.4	.5	2.0	1.8

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted Base		149	9	9	18	4	14	9	1	8	4	76	21	6	46
Effective base		41	5	3	11	2	7	5	1	3	1	35	9	5	5
Weighted Base		93	11	9	32	2	15	10	*	2	4	85	5	1	2
Very low	(-2)	3	-	-	-	-	3	-	-	-	-	3	*	-	-
		3%	-%	-%	-%	-%	21%	-%	-%	-%	-%	4%	*%	-%	-%
Quite low	(-1)	2	-	-	-	1	1	-	-	-	-	2	*	-	*
		3%	-%	-%	-%	35%	9%	-%	-%	-%	-%	3%	3%	-%	1%
Neither low nor high	(0)	16	*	4	6	-	-	3	-	*	-	14	1	*	1
		17%	2%	47%	20%	-%	-%	28%	-%	11%	-%	16%	26%	15%	43%
Quite high	(1)	38	2	3	13	*	9	5	-	2	*	34	2	1	1
		41%	15%	37%	43%	6%	58%	55%	-%	67%	4%	40%	39%	63%	46%
Very high	(2)	33	9	1	12	1	2	2	*	*	4	31	2	*	*
		36%	83%	15%	38%	59%	11%	17%	100%	2%	96%	37%	32%	22%	10%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	*	-	-	*	-	1	-	-	-
		1%	-%	-%	-%	-%	1%	-%	-%	20%	-%	1%	-%	-%	-%
NET: High		71	11	5	25	2	10	7	*	2	4	66	4	1	1
		76%	98%	53%	80%	65%	69%	72%	100%	68%	100%	77%	71%	85%	56%
NET: Low		6	-	-	-	1	5	-	-	-	-	5	*	-	*
		6%	-%	-%	-%	35%	30%	-%	-%	-%	-%	6%	3%	-%	1%
Answered		93	11	9	32	2	15	10	*	2	4	84	5	1	2
Mean score		1.0	1.8	.7	1.2	.9	.3	.9	2.0	.9	2.0	1.0	1.0	1.1	.7

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	h	a	*b	a	*b
Unweighted Base		149	3	30	4	9	28	2	4	64	133	16	124	25
Effective base		41	1	10	2	3	7	1	1	17	37	4	36	6
Weighted Base		93	*	25	1	7	15	*	1	39	86	7	85	9
Very low	(-2)	3	-	-	-	3	-	-	-	*	3	-	3	*
		3%	-%	-%	-%	44%	-%	-%	-%	*%	4%	-%	4%	*%
Quite low	(-1)	2	-	1	*	-	-	-	1	*	2	-	1	1
		3%	-%	5%	22%	-%	-%	-%	86%	*%	3%	-%	2%	11%
Neither low nor high	(0)	16	-	5	-	*	1	*	*	9	15	*	16	*
		17%	-%	20%	-%	1%	8%	12%	11%	24%	18%	6%	19%	*%
Quite high	(1)	38	*	14	*	1	7	*	*	13	33	5	35	3
		41%	18%	55%	4%	7%	44%	88%	2%	32%	38%	72%	42%	33%
Very high	(2)	33	*	5	*	3	7	-	*	17	32	2	29	5
		36%	82%	20%	6%	48%	47%	-%	1%	43%	37%	23%	34%	52%
Don't Know (DO NOT READ OUT)		1	-	-	*	-	*	-	-	-	1	-	*	*
		1%	-%	-%	68%	-%	1%	-%	-%	-%	1%	-%	1%	2%
NET: High		71	*	19	*	4	14	*	*	30	65	7	64	7
		76%	100%	75%	10%	55%	91%	88%	3%	76%	75%	94%	75%	86%
NET: Low		6	-	1	*	3	-	-	1	*	6	-	5	1
		6%	-%	5%	22%	44%	-%	-%	86%	*%	6%	-%	5%	11%
Answered		93	*	25	*	7	15	*	1	39	85	7	84	9
Mean score		1.0	1.8	.9	-.2	.1	1.4	.9	-.8	1.2	1.0	1.2	1.0	1.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		149	148	1	47	60	42
Effective base		41	41	1	13	14	14
Weighted Base		93	93	*	29	29	35
Very low	(-2)	3	3	-	*	3	-
		3%	3%	-%	*%	11%	-%
Quite low	(-1)	2	2	*	-	1	2
		3%	2%	100%	-%	3%	4%
Neither low nor high	(0)	16	16	-	4	7	5
		17%	17%	-%	14%	23%	15%
Quite high	(1)	38	38	-	8	11	20
		41%	41%	-%	27%	36%	56%
Very high	(2)	33	33	-	17	8	9
		36%	36%	-%	57%	26%	25%
Don't Know (DO NOT READ OUT)		1	1	-	*	*	-
		1%	1%	-%	2%	1%	-%
NET: High		71	71	-	24	18	28
		76%	77%	-%	85%	63%	81%
NET: Low		6	5	*	*	4	2
		6%	6%	100%	*%	14%	4%
Answered		93	92	*	28	29	35
Mean score		1.0	1.0	-1.0	1.4	.6	1.0

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	b	c
Unweighted Base		149	64	51	12	5	5	8	2	2	115	34	22	18	46	85
Effective base		41	20	14	4	2	1	2	2	1	35	7	3	6	15	21
Weighted Base		93	47	35	7	1	1	*	*	3	81	12	5	13	33	47
Very low	(-2)	3	-	3	-	-	-	-	-	-	3	-	-	-	-	3
		3%	-%	9%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	7%
Quite low	(-1)	2	*	-	2	-	*	-	-	-	*	2	*	-	*	2
		3%	*%	-%	30%	-%	2%	-%	-%	-%	*%	18% i	*%	-%	*%	5%
Neither low nor high	(0)	16	10	6	*	-	-	-	-	-	15	*	-	5	5	6
		17%	21%	16%	6%	-%	-%	-%	-%	-%	19%	3%	-%	34%	16%	13%
Quite high	(1)	38	20	13	5	*	*	*	*	-	33	5	*	7	12	19
		41%	42%	39%	63%	64%	1%	8%	66%	-%	41%	41%	9%	55%	37%	40%
Very high	(2)	33	16	12	*	*	1	*	*	3	29	5	4	1	15	17
		36%	35%	35%	1%	36%	98%	92%	34%	100%	35%	37%	91%	10%	45%	36%
Don't Know (DO NOT READ OUT)		1	*	*	-	-	-	-	-	-	1	-	-	-	*	*
		1%	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	*%
NET: High		71	36	26	5	1	1	*	*	3	62	10	5	9	27	35
		76%	78%	74%	65%	100%	98%	100%	100%	100%	76%	79%	100%	66%	82%	75%
NET: Low		6	*	3	2	-	*	-	-	-	3	2	*	-	*	5
		6%	*%	9%	30%	-%	2%	-%	-%	-%	4%	18%	*%	-%	*%	12%
Answered		93	46	34	7	1	1	*	*	3	80	12	5	13	33	47
Mean score		1.0	1.1	.9	.4	1.4	1.9	1.9	1.3	2.0	1.0	1.0	1.9	.8	1.3	.9

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base		149	92	90	115	115	63	59	49	14	17	10	10	8	7
Effective base		41	19	28	31	32	9	16	19	8	4	3	3	3	3
Weighted Base		93	36	60	70	70	17	29	44	18	5	3	*	*	*
Very low	(-2)	3	*	*	*	3	*	3	*	-	-	-	-	-	-
		3%	*%	*%	*%	5%	*%	11%	*%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	1	2	2	2	*	2	-	-	-	2	-	-	*
		3%	2%	4%	3%	3%	1%	7%	-%	-%	-%	77%	-%	-%	32%
Neither low nor high	(0)	16	1	7	8	9	1	4	7	*	*	*	-	*	-
		17%	3%	12%	11%	13%	5%	13%	17%	*%	10%	*%	-%	15%	-%
Quite high	(1)	38	15	27	30	36	10	15	22	6	2	1	*	*	-
		41%	42%	45%	43%	51%	55%	52%	50%	32%	34%	22%	27%	66%	-%
Very high	(2)	33	18	23	29	19	7	5	14	12	2	*	*	*	*
		36%	51% f	39%	41%	27%	39%	17%	33%	68%	46%	1%	73%	19%	68%
Don't Know (DO NOT READ OUT)		1	1	1	1	1	-	-	*	-	*	-	-	-	-
		1%	2%	1%	1%	1%	-%	-%	*%	-%	10%	-%	-%	-%	-%
NET: High		71	33	50	59	55	16	20	36	18	4	1	*	*	*
		76%	93%	83%	85%	78%	94%	69%	83%	100%	80%	23%	100%	85%	68%
NET: Low		6	1	2	2	5	*	5	*	-	-	2	-	-	*
		6%	2%	4%	3%	8%	1%	18%	*%	-%	-%	77%	-%	-%	32%
Answered		93	35	59	69	69	17	29	43	18	4	3	*	*	*
Mean score		1.0	1.4 df	1.2 f	1.2 f	.9	1.3	.6	1.2	1.7	1.4	-.5	1.7	1.0	1.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		149	59	16	5	7	3	16	9	28	19	25	29	23	19
Effective base		41	20	8	1	4	2	5	1	3	6	8	9	8	2
Weighted Base		93	49	14	3	1	2	*	1	3	14	23	17	12	3
Very low	(-2)	3	3	-	-	-	-	-	-	-	*	-	-	-	-
		3%	6%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Quite low	(-1)	2	-	2	-	*	-	-	-	-	-	*	-	2	-
		3%	-%	16%	-%	2%	-%	-%	-%	-%	-%	*%	-%	18%	-%
Neither low nor high	(0)	16	9	1	*	-	-	-	-	-	3	4	1	*	*
		17%	17%	6%	1%	-%	-%	-%	-%	-%	22%	18%	3%	*%	1%
Quite high	(1)	38	25	6	3	1	2	*	*	2	6	8	10	5	1
		41%	50%	41%	89%	85%	100%	32%	*%	55%	42%	35%	57%	43%	35%
Very high	(2)	33	12	5	*	*	-	*	1	1	5	11	7	4	2
		36%	24%	37%	10%	13%	-%	68%	100%	45%	37%	47%	40%	33%	64%
Don't Know (DO NOT READ OUT)		1	1	-	-	-	-	-	-	-	-	-	-	1	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%
NET: High		71	37	11	3	1	2	*	1	3	11	19	17	9	3
		76%	75%	78%	99%	98%	100%	100%	100%	100%	78%	82%	97%	76%	99%
NET: Low		6	3	2	-	*	-	-	-	-	*	*	-	2	-
		6%	6%	16%	-%	2%	-%	-%	-%	-%	*%	*%	-%	18%	-%
Answered		93	48	14	3	1	2	*	1	3	14	23	17	11	3
Mean score		1.0	.9	1.0	1.1	1.1	1.0	1.7	2.0	1.4	1.2	1.3	1.4	1.0	1.6

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	c	*d	*e	a	*b	*c	a	b	a	b
Unweighted Base		149	21	20	37	19	18	79	11	24	71	78	78	37
Effective base		41	8	6	9	8	2	22	3	8	22	19	24	9
Weighted Base		93	16	15	23	15	2	52	8	10	50	44	44	25
Very low	(-2)	3	-	-	*	3	-	3	-	*	*	3	*	-
		3%	-%	-%	*%	21%	-%	6%	-%	*%	*%	7%	*%	-%
Quite low	(-1)	2	1	*	-	1	-	2	-	-	2	*	2	-
		3%	5%	*%	-%	9%	-%	4%	-%	-%	4%	*%	5%	-%
Neither low nor high	(0)	16	1	3	5	*	-	6	3	*	7	8	3	4
		17%	5%	22%	23%	*%	-%	12%	36%	2%	15%	19%	7%	18%
Quite high	(1)	38	8	8	13	6	1	31	*	4	25	13	22	8
		41%	50%	58%	55%	37%	74%	59%	6%	45%	51%	30%	50%	31%
Very high	(2)	33	6	3	5	5	*	10	5	4	14	19	16	13
		36%	36%	20%	22%	32%	26%	19%	59%	46%	29%	43%	36%	52%
Don't Know (DO NOT READ OUT)		1	*	-	-	*	-	-	-	1	1	-	1	-
		1%	3%	-%	-%	1%	-%	-%	-%	7%	1%	-%	2%	-%
NET: High		71	13	11	18	10	2	40	5	9	39	32	38	21
		76%	87%	78%	77%	69%	100%	78%	64%	91%	79%	73%	86%	82%
NET: Low		6	1	*	*	5	-	5	-	*	2	3	2	-
		6%	5%	*%	*%	30%	-%	10%	-%	*%	4%	8%	5%	-%
Answered		93	15	15	23	15	2	52	8	9	49	44	44	25
Mean score		1.0	1.2	1.0	1.0	.5	1.3	.8	1.2	1.5	1.0	1.0	1.2	1.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		149	40	67	72	39	42	73	72	69	37	75	62	38
Effective base		41	15	16	25	5	17	15	14	18	4	22	22	7
Weighted Base		93	35	33	53	13	40	30	24	24	11	49	44	17
Very low	(-2)	3	-	3	*	-	-	3	-	*	-	*	-	-
		3%	-%	10%	*%	-%	-%	11%	-%	*%	-%	*%	-%	-%
Quite low	(-1)	2	1	1	2	-	1	1	1	1	-	2	2	1
		3%	4%	3%	4%	-%	3%	3%	4%	3%	-%	4%	5%	8%
Neither low nor high	(0)	16	3	6	7	1	3	6	1	1	*	4	3	4
		17%	10%	18%	14%	5%	7%	21%	3%	4%	2%	9%	7%	25%
Quite high	(1)	38	20	15	26	4	23	13	10	11	2	20	17	7
		41%	56%	46%	50%	30%	57%	43%	40%	48%	18%	41%	40%	39%
Very high	(2)	33	10	8	16	8	12	7	12	10	9	21	20	5
		36%	29%	24%	31%	65%	30%	23%	51%	42%	79%	44%	47%	28%
Don't Know (DO NOT READ OUT)		1	1	-	1	-	1	-	1	1	-	1	1	-
		1%	2%	-%	1%	-%	2%	-%	3%	3%	-%	1%	2%	-%
NET: High		71	30	23	43	12	35	20	22	21	11	42	38	11
		76%	85%	70%	81%	95%	87%	65%	91%	90%	98%	85%	87%	67%
NET: Low		6	1	4	2	-	1	4	1	1	-	2	2	1
		6%	4%	12%	4%	-%	3%	13%	4%	4%	-%	4%	5%	8%
Answered		93	35	33	52	13	39	30	23	23	11	48	43	17
Mean score		1.0	1.1	.7	1.1	1.6	1.2	.6	1.4	1.3	1.8	1.3	1.3	.9

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		149	102	55	46	77	70	64	78	60	7
Effective base		41	28	17	10	18	23	22	23	17	2
Weighted Base		93	64	29	22	33	50	48	41	36	*
Very low	(-2)	3	3	3	-	*	*	-	*	*	-
		3%	5%	11%	-%	*%	*%	-%	*%	*%	-%
Quite low	(-1)	2	2	2	2	1	2	2	2	1	-
		3%	3%	7%	10%	3%	4%	5%	5%	4%	-%
Neither low nor high	(0)	16	9	3	4	1	7	4	1	7	*
		17%	14%	11%	19%	3%	14%	8%	2%	21%	25%
Quite high	(1)	38	31	9	7	15	24	27	21	16	*
		41%	48%	32%	33%	45%	47%	55%	50%	44%	75%
Very high	(2)	33	18	11	8	15	16	15	17	11	-
		36%	28%	37%	38%	47%	33%	30%	41%	30%	-%
Don't Know (DO NOT READ OUT)		1	1	*	-	1	1	1	1	1	-
		1%	1%	2%	-%	2%	1%	1%	2%	2%	-%
NET: High		71	49	20	16	30	40	41	38	26	*
		76%	77%	68%	71%	92%	80%	86%	91%	73%	75%
NET: Low		6	5	5	2	1	2	2	2	1	-
		6%	8%	18%	10%	3%	4%	5%	5%	4%	-%
Answered		93	63	29	22	32	49	48	41	35	*
Mean score		1.0	.9	.8	1.0	1.4	1.1	1.1	1.3	1.0	.8

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base		149	36	33	46	14	7	65	50	19	13	9	2
Effective base		41	14	12	14	6	2	19	14	5	2	2	1
Weighted Base		93	27	22	29	15	3	35	25	6	6	4	3
Very low	(-2)	3	-	-	-	-	-	*	-	-	-	-	-
		3%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	2	2	2	1	2	1	2	-	-	-
		3%	8%	10%	7%	15%	46%	6%	5%	36%	-%	-%	-%
Neither low nor high	(0)	16	1	3	1	1	*	4	4	*	4	-	-
		17%	2%	15%	4%	5%	7%	10%	15%	1%	75%	-%	-%
Quite high	(1)	38	13	6	18	7	1	14	11	2	*	4	3
		41%	48%	28%	62%	46%	47%	41%	46%	27%	4%	100%	100%
Very high	(2)	33	11	10	7	5	-	14	8	2	1	*	-
		36%	40%	46%	24%	35%	-%	41%	31%	36%	22%	*%	-%
Don't Know (DO NOT READ OUT)		1	*	*	1	-	-	1	1	-	-	-	-
		1%	1%	1%	2%	-%	-%	2%	3%	-%	-%	-%	-%
NET: High		71	24	16	25	12	1	29	19	4	1	4	3
		76%	89%	74%	86%	81%	47%	81%	77%	63%	25%	100%	100%
NET: Low		6	2	2	2	2	1	2	1	2	-	-	-
		6%	8%	10%	7%	15%	46%	6%	5%	36%	-%	-%	-%
Answered		93	26	22	29	15	3	34	24	6	6	4	3
Mean score		1.0	1.2	1.1	1.0	1.0	*	1.2	1.1	.6	.5	1.0	1.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base		149	112	95	128	110	93	106	107	57	101	5	49	63	120	9
Effective base		41	32	26	35	32	23	27	33	16	28	2	11	22	33	3
Weighted Base		93	65	54	73	68	51	59	69	36	61	3	30	42	64	9
Very low	(-2)	3	3	3	3	3	3	3	3	3	*	-	-	*	3	-
		3%	5%	6%	4%	5%	6%	5%	5%	9%	*%	-%	-%	*%	5%	-%
Quite low	(-1)	2	2	2	2	2	1	2	2	2	2	*	1	1	2	1
		3%	3%	4%	3%	3%	3%	4%	3%	6%	4%	1%	5%	2%	2%	9%
Neither low nor high	(0)	16	9	4	9	11	7	7	9	5	4	2	7	3	3	5
		17%	14%	7%	12%	16%	14%	12%	13%	15%	7%	58%	23%	8%	4%	57%
Quite high	(1)	38	24	16	27	29	16	22	26	8	31	1	13	23	25	3
		41%	36%	30%	37%	43%	31%	36%	37%	23%	51%	42%	43%	53%	39%	31%
Very high	(2)	33	26	28	31	22	23	25	29	17	23	-	9	15	32	*
		36%	41%	52%	43%	33%	46%	42%	41%	48%	37%	-%	29%	35%	50%	3%
Don't Know (DO NOT READ OUT)		1	1	1	1	1	*	1	1	-	1	-	-	1	-	-
		1%	1%	1%	1%	1%	*%	1%	1%	-%	1%	-%	-%	2%	-%	-%
NET: High		71	50	44	58	52	39	46	54	25	54	1	22	38	56	3
		76%	77%	82%	79%	75%	77%	78%	78%	70%	88%	42%	72%	89%	88%	34%
NET: Low		6	5	5	5	5	5	5	5	5	2	*	1	1	5	1
		6%	8%	10%	7%	8%	9%	9%	8%	15%	4%	1%	5%	2%	7%	9%
Answered		93	64	53	73	68	51	59	69	36	60	3	30	42	64	9
Mean score		1.0	1.1	1.2	1.1	1.0	1.1	1.1	1.1	.9	1.2	.4	1.0	1.2	1.3	.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	a	b	c	a	b	c	a	b
Unweighted Base		149	67	82	46	64	38	44	38	63	82	67
Effective base		41	12	29	13	15	13	12	8	21	20	22
Weighted Base		93	29	64	31	29	33	31	18	43	50	43
Very low	(-2)	3	3	-	-	*	3	3	-	*	3	*
		3%	11%	-%	-%	*%	10%	10%	-%	*%	6%	*%
Quite low	(-1)	2	2	*	2	-	-	-	1	1	1	2
		3%	8%	*%	7%	-%	-%	-%	8%	2%	2%	3%
Neither low nor high	(0)	16	8	8	6	2	8	5	5	6	12	4
		17%	26%	13%	21%	6%	23%	17%	26%	13%	24%	8%
Quite high	(1)	38	12	26	13	12	13	13	5	19	16	22
		41%	41%	41%	42%	42%	39%	41%	30%	44%	31%	52%
Very high	(2)	33	4	29	10	15	8	10	6	17	18	15
		36%	13%	45% a	31%	51%	26%	31%	35%	39%	36%	35%
Don't Know (DO NOT READ OUT)		1	*	*	-	-	1	-	*	*	*	*
		1%	1%	1%	-%	-%	2%	-%	1%	1%	*%	1%
NET: High		71	16	56	22	28	21	23	12	36	34	38
		76%	54%	86% a	72%	94% c	65%	73%	65%	83%	67%	87%
NET: Low		6	5	*	2	*	3	3	1	1	4	2
		6%	19%	*%	7%	*%	10%	10%	8%	2%	8%	3%
Answered		93	29	64	31	29	32	31	18	43	50	43
Mean score		1.0	.4	1.3 a	1.0	1.4 c	.7	.8	.9	1.2	.9	1.2

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 221 (continuation)

QOP4: On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects: The quality of the postal services provided by DHL in the last 12 months

Base: All those who use DHL (QV4=2)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	b	*c	d	a	b
Unweighted Base		149	27	62	24	36	89	60
Effective base		41	10	11	7	15	20	22
Weighted Base		93	31	21	13	29	52	42
Very low	(-2)	3	3	-	-	*	3	*
		3%	10%	-%	-%	*%	6%	*%
Quite low	(-1)	2	1	1	*	-	2	*
		3%	4%	4%	1%	-%	4%	*%
Neither low nor high	(0)	16	9	1	4	2	10	6
		17%	29%	4%	32%	7%	19%	15%
Quite high	(1)	38	11	9	5	13	20	18
		41%	36%	42%	39%	46%	38%	44%
Very high	(2)	33	6	10	4	13	16	17
		36%	20%	47%	28%	47%	31%	41%
Don't Know (DO NOT READ OUT)		1	-	1	-	-	1	-
		1%	-%	3%	-%	-%	1%	-%
NET: High		71	17	19	9	26	36	35
		76%	56%	89%	67%	93%	70%	85%
NET: Low		6	5	1	*	*	5	*
		6%	15%	4%	1%	*%	10%	*%
Answered		93	31	20	13	29	51	42
Mean score		1.0	.5	1.4	.9	1.4	.9	1.2

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	*a	*b	*c	*d	e
Unweighted Base		64	3	61	21	10	7	26	43
Effective base		16	2	14	14	5	4	7	10
Weighted Base		31	2	29	29	2	*	*	2
Very low	(-2)	*	-	*	-	-	*	*	*
		1%	-%	1%	-%	-%	37%	10%	7%
Quite low	(-1)	*	-	*	*	-	*	-	*
		1%	-%	1%	1%	-%	3%	-%	1%
Neither low nor high	(0)	12	-	12	12	1	*	*	1
		40%	-%	43%	41%	47%	1%	7%	33%
Quite high	(1)	6	1	5	6	*	*	*	1
		20%	44%	19%	20%	20%	3%	75%	27%
Very high	(2)	12	1	11	11	1	*	*	1
		38%	56%	37%	39%	33%	55%	8%	32%
NET: High		18	2	16	17	1	*	*	1
		59%	100%	56%	59%	53%	59%	83%	59%
NET: Low		*	-	*	*	-	*	*	*
		1%	-%	1%	1%	-%	40%	10%	8%
Answered		31	2	29	29	2	*	*	2
Mean score		.9	1.6	.9	1.0	.9	.4	.7	.8

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base		64	10	5	6	3	14	26	21	10	33
Effective base		16	6	5	4	3	5	7	14	5	10
Weighted Base		31	17	8	4	1	1	*	29	2	1
Very low	(-2)	*	-	-	-	-	*	*	-	-	*
		1%	-%	-%	-%	-%	13%	10%	-%	-%	22%
Quite low	(-1)	*	-	-	*	-	*	-	*	-	*
		1%	-%	-%	6%	-%	1%	-%	1%	-%	2%
Neither low nor high	(0)	12	9	2	1	*	*	*	12	1	*
		40%	54%	21%	24%	50%	28%	7%	41%	47%	4%
Quite high	(1)	6	5	-	*	*	*	*	6	*	*
		20%	33%	-%	7%	25%	10%	75%	20%	20%	42%
Very high	(2)	12	2	7	2	*	*	*	11	1	*
		38%	13%	79%	62%	26%	48%	8%	39%	33%	30%
NET: High		18	8	7	3	*	1	*	17	1	1
		59%	46%	79%	69%	50%	58%	83%	59%	53%	72%
NET: Low		*	-	-	*	-	*	*	*	-	*
		1%	-%	-%	6%	-%	14%	10%	1%	-%	24%
Answered		31	17	8	4	1	1	*	29	2	1
Mean score		.9	.6	1.6	1.3	.8	.8	.7	1.0	.9	.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		64	14	20	6	5	15
Effective base		16	7	4	3	2	4
Weighted Base		31	16	8	*	1	5
Very low	(-2)	*	*	-	-	-	*
		1%	1%	-%	-%	-%	1%
Quite low	(-1)	*	-	*	*	-	-
		1%	-%	3%	6%	-%	-%
Neither low nor high	(0)	12	9	2	*	*	*
		40%	55%	27%	3%	67%	1%
Quite high	(1)	6	3	3	*	*	*
		20%	17%	39%	30%	21%	2%
Very high	(2)	12	4	2	*	*	5
		38%	27%	31%	61%	13%	97%
NET: High		18	7	5	*	*	5
		59%	44%	70%	91%	33%	99%
NET: Low		*	*	*	*	-	*
		1%	1%	3%	6%	-%	1%
Answered		31	16	8	*	1	5
Mean score		.9	.7	1.0	1.5	.5	1.9

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			GOR (QC3)											
		Total base	East of England	East Midlands	Greater London	North East	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		64	7	4	5	2	6	1	1	2	28	5	5	26
Effective base		16	4	1	3	1	3	1	1	1	13	3	3	10
Weighted Base		31	7	5	6	1	5	*	2	2	28	1	1	*
Very low	(-2)	*	*	-	-	-	-	*	-	-	*	-	-	-
		1%	2%	-%	-%	-%	-%	100%	-%	-%	1%	-%	-%	-%
Quite low	(-1)	*	-	-	-	-	-	-	-	-	-	*	-	*
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%	5%
Neither low nor high	(0)	12	*	4	5	1	-	-	2	*	12	*	-	*
		40%	4%	88%	80%	81%	-%	-%	100%	1%	44%	1%	-%	2%
Quite high	(1)	6	1	*	*	*	3	-	-	-	4	1	1	*
		20%	18%	1%	2%	19%	54%	-%	-%	-%	16%	75%	70%	71%
Very high	(2)	12	5	1	1	-	2	-	-	2	11	*	*	*
		38%	75%	11%	18%	-%	46%	-%	-%	99%	40%	1%	30%	21%
NET: High		18	6	1	1	*	5	-	-	2	16	1	1	*
		59%	94%	12%	20%	19%	100%	-%	-%	99%	56%	77%	100%	92%
NET: Low		*	*	-	-	-	-	*	-	-	*	*	-	*
		1%	2%	-%	-%	-%	-%	100%	-%	-%	1%	22%	-%	5%
Answered		31	7	5	6	1	5	*	2	2	28	1	1	*
Mean score		.9	1.7	.2	.4	.2	1.5	-2.0	-	2.0	.9	.6	1.3	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	h	a	*b	a	*b
Unweighted Base		64	2	8	1	4	10	2	1	32	56	8	55	9
Effective base		16	2	4	1	2	2	2	1	9	14	2	16	3
Weighted Base		31	*	11	*	3	*	1	*	13	28	3	31	*
Very low	(-2)	*	*	-	-	-	-	-	-	*	*	-	*	-
		1%	48%	-%	-%	-%	-%	-%	-%	1%	1%	-%	1%	-%
Quite low	(-1)	*	-	-	-	-	*	-	-	-	*	-	*	-
		1%	-%	-%	-%	-%	7%	-%	-%	-%	1%	-%	1%	-%
Neither low nor high	(0)	12	-	7	-	-	*	1	-	4	12	*	12	*
		40%	-%	64%	-%	-%	13%	100%	-%	33%	45%	*%	40%	13%
Quite high	(1)	6	*	*	*	1	*	-	-	2	6	*	6	*
		20%	52%	4%	100%	19%	77%	-%	-%	17%	23%	*%	20%	33%
Very high	(2)	12	-	3	-	2	*	-	*	6	9	3	12	*
		38%	-%	32%	-%	81%	4%	-%	100%	48%	31%	100%	38%	54%
NET: High		18	*	4	*	3	*	-	*	8	15	3	18	*
		59%	52%	36%	100%	100%	80%	-%	100%	66%	54%	100%	58%	87%
NET: Low		*	*	-	-	-	*	-	-	*	*	-	*	-
		1%	48%	-%	-%	-%	7%	-%	-%	1%	2%	-%	1%	-%
Answered		31	*	11	*	3	*	1	*	13	28	3	31	*
Mean score		.9	-.4	.7	1.0	1.8	.8	-	2.0	1.1	.8	2.0	.9	1.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	*b	*c
Unweighted Base		64	63	1	30	24	10
Effective base		16	15	1	10	4	3
Weighted Base		31	29	2	16	9	6
Very low	(-2)	*	*	-	*	-	-
		1%	1%	-%	1%	-%	-%
Quite low	(-1)	*	*	-	*	*	-
		1%	1%	-%	*%	3%	-%
Neither low nor high	(0)	12	12	-	5	4	3
		40%	43%	-%	32%	48%	49%
Quite high	(1)	6	6	-	5	1	1
		20%	22%	-%	29%	11%	11%
Very high	(2)	12	10	2	6	3	2
		38%	34%	100%	38%	38%	40%
NET: High		18	16	2	11	5	3
		59%	56%	100%	67%	50%	51%
NET: Low		*	*	-	*	*	-
		1%	1%	-%	1%	3%	-%
Answered		31	29	2	16	9	6
Mean score		.9	.9	2.0	1.0	.9	.9

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	*b	c
Unweighted Base		64	27	5	5	2	10	7	6	2	32	32	27	6	21	37
Effective base		16	8	2	1	1	4	1	2	1	9	7	6	3	6	8
Weighted Base		31	20	2	*	*	6	2	*	2	21	10	10	8	12	12
Very low	(-2)	*	*	-	-	-	-	-	*	-	*	*	*	-	*	*
		1%	1%	-%	-%	-%	-%	-%	23%	-%	1%	*%	*%	-%	1%	*%
Quite low	(-1)	*	-	-	*	-	-	*	-	-	-	*	*	-	-	*
		1%	-%	-%	3%	-%	-%	16%	-%	-%	-%	3%	3%	-%	-%	2%
Neither low nor high	(0)	12	10	-	*	-	2	*	-	-	10	2	2	5	5	2
		40%	53%	-%	6%	-%	37%	*%	-%	-%	49%	21%	22%	64%	45%	18%
Quite high	(1)	6	5	*	*	*	*	*	*	-	6	1	*	1	5	1
		20%	28%	25%	91%	11%	1%	2%	13%	-%	27%	6%	2%	8%	40%	8%
Very high	(2)	12	4	1	-	*	3	1	*	2	5	7	7	2	2	8
		38%	19%	75%	-%	89%	61%	82%	65%	100%	23%	70%	74%	28%	13%	71%
NET: High		18	9	2	*	*	3	1	*	2	11	8	7	3	6	9
		59%	47%	100%	91%	100%	63%	84%	77%	100%	50%	76%	75%	36%	54%	79%
NET: Low		*	*	-	*	-	-	*	*	-	*	*	*	-	*	*
		1%	1%	-%	3%	-%	-%	16%	23%	-%	1%	3%	3%	-%	1%	3%
Answered		31	20	2	*	*	6	2	*	2	21	10	10	8	12	12
Mean score		.9	.6	1.8	.9	1.9	1.2	1.5	1.0	2.0	.7	1.4	1.5	.6	.6	1.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		64	44	42	53	43	35	23	10	5	5	7	10	5	11
Effective base		16	7	8	10	10	6	4	4	3	3	2	1	3	1
Weighted Base		31	10	18	22	15	11	6	11	5	*	*	2	*	2
Very low	(-2)	*	*	-	*	-	*	-	-	-	*	-	-	-	-
		1%	1%	-%	1%	-%	*%	-%	-%	-%	30%	-%	-%	-%	-%
Quite low	(-1)	*	*	*	*	*	-	*	-	-	*	-	-	-	-
		1%	*%	*%	*%	*%	-%	*%	-%	-%	3%	-%	-%	-%	-%
Neither low nor high	(0)	12	2	10	12	5	*	1	5	3	*	*	2	*	2
		40%	23%	53% e	53% e	32%	3%	12%	42%	55%	5%	63%	82%	6%	83%
Quite high	(1)	6	4	4	6	4	4	4	5	*	*	*	*	*	*
		20%	43%	23%	25%	24%	33%	59%	47%	1%	7%	37%	1%	93%	2%
Very high	(2)	12	3	4	4	6	7	2	1	2	*	*	*	*	*
		38%	33%	23%	21%	44%	64%	29%	11%	44%	54%	*%	17%	1%	15%
NET: High		18	7	8	10	10	11	6	6	2	*	*	*	*	*
		59%	76%	47%	46%	68%	97% bc	88%	58%	45%	61%	37%	18%	94%	17%
NET: Low		*	*	*	*	*	*	*	-	-	*	-	-	-	-
		1%	1%	*%	1%	*%	*%	*%	-%	-%	33%	-%	-%	-%	-%
Answered		31	10	18	22	15	11	6	11	5	*	*	2	*	2
Mean score		.9	1.1	.7	.7	1.1	1.6 bc	1.2	.7	.9	.5	.4	.3	1.0	.3

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		64	10	5	3	2	1	10	12	23	9	16	7	6	15
Effective base		16	6	3	2	2	1	3	2	3	3	3	3	2	3
Weighted Base		31	5	7	*	1	*	*	2	2	4	7	5	4	1
Very low	(-2)	*	-	-	-	-	-	-	-	-	*	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	*	-	-	-	-	-	-	-	-	-	*
		1%	-%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
Neither low nor high	(0)	12	1	3	*	*	-	-	-	-	2	6	-	3	*
		40%	27%	43%	14%	50%	-%	-%	-%	-%	46%	87%	-%	68%	50%
Quite high	(1)	6	3	*	*	-	-	*	*	*	1	1	4	*	*
		20%	51%	6%	78%	-%	-%	88%	18%	20%	15%	9%	74%	1%	35%
Very high	(2)	12	1	3	-	*	*	*	1	2	1	*	1	1	*
		38%	22%	51%	-%	50%	100%	12%	82%	80%	36%	3%	26%	31%	13%
NET: High		18	4	4	*	*	*	*	2	2	2	1	5	1	*
		59%	73%	57%	78%	50%	100%	100%	100%	100%	51%	13%	100%	32%	48%
NET: Low		*	-	-	*	-	-	-	-	-	*	-	-	-	*
		1%	-%	-%	7%	-%	-%	-%	-%	-%	3%	-%	-%	-%	2%
Answered		31	5	7	*	1	*	*	2	2	4	7	5	4	1
Mean score		.9	1.0	1.1	.7	1.0	2.0	1.1	1.8	1.8	.8	.2	1.3	.6	.6

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*c	*a	b	*a	b
Unweighted Base		64	5	8	9	8	13	33	6	3	19	45	23	30
Effective base		16	3	2	4	2	3	7	1	3	6	10	8	4
Weighted Base		31	2	1	6	5	*	10	3	2	14	17	9	13
Very low	(-2)	*	-	-	-	-	-	-	-	-	-	*	-	*
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%
Quite low	(-1)	*	-	-	-	-	*	*	-	-	-	*	*	-
		1%	-%	-%	-%	-%	3%	*%	-%	-%	-%	2%	*%	-%
Neither low nor high	(0)	12	1	-	*	3	-	4	*	*	10	3	2	9
		40%	63%	-%	*%	64%	-%	40%	*%	29%	66%	18%	26%	72%
Quite high	(1)	6	1	1	1	1	*	2	*	1	1	5	3	3
		20%	27%	98%	22%	12%	54%	23%	2%	71%	7%	32%	31%	22%
Very high	(2)	12	*	*	5	1	*	4	2	-	4	8	4	1
		38%	10%	2%	78%	24%	44%	38%	97%	-%	27%	48%	43%	5%
NET: High		18	1	1	6	2	*	6	3	1	5	13	7	3
		59%	37%	100%	100%	36%	97%	60%	100%	71%	34%	80%	74%	27%
NET: Low		*	-	-	-	-	*	*	-	-	-	*	*	*
		1%	-%	-%	-%	-%	3%	*%	-%	-%	-%	3%	*%	1%
Answered		31	2	1	6	5	*	10	3	2	14	17	9	13
Mean score		.9	.5	1.0	1.8	.6	1.4	1.0	2.0	.7	.6	1.2	1.2	.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	b	*a	b	*a	*b	a	*b	*c	a	*b	*c
Unweighted Base		64	11	30	16	35	16	27	40	24	21	37	27	22
Effective base		16	5	4	6	4	6	5	5	3	2	6	7	4
Weighted Base		31	4	7	14	6	9	5	8	5	4	15	13	12
Very low	(-2)	*	-	-	-	*	-	-	*	-	-	-	-	-
		1%	-%	-%	-%	2%	-%	-%	2%	-%	-%	-%	-%	-%
Quite low	(-1)	*	*	-	*	-	*	-	*	-	-	*	*	-
		1%	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	*%	-%
Neither low nor high	(0)	12	1	3	9	*	3	1	2	*	*	7	5	7
		40%	18%	40%	67%	5%	35%	26%	23%	9%	13%	50%	41%	61%
Quite high	(1)	6	1	3	2	4	2	1	4	4	3	4	4	4
		20%	21%	37%	14%	61%	24%	26%	47%	66%	74%	29%	31%	35%
Very high	(2)	12	3	2	3	2	4	3	2	1	*	3	4	*
		38%	61%	23%	19%	32%	41%	48%	27%	25%	13%	20%	28%	4%
NET: High		18	3	4	5	5	6	4	6	5	3	7	8	5
		59%	82%	60%	33%	93%	65%	74%	75%	91%	87%	50%	59%	39%
NET: Low		*	*	-	*	*	*	-	*	-	-	*	*	-
		1%	*%	-%	*%	2%	*%	-%	2%	-%	-%	*%	*%	-%
Answered		31	4	7	14	6	9	5	8	5	4	15	13	12
Mean score		.9	1.4	.8	.5	1.2	1.1	1.2	1.0	1.2	1.0	.7	.9	.4

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	*b	*c	*a	*b	*c	a	*b	*c
Unweighted Base		64	39	19	18	24	26	23	30	23	3
Effective base		16	8	5	4	6	6	6	8	6	2
Weighted Base		31	12	6	1	9	13	10	12	14	*
Very low	(-2)	*	-	-	-	*	-	-	*	-	-
		1%	-%	-%	-%	1%	-%	-%	1%	-%	-%
Quite low	(-1)	*	*	-	-	*	*	*	*	*	-
		1%	*%	-%	-%	*%	*%	*%	*%	*%	-%
Neither low nor high	(0)	12	5	*	*	2	5	3	3	5	*
		40%	40%	1%	1%	24%	37%	34%	22%	36%	73%
Quite high	(1)	6	2	2	*	4	4	3	5	5	*
		20%	15%	34%	35%	43%	33%	27%	41%	35%	10%
Very high	(2)	12	5	4	*	3	4	4	4	4	*
		38%	45%	65%	64%	31%	30%	39%	36%	29%	17%
NET: High		18	7	6	1	7	8	6	9	9	*
		59%	60%	99%	99%	74%	63%	66%	77%	64%	27%
NET: Low		*	*	-	-	*	*	*	*	*	-
		1%	*%	-%	-%	2%	*%	*%	1%	*%	-%
Answered		31	12	6	1	9	13	10	12	14	*
Mean score		.9	1.1	1.6	1.6	1.0	.9	1.0	1.1	.9	.4

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted Base		64	12	12	16	2	2	21	20	10	10	8	2
Effective base		16	4	5	4	1	1	6	5	2	2	3	1
Weighted Base		31	8	8	4	1	*	11	8	2	6	5	3
Very low	(-2)	*	-	-	-	-	-	-	-	*	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%
Quite low	(-1)	*	*	-	-	-	-	*	-	*	-	-	-
		1%	*%	-%	-%	-%	-%	*%	-%	1%	-%	-%	-%
Neither low nor high	(0)	12	3	3	*	-	-	3	*	*	4	2	3
		40%	38%	36%	8%	-%	-%	30%	6%	15%	72%	39%	99%
Quite high	(1)	6	1	2	2	1	*	4	5	1	*	1	*
		20%	16%	22%	54%	100%	96%	37%	61%	66%	4%	19%	1%
Very high	(2)	12	3	3	1	-	*	4	3	*	1	2	-
		38%	45%	42%	37%	-%	4%	32%	33%	12%	24%	42%	-%
NET: High		18	5	5	3	1	*	8	7	2	2	3	*
		59%	62%	64%	92%	100%	100%	70%	94%	78%	28%	61%	1%
NET: Low		*	*	-	-	-	-	*	-	*	-	-	-
		1%	*%	-%	-%	-%	-%	*%	-%	7%	-%	-%	-%
Answered		31	8	8	4	1	*	11	8	2	6	5	3
Mean score		.9	1.1	1.1	1.3	1.0	1.0	1.0	1.3	.8	.5	1.0	*

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	*c	*d	a	*b	a	*b
Unweighted Base		64	42	32	50	46	42	49	38	25	1	33	3	32	8
Effective base		16	8	7	10	10	10	10	8	4	1	8	2	8	4
Weighted Base		31	16	11	18	19	18	18	16	6	*	11	1	19	3
Very low	(-2)	*	*	-	*	-	*	*	-	-	-	-	*	*	-
		1%	1%	-%	1%	-%	*%	1%	-%	-%	-%	-%	14%	1%	-%
Quite low	(-1)	*	*	*	*	*	*	*	-	-	-	*	-	*	-
		1%	*%	*%	*%	*%	1%	*%	-%	-%	-%	*%	-%	*%	-%
Neither low nor high	(0)	12	6	2	8	7	4	9	5	*	-	1	-	9	*
		40%	36%	21%	41%	35%	20%	47%	35%	8%	-%	7%	-%	48%	16%
Quite high	(1)	6	6	4	6	6	4	3	6	4	*	6	1	5	1
		20%	38%	39%	34%	33%	23%	18%	40%	66%	100%	50%	60%	27%	37%
Very high	(2)	12	4	4	4	6	10	6	4	2	-	5	*	5	1
		38%	26%	40%	24%	32%	55%	35%	25%	26%	-%	43%	26%	25%	47%
NET: High		18	10	8	11	12	14	10	10	6	*	10	1	10	2
		59%	64%	79%	58%	64%	78%	52%	65%	92%	100%	93%	86%	52%	84%
NET: Low		*	*	*	*	*	*	*	-	-	-	*	*	*	-
		1%	1%	*%	1%	*%	2%	1%	-%	-%	-%	*%	14%	1%	-%
Answered		31	16	11	18	19	18	18	16	6	*	11	1	19	3
Mean score		.9	.9	1.2	.8	1.0	1.3	.9	.9	1.2	1.0	1.4	.8	.8	1.3

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	*b	a	*b	*c	a	*b	*c	a	*b
Unweighted Base		64	54	5	52	12	30	27	7	35	19	8	44	20
Effective base		16	12	2	10	6	6	7	4	9	5	2	10	7
Weighted Base		31	18	5	23	9	9	12	11	14	13	2	22	9
Very low	(-2)	*	-	*	*	-	*	-	-	*	-	*	*	-
		1%	-%	3%	1%	-%	2%	-%	-%	1%	-%	2%	1%	-%
Quite low	(-1)	*	*	*	*	-	*	*	-	*	*	-	*	-
		1%	*%	5%	1%	-%	*%	2%	-%	*%	2%	-%	1%	-%
Neither low nor high	(0)	12	4	5	11	2	4	2	7	6	6	*	12	1
		40%	20%	92%	48%	20%	43%	15%	64%	41%	49%	26%	53%	8%
Quite high	(1)	6	6	-	1	5	1	5	1	3	*	*	*	6
		20%	33%	-%	4%	64%	10%	42%	6%	23%	3%	3%	2%	65%
Very high	(2)	12	9	-	11	1	4	5	3	5	6	1	9	2
		38%	47%	-%	47%	16%	44%	41%	30%	35%	46%	69%	43%	27%
NET: High		18	15	-	11	7	5	10	4	8	6	1	10	8
		59%	80%	-%	51%	80%	55%	83%	36%	58%	49%	72%	45%	92%
NET: Low		*	*	*	*	-	*	*	-	*	*	*	*	-
		1%	*%	8%	2%	-%	2%	2%	-%	1%	2%	2%	2%	-%
Answered		31	18	5	23	9	9	12	11	14	13	2	22	9
Mean score		.9	1.3	-.1	.9	1.0	1.0	1.2	.7	.9	.9	1.4	.9	1.2

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 222 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects: The quality of the postal services provided by UK Mail in the last 12 months

Base: All those who use UK Mail (QV4=4)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	b	*c	*d	a	*b
Unweighted Base		64	12	33	7	12	45	19
Effective base		16	3	5	2	5	8	7
Weighted Base		31	8	9	5	10	17	14
Very low	(-2)	*	-	*	-	*	*	*
		1%	-%	1%	-%	*%	1%	*%
Quite low	(-1)	*	*	*	-	-	*	-
		1%	3%	*%	-%	-%	1%	-%
Neither low nor high	(0)	12	6	*	2	5	6	7
		40%	73%	*%	43%	48%	34%	47%
Quite high	(1)	6	2	3	*	1	5	1
		20%	21%	37%	3%	14%	29%	10%
Very high	(2)	12	*	6	2	4	6	6
		38%	4%	62%	53%	38%	34%	43%
NET: High		18	2	9	3	5	11	8
		59%	24%	98%	57%	51%	63%	53%
NET: Low		*	*	*	-	*	*	*
		1%	3%	2%	-%	*%	2%	*%
Answered		31	8	9	5	10	17	14
Mean score		.9	.2	1.6	1.1	.9	.9	1.0

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	*b	*c	*d	e
Unweighted Base		78	22	56	42	8	5	23	36
Effective base		27	10	18	26	5	3	10	9
Weighted Base		76	25	51	74	2	*	*	2
Very low	(-2)	1	1	-	1	-	-	*	*
		1%	3%	-%	1%	-%	-%	7%	1%
Quite low	(-1)	3	1	1	3	-	-	-	-
		4%	5%	3%	4%	-%	-%	-%	-%
Neither low nor high	(0)	9	1	8	9	*	-	*	*
		12%	4%	16%	11%	22%	-%	10%	18%
Quite high	(1)	19	7	12	18	1	*	*	1
		25%	27%	23%	24%	51%	41%	23%	46%
Very high	(2)	36	11	25	35	*	*	*	1
		47%	43%	49%	47%	27%	59%	59%	35%
Don't Know (DO NOT READ OUT)		9	4	5	9	-	-	-	-
		12%	18%	9%	12%	-%	-%	-%	-%
NET: High		55	18	37	53	1	*	*	2
		72%	70%	72%	71%	78%	100%	83%	81%
NET: Low		4	2	1	4	-	-	*	*
		5%	8%	3%	5%	-%	-%	7%	1%
Answered		67	21	46	65	2	*	*	2
Mean score		1.3	1.2	1.3	1.3	1.0	1.6	1.3	1.1

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Business Size 2									Turnover			
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*f	g	*h	*i	*a	*b	*c	*d
Unweighted Base		78	21	10	11	5	8	23	42	8	28	25	20	5	17
Effective base		27	14	8	7	3	4	10	26	5	8	17	4	3	4
Weighted Base		76	47	20	7	1	1	*	74	2	1	56	8	3	2
Very low	(-2)	1	1	-	-	-	-	*	1	-	*	1	-	-	*
		1%	2%	-%	-%	-%	-%	7%	1%	-%	3%	1%	-%	-%	1%
Quite low	(-1)	3	1	-	1	-	-	-	3	-	-	-	-	-	-
		4%	3%	-%	18%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	6	3	-	*	-	*	9	*	*	9	*	-	*
		12%	12%	14%	-%	39%	-%	10%	11%	22%	5%	15%	3%	-%	8%
Quite high	(1)	19	5	10	3	*	1	*	18	1	*	12	2	2	1
		25%	10%	51%	37%	44%	54%	23%	24%	51%	33%	22%	20%	77%	22%
Very high	(2)	36	25	7	3	*	1	*	35	*	*	25	6	1	2
		47%	53%	35%	45%	16%	46%	59%	47%	27%	59%	46%	77%	23%	70%
Don't Know (DO NOT READ OUT)		9	9	-	-	-	-	-	9	-	-	9	-	-	-
		12%	20%	-%	-%	-%	-%	-%	12%	-%	-%	15%	-%	-%	-%
NET: High		55	29	17	6	1	1	*	53	1	1	38	8	3	2
		72%	63%	86%	82%	61%	100%	83%	71%	78%	92%	68%	97%	100%	91%
NET: Low		4	2	-	1	-	-	*	4	-	*	1	-	-	*
		5%	5%	-%	18%	-%	-%	7%	5%	-%	3%	1%	-%	-%	1%
Answered		67	37	20	7	1	1	*	65	2	1	47	8	3	2
Mean score		1.3	1.4	1.2	1.1	.8	1.5	1.3	1.3	1.0	1.4	1.3	1.7	1.2	1.6

Columns Tested:: a,b,c,d,e,f,g,h,i - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			GOR (QC3)											
		Total base	East of England	East Midlands	Greater London	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*l
Unweighted Base		78	2	5	12	7	4	2	5	5	42	10	6	20
Effective base		27	1	2	6	5	2	1	5	3	23	5	5	3
Weighted Base		76	1	2	22	14	8	5	12	5	70	3	2	1
Very low	(-2)	1	-	-	-	-	-	-	-	*	*	1	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	*%	*%	24%	-%	-%
Quite low	(-1)	3	-	1	-	-	-	-	-	1	3	-	-	-
		4%	-%	74%	-%	-%	-%	-%	-%	26%	4%	-%	-%	-%
Neither low nor high	(0)	9	*	*	2	-	3	-	3	-	8	-	1	*
		12%	12%	1%	9%	-%	34%	-%	24%	-%	11%	-%	24%	50%
Quite high	(1)	19	-	-	1	11	1	-	-	4	17	1	*	*
		25%	-%	-%	4%	81%	15%	-%	-%	74%	25%	35%	13%	10%
Very high	(2)	36	1	*	19	3	-	1	9	*	33	1	1	*
		47%	88%	24%	86%	19%	-%	18%	76%	*%	48%	24%	63%	40%
Don't Know (DO NOT READ OUT)		9	-	-	-	-	4	4	-	-	9	1	-	-
		12%	-%	-%	-%	-%	52%	82%	-%	-%	12%	17%	-%	-%
NET: High		55	1	*	20	14	1	1	9	4	51	2	2	*
		72%	88%	24%	91%	100%	15%	18%	76%	74%	72%	59%	76%	50%
NET: Low		4	-	1	-	-	-	-	-	1	3	1	-	-
		5%	-%	74%	-%	-%	-%	-%	-%	26%	4%	24%	-%	-%
Answered		67	1	2	22	14	4	1	12	5	62	3	2	1
Mean score		1.3	1.8	-.3	1.8	1.2	.3	2.0	1.5	.5	1.3	.4	1.4	.9

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	h	a	*b	a	*b
Unweighted Base		78	3	6	1	4	26	1	1	33	70	8	70	8
Effective base		27	2	2	1	1	10	1	1	13	24	3	24	3
Weighted Base		76	7	2	*	4	35	3	*	19	66	10	70	7
Very low	(-2)	1	-	-	-	-	1	-	-	*	1	-	1	-
		1%	-%	-%	-%	-%	2%	-%	-%	*%	1%	-%	1%	-%
Quite low	(-1)	3	-	-	-	-	1	-	-	1	1	1	3	-
		4%	-%	-%	-%	-%	4%	-%	-%	8%	2%	14%	4%	-%
Neither low nor high	(0)	9	-	*	*	-	3	3	-	2	9	-	6	3
		12%	-%	23%	100%	-%	10%	100%	-%	12%	14%	-%	9%	43%
Quite high	(1)	19	*	1	-	3	8	-	*	3	14	4	19	*
		25%	1%	63%	-%	96%	23%	-%	100%	18%	22%	43%	27%	2%
Very high	(2)	36	3	*	-	*	21	-	-	11	36	*	32	4
		47%	41%	14%	-%	4%	61%	-%	-%	59%	54%	3%	46%	55%
Don't Know (DO NOT READ OUT)		9	4	-	-	-	-	-	-	1	5	4	9	-
		12%	59%	-%	-%	-%	-%	-%	-%	3%	8%	41%	13%	-%
NET: High		55	3	2	-	4	29	-	*	15	50	5	51	4
		72%	41%	77%	-%	100%	84%	-%	100%	78%	76%	46%	73%	57%
NET: Low		4	-	-	-	-	2	-	-	1	2	1	4	-
		5%	-%	-%	-%	-%	6%	-%	-%	8%	3%	14%	5%	-%
Answered		67	3	2	*	4	35	3	*	18	61	6	60	7
Mean score		1.3	2.0	.9	-	1.0	1.4	-	1.0	1.3	1.4	.6	1.3	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Internet connection	Role of mail services		
		Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%				*a	*b	*c
Unweighted Base		78	78	24	26	28
Effective base		27	27	8	6	14
Weighted Base		76	76	30	12	34
Very low	(-2)	1	1	1	-	*
		1%	1%	3%	-%	*%
Quite low	(-1)	3	3	-	-	3
		4%	4%	-%	-%	8%
Neither low nor high	(0)	9	9	1	5	4
		12%	12%	2%	39%	10%
Quite high	(1)	19	19	4	6	9
		25%	25%	14%	46%	26%
Very high	(2)	36	36	15	2	19
		47%	47%	50%	15%	56%
Don't Know (DO NOT READ OUT)		9	9	9	-	-
		12%	12%	31%	-%	-%
NET: High		55	55	19	7	28
		72%	72%	65%	61%	82%
NET: Low		4	4	1	-	3
		5%	5%	3%	-%	8%
Answered		67	67	21	12	34
Mean score		1.3	1.3	1.6	.8	1.3

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	c
Unweighted Base		78	27	27	8	4	2	5	4	1	54	24	16	4	23	51
Effective base		27	10	13	4	3	2	2	1	1	23	5	3	3	7	17
Weighted Base		76	27	40	7	*	2	*	*	*	67	9	2	9	18	49
Very low	(-2)	1	-	1	-	*	-	-	-	-	1	*	*	-	-	1
		1%	-%	2%	-%	12%	-%	-%	-%	-%	1%	*%	1%	-%	-%	2%
Quite low	(-1)	3	-	3	-	-	-	-	-	-	3	-	-	-	-	3
		4%	-%	7%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	6%
Neither low nor high	(0)	9	2	6	1	-	-	*	-	-	8	1	*	-	2	7
		12%	8%	15%	7%	-%	-%	68%	-%	-%	12%	6%	1%	-%	13%	14%
Quite high	(1)	19	5	7	6	*	1	*	*	-	12	7	1	2	4	14
		25%	19%	17%	83%	45%	38%	11%	98%	-%	18%	73%	41%	17%	20%	28%
Very high	(2)	36	11	23	1	*	1	*	*	*	34	2	1	3	8	25
		47%	39%	58%	9%	43%	62%	22%	2%	100%	51%	21%	57%	32%	43%	51%
Don't Know (DO NOT READ OUT)		9	9	-	-	-	-	-	-	-	9	-	-	5	4	-
		12%	34%	-%	-%	-%	-%	-%	-%	-%	14%	-%	-%	51%	25%	-%
NET: High		55	16	30	6	*	2	*	*	*	46	9	2	4	11	39
		72%	58%	76%	93%	88%	100%	32%	100%	100%	69%	94%	98%	49%	63%	79%
NET: Low		4	-	4	-	*	-	-	-	-	4	*	*	-	-	4
		5%	-%	9%	-%	12%	-%	-%	-%	-%	5%	*%	1%	-%	-%	7%
Answered		67	18	40	7	*	2	*	*	*	58	9	2	4	14	49
Mean score		1.3	1.5	1.2	1.0	1.1	1.6	.5	1.0	2.0	1.3	1.1	1.5	1.7	1.4	1.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		78	47	44	57	69	35	37	25	4	5	5	8	5	5
Effective base		27	12	14	18	23	7	13	12	2	2	1	2	2	5
Weighted Base		76	33	36	46	65	18	38	35	2	6	1	2	*	*
Very low	(-2)	1	*	-	*	1	*	1	*	-	-	-	-	-	-
		1%	*%	-%	*%	1%	*%	2%	*%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	3	-	1	1	3	-	-	1	-	-	-	-	-	-
		4%	-%	4%	3%	4%	-%	-%	4%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	4	6	7	4	3	3	4	-	3	-	-	*	-
		12%	12%	18%	14%	6%	18%	8%	10%	-%	50%	-%	-%	37%	-%
Quite high	(1)	19	5	11	11	19	4	12	10	*	-	1	*	*	*
		25%	15%	32%	25%	29%	25%	32%	28%	4%	-%	100%	7%	2%	58%
Very high	(2)	36	15	12	18	30	6	13	11	2	3	*	2	*	*
		47%	46%	34%	38%	46%	32%	35%	32%	96%	50%	*%	93%	60%	42%
Don't Know (DO NOT READ OUT)		9	9	4	9	9	4	9	9	-	-	-	-	-	-
		12%	28%	12%	20%	13%	25%	23%	26%	-%	-%	-%	-%	-%	-%
NET: High		55	20	23	29	49	10	25	21	2	3	1	2	*	*
		72%	60%	66%	63%	75%	57%	67%	60%	100%	50%	100%	100%	63%	100%
NET: Low		4	*	1	1	4	*	1	1	-	-	-	-	-	-
		5%	*%	4%	3%	5%	*%	2%	4%	-%	-%	-%	-%	-%	-%
Answered		67	24	31	37	56	13	29	26	2	6	1	2	*	*
Mean score		1.3	1.5	1.1	1.2	1.3	1.2	1.3	1.2	2.0	1.0	1.0	1.9	1.2	1.4

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		78	36	8	2	4	3	11	5	19	6	9	20	14	8
Effective base		27	18	4	1	1	1	4	1	3	3	3	9	4	2
Weighted Base		76	55	7	1	*	1	*	1	2	9	9	22	7	*
Very low	(-2)	1	-	1	-	-	*	-	-	*	-	-	-	*	-
		1%	-%	12%	-%	-%	2%	-%	-%	1%	-%	-%	-%	*%	-%
Quite low	(-1)	3	3	-	-	-	-	-	-	-	-	-	-	1	-
		4%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%	-%
Neither low nor high	(0)	9	4	1	*	-	-	*	-	*	-	3	1	3	-
		12%	7%	8%	*%	-%	-%	15%	-%	1%	-%	34%	4%	42%	-%
Quite high	(1)	19	14	4	1	*	*	*	*	*	*	2	8	2	*
		25%	25%	61%	100%	7%	10%	45%	*%	8%	*%	18%	36%	30%	11%
Very high	(2)	36	26	1	-	*	1	*	1	2	4	*	13	*	*
		47%	48%	19%	-%	93%	88%	40%	100%	90%	45%	1%	61%	7%	89%
Don't Know (DO NOT READ OUT)		9	9	-	-	-	-	-	-	-	5	4	-	-	-
		12%	16%	-%	-%	-%	-%	-%	-%	-%	55%	48%	-%	-%	-%
NET: High		55	40	5	1	*	1	*	1	2	4	2	21	2	*
		72%	73%	80%	100%	100%	98%	85%	100%	98%	45%	19%	96%	38%	100%
NET: Low		4	3	1	-	-	*	-	-	*	-	-	-	1	-
		5%	5%	12%	-%	-%	2%	-%	-%	1%	-%	-%	-%	20%	-%
Answered		67	46	7	1	*	1	*	1	2	4	5	22	7	*
Mean score		1.3	1.4	.8	1.0	1.9	1.8	1.2	2.0	1.9	2.0	.4	1.6	.2	1.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		78	10	8	26	13	12	59	3	7	30	48	40	17
Effective base		27	5	3	10	6	3	20	1	3	13	15	16	2
Weighted Base		76	15	5	32	13	*	59	*	6	42	34	42	4
Very low	(-2)	1	1	-	-	*	-	1	-	-	-	1	*	-
		1%	5%	-%	-%	*%	-%	1%	-%	-%	-%	2%	*%	-%
Quite low	(-1)	3	-	1	-	1	-	3	-	-	1	1	1	-
		4%	-%	26%	-%	10%	-%	5%	-%	-%	3%	4%	3%	-%
Neither low nor high	(0)	9	-	*	4	-	-	4	*	*	3	6	3	3
		12%	-%	9%	12%	-%	-%	7%	1%	3%	8%	17%	8%	84%
Quite high	(1)	19	2	2	6	8	*	17	-	2	9	10	11	*
		25%	12%	41%	20%	66%	63%	29%	-%	28%	21%	29%	27%	1%
Very high	(2)	36	4	1	22	3	*	26	*	4	20	16	17	1
		47%	26%	24%	69%	24%	37%	44%	99%	69%	47%	48%	40%	16%
Don't Know (DO NOT READ OUT)		9	9	-	-	-	-	9	-	-	9	-	9	-
		12%	57%	-%	-%	-%	-%	15%	-%	-%	22%	-%	22%	-%
											b			
NET: High		55	6	3	28	11	*	43	*	6	29	26	28	1
		72%	38%	64%	88%	89%	100%	73%	99%	97%	68%	77%	68%	16%
NET: Low		4	1	1	-	1	-	4	-	-	1	2	1	-
		5%	5%	26%	-%	11%	-%	6%	-%	-%	3%	6%	3%	-%
Answered		67	7	5	32	13	*	50	*	6	33	34	33	4
Mean score		1.3	1.3	.6	1.6	1.0	1.4	1.3	2.0	1.7	1.4	1.2	1.3	.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	b	a	*b	*a	b	a	b	*c	*a	*b	*c
Unweighted Base		78	19	48	33	24	17	52	32	30	21	27	29	20
Effective base		27	11	12	13	4	8	15	6	8	3	6	12	4
Weighted Base		76	35	27	36	10	28	37	17	22	7	17	27	9
Very low	(-2)	1	-	1	*	-	-	1	-	*	-	-	-	-
		1%	-%	3%	*%	-%	-%	2%	-%	*%	-%	-%	-%	-%
Quite low	(-1)	3	1	1	1	-	1	1	-	-	-	-	1	-
		4%	4%	5%	4%	-%	5%	4%	-%	-%	-%	-%	5%	-%
Neither low nor high	(0)	9	3	1	4	3	3	1	*	4	*	3	6	*
		12%	9%	4%	10%	32%	11%	3%	3%	17%	2%	17%	24%	2%
Quite high	(1)	19	8	8	9	2	7	12	1	5	2	6	8	3
		25%	22%	30%	25%	24%	24%	32%	9%	22%	21%	35%	31%	33%
Very high	(2)	36	19	11	13	4	13	17	11	9	6	4	11	6
		47%	54%	41%	36%	45%	46%	47%	63%	42%	77%	21%	41%	65%
Don't Know (DO NOT READ OUT)		9	4	4	9	-	4	4	4	4	-	4	-	-
		12%	12%	16%	25%	-%	15%	12%	26%	19%	-%	27%	-%	-%
NET: High		55	27	19	22	7	20	29	12	14	7	9	19	9
		72%	76%	71%	61%	68%	70%	79%	72%	64%	98%	56%	71%	98%
NET: Low		4	1	2	1	-	1	2	-	*	-	-	1	-
		5%	4%	8%	4%	-%	5%	6%	-%	*%	-%	-%	5%	-%
Answered		67	31	23	27	10	24	32	13	18	7	12	27	9
Mean score		1.3	1.4	1.2	1.3	1.1	1.3	1.3	1.8	1.3	1.7	1.0	1.1	1.6

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	*c	a	b	c	a	*b	*c
Unweighted Base		78	57	44	29	39	35	38	40	26	2
Effective base		27	17	15	7	12	13	13	15	10	1
Weighted Base		76	42	46	16	33	34	37	40	24	*
Very low	(-2)	1	1	-	1	*	-	-	-	*	-
		1%	2%	-%	5%	*%	-%	-%	-%	*%	-%
Quite low	(-1)	3	1	1	-	-	1	1	1	-	-
		4%	3%	3%	-%	-%	4%	4%	3%	-%	-%
Neither low nor high	(0)	9	1	4	1	4	6	4	4	3	*
		12%	3%	8%	4%	12%	19%	11%	9%	14%	97%
Quite high	(1)	19	13	14	5	5	10	9	11	6	*
		25%	32%	29%	33%	15%	29%	26%	28%	26%	3%
Very high	(2)	36	21	23	9	15	12	22	14	10	-
		47%	50%	51%	58%	45%	35%	59%	36%	42%	-%
Don't Know (DO NOT READ OUT)		9	4	4	-	9	4	-	9	4	-
		12%	11%	9%	-%	28%	13%	-%	23%	17%	-%
						c					
NET: High		55	34	37	14	20	22	31	26	16	*
		72%	81%	80%	91%	60%	64%	85%	65%	68%	3%
NET: Low		4	2	1	1	*	1	1	1	*	-
		5%	5%	3%	5%	*%	4%	4%	3%	*%	-%
Answered		67	37	42	16	24	29	37	31	20	*
Mean score		1.3	1.4	1.4	1.4	1.5	1.1	1.4	1.3	1.3	*

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted Base		78	26	19	23	9	5	33	22	11	4	7	4
Effective base		27	8	7	6	3	2	12	6	4	1	4	2
Weighted Base		76	24	14	13	9	7	28	16	7	1	6	6
Very low	(-2)	1	-	-	-	-	-	-	*	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
Quite low	(-1)	3	1	-	-	-	-	1	-	-	-	1	-
		4%	5%	-%	-%	-%	-%	5%	-%	-%	-%	22%	-%
Neither low nor high	(0)	9	1	3	1	1	*	3	3	*	*	-	*
		12%	3%	23%	5%	8%	2%	12%	20%	3%	*%	-%	*%
Quite high	(1)	19	6	3	3	3	3	8	3	1	*	3	-
		25%	26%	18%	21%	31%	38%	29%	19%	20%	*%	45%	-%
Very high	(2)	36	16	8	10	5	4	11	5	5	1	2	6
		47%	65%	59%	74%	62%	60%	39%	34%	76%	100%	24%	100%
Don't Know (DO NOT READ OUT)		9	-	-	-	-	-	4	4	-	-	1	-
		12%	-%	-%	-%	-%	-%	15%	26%	-%	-%	9%	-%
NET: High		55	22	11	13	8	7	20	9	7	1	4	6
		72%	92%	77%	95%	92%	98%	69%	54%	97%	100%	69%	100%
NET: Low		4	1	-	-	-	-	1	*	-	-	1	-
		5%	5%	-%	-%	-%	-%	5%	*%	-%	-%	22%	-%
Answered		67	24	14	13	9	7	24	12	7	1	6	6
Mean score		1.3	1.5	1.4	1.7	1.5	1.6	1.2	1.2	1.7	2.0	.8	2.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	*c	a	*b	*a	b	a	*b
Unweighted Base		78	57	52	69	62	58	56	60	27	44	6	29	31	65	3
Effective base		27	23	17	25	23	21	21	21	9	13	5	14	9	23	2
Weighted Base		76	58	42	63	63	54	43	60	18	38	10	36	28	65	4
Very low	(-2)	1	1	*	1	1	1	*	1	-	*	-	-	*	*	1
		1%	1%	*%	1%	1%	1%	*%	1%	-%	*%	-%	-%	*%	*%	19%
Quite low	(-1)	3	3	3	3	3	1	3	3	-	1	1	1	1	3	-
		4%	5%	7%	4%	4%	2%	6%	5%	-%	3%	14%	4%	5%	4%	-%
Neither low nor high	(0)	9	4	3	4	5	9	5	4	2	6	2	6	3	5	3
		12%	7%	8%	6%	9%	16%	13%	6%	14%	17%	23%	17%	10%	7%	74%
Quite high	(1)	19	16	11	19	18	17	15	19	11	7	4	6	6	18	*
		25%	29%	26%	30%	28%	31%	35%	31%	62%	18%	35%	16%	23%	27%	7%
Very high	(2)	36	25	20	28	32	22	19	29	4	24	3	14	17	34	-
		47%	43%	48%	44%	50%	40%	45%	49%	24%	62%	27%	37%	62%	53%	-%
Don't Know (DO NOT READ OUT)		9	9	5	9	5	5	1	5	-	-	-	9	-	5	-
		12%	16%	12%	15%	8%	9%	1%	8%	-%	-%	-%	25%	-%	8%	-%
NET: High		55	41	31	47	49	38	35	48	15	31	6	20	24	52	*
		72%	71%	74%	74%	78%	71%	80%	80%	86%	80%	63%	54%	85%	81%	7%
NET: Low		4	4	3	4	4	2	3	4	-	1	1	1	1	3	1
		5%	6%	7%	6%	6%	4%	6%	6%	-%	3%	14%	4%	5%	4%	19%
Answered		67	48	37	54	58	49	43	55	18	38	10	27	28	60	4
Mean score		1.3	1.3	1.3	1.3	1.3	1.2	1.2	1.3	1.1	1.4	.8	1.2	1.4	1.4	-.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	*a	b	*c	a	*b	*c	a	b
Unweighted Base		78	35	43	29	34	15	38	15	21	39	39
Effective base		27	11	16	12	10	6	17	4	7	8	20
Weighted Base		76	30	47	26	35	15	43	6	25	17	59
Very low	(-2)	1	-	1	-	1	*	1	-	-	*	1
		1%	-%	2%	-%	2%	*%	2%	-%	-%	*%	1%
Quite low	(-1)	3	1	1	1	1	-	1	-	-	-	3
		4%	5%	3%	5%	4%	-%	3%	-%	-%	-%	5%
Neither low nor high	(0)	9	6	3	5	4	*	6	*	2	3	6
		12%	21%	6%	19%	10%	2%	15%	4%	9%	19%	10%
Quite high	(1)	19	9	9	10	3	5	6	4	8	7	12
		25%	32%	20%	40%	9%	34%	15%	68%	32%	42%	20%
Very high	(2)	36	8	28	9	17	10	19	2	15	6	30
		47%	27%	60%	35%	49%	64%	44%	28%	59%	36%	50%
Don't Know (DO NOT READ OUT)		9	4	5	-	9	-	9	-	-	1	9
		12%	15%	10%	-%	26%	-%	21%	-%	-%	3%	14%
NET: High		55	17	37	20	21	15	26	6	23	13	42
		72%	59%	80%	75%	58%	98%	59%	96%	91%	78%	70%
NET: Low		4	1	2	1	2	*	2	-	-	*	4
		5%	5%	4%	5%	6%	*%	5%	-%	-%	*%	6%
Answered		67	25	42	26	26	15	34	6	25	16	51
Mean score		1.3	1.0	1.5	1.0	1.3	1.6	1.2	1.2	1.5	1.2	1.3

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 223 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects: The quality of the postal services provided by UPS in the last 12 months

Base: All those who use UPS (QV4=5)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	a	b
Unweighted Base		78	20	27	15	16	47	31
Effective base		27	9	7	4	7	16	11
Weighted Base		76	24	22	16	14	47	30
Very low	(-2)	1	*	-	1	-	*	1
		1%	*%	-%	5%	-%	*%	3%
Quite low	(-1)	3	1	-	1	-	1	1
		4%	6%	-%	8%	-%	3%	4%
Neither low nor high	(0)	9	-	3	4	2	3	6
		12%	-%	13%	26%	13%	6%	20%
Quite high	(1)	19	11	2	2	4	13	6
		25%	46%	8%	12%	29%	27%	20%
Very high	(2)	36	7	13	8	8	20	16
		47%	28%	60%	48%	58%	43%	53%
Don't Know (DO NOT READ OUT)		9	5	4	-	-	9	-
		12%	20%	19%	-%	-%	20%	-%
NET: High		55	18	15	10	12	33	22
		72%	74%	68%	61%	87%	71%	73%
NET: Low		4	1	-	2	-	1	2
		5%	6%	-%	13%	-%	3%	7%
Answered		67	19	18	16	14	37	30
Mean score		1.3	1.2	1.6	.9	1.5	1.4	1.2

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	*a	*b	*c	*d	*e
Unweighted Base		44	4	40	18	13	2	11	26
Effective base		11	2	10	9	8	2	5	9
Weighted Base		20	1	19	18	2	*	*	2
Very low	(-2)	1	-	1	1	-	-	-	-
		6%	-%	6%	6%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	*	2	2	1	-	*	1
		13%	36%	12%	11%	39%	-%	1%	36%
Quite high	(1)	13	1	13	12	1	-	*	1
		66%	63%	66%	67%	54%	-%	80%	55%
Very high	(2)	3	*	3	3	*	*	*	*
		15%	1%	16%	15%	8%	100%	19%	9%
NET: High		16	1	16	15	1	*	*	1
		81%	64%	82%	83%	61%	100%	99%	64%
NET: Low		1	-	1	1	-	-	-	-
		6%	-%	6%	6%	-%	-%	-%	-%
Answered		20	1	19	18	2	*	*	2
Mean score		.8	.6	.9	.9	.7	2.0	1.2	.7

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		44	9	4	5	4	11	11	18	13	13
Effective base		11	5	2	3	3	5	5	9	8	6
Weighted Base		20	10	2	7	1	1	*	18	2	*
Very low	(-2)	1	-	1	-	-	-	-	1	-	-
		6%	-%	65%	-%	-%	-%	-%	6%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	2	*	-	*	*	*	2	1	*
		13%	17%	22%	-%	41%	37%	1%	11%	39%	1%
Quite high	(1)	13	6	*	6	*	1	*	12	1	*
		66%	66%	13%	83%	41%	59%	80%	67%	54%	71%
Very high	(2)	3	2	-	1	*	*	*	3	*	*
		15%	17%	-%	17%	19%	3%	19%	15%	8%	28%
NET: High		16	8	*	7	*	1	*	15	1	*
		81%	83%	13%	100%	59%	63%	99%	83%	61%	99%
NET: Low		1	-	1	-	-	-	-	1	-	-
		6%	-%	65%	-%	-%	-%	-%	6%	-%	-%
Answered		20	10	2	7	1	1	*	18	2	*
Mean score		.8	1.0	-1.2	1.2	.8	.7	1.2	.9	.7	1.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		44	14	11	7	4	7
Effective base		11	6	3	2	3	2
Weighted Base		20	9	5	5	*	2
Very low	(-2)	1	-	1	-	-	-
		6%	-%	23%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	2	-	-	*	*
		13%	28%	-%	-%	6%	14%
Quite high	(1)	13	5	4	5	*	*
		66%	54%	75%	99%	19%	2%
Very high	(2)	3	1	*	*	*	1
		15%	17%	2%	1%	75%	84%
NET: High		16	6	4	5	*	1
		81%	72%	77%	100%	94%	86%
NET: Low		1	-	1	-	-	-
		6%	-%	23%	-%	-%	-%
Answered		20	9	5	5	*	2
Mean score		.8	.9	.3	1.0	1.7	1.7

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			GOR (QC3)										
		Total base	East of England	East Midlands	Greater London	North West	South East	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted Base		44	1	1	2	3	5	2	3	17	7	4	16
Effective base		11	1	1	1	2	3	1	1	7	5	4	4
Weighted Base		20	*	*	1	2	7	3	2	15	3	1	*
Very low	(-2)	1	-	-	-	-	1	-	-	1	-	-	-
		6%	-%	-%	-%	-%	16%	-%	-%	7%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	-	-	*	*	-	-	-	1	1	1	*
		13%	-%	-%	17%	17%	-%	-%	-%	4%	47%	62%	*%
Quite high	(1)	13	*	*	-	2	6	3	*	11	2	*	*
		66%	100%	100%	-%	83%	84%	100%	8%	72%	51%	16%	80%
Very high	(2)	3	-	-	1	-	-	-	1	3	*	*	*
		15%	-%	-%	83%	-%	-%	-%	92%	17%	2%	23%	20%
NET: High		16	*	*	1	2	6	3	2	14	2	*	*
		81%	100%	100%	83%	83%	84%	100%	100%	89%	53%	38%	100%
NET: Low		1	-	-	-	-	1	-	-	1	-	-	-
		6%	-%	-%	-%	-%	16%	-%	-%	7%	-%	-%	-%
Answered		20	*	*	1	2	7	3	2	15	3	1	*
Mean score		.8	1.0	1.0	1.7	.8	.5	1.0	1.9	.9	.6	.6	1.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted Base		44	1	5	1	3	9	2	3	17	39	5	38	6
Effective base		11	1	1	1	2	3	2	1	6	11	1	11	3
Weighted Base		20	*	2	*	1	8	1	*	6	20	*	19	1
Very low	(-2)	1	-	-	-	-	-	-	-	1	1	-	1	-
		6%	-%	-%	-%	-%	-%	-%	-%	20%	6%	-%	6%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	*	-	-	1	*	-	*	1	2	*	2	*
		13%	100%	-%	-%	75%	4%	-%	89%	14%	12%	91%	12%	56%
Quite high	(1)	13	-	2	*	*	7	1	*	1	13	*	13	*
		66%	-%	98%	100%	17%	96%	100%	11%	17%	67%	3%	67%	26%
Very high	(2)	3	-	*	-	*	*	-	-	3	3	*	3	*
		15%	-%	2%	-%	7%	*%	-%	-%	50%	15%	6%	15%	19%
NET: High		16	-	2	*	*	7	1	*	4	16	*	16	*
		81%	-%	100%	100%	25%	96%	100%	11%	66%	82%	9%	82%	44%
NET: Low		1	-	-	-	-	-	-	-	1	1	-	1	-
		6%	-%	-%	-%	-%	-%	-%	-%	20%	6%	-%	6%	-%
Answered		20	*	2	*	1	8	1	*	6	20	*	19	1
Mean score		.8	-	1.0	1.0	.3	1.0	1.0	.1	.8	.9	.2	.9	.6

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Internet connection	Role of mail services		
		Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%				*a	*b	*c
Unweighted Base		44	44	19	12	13
Effective base		11	11	4	4	5
Weighted Base		20	20	9	3	8
Very low	(-2)	1	1	-	1	-
		6%	6%	-%	45%	-%
Quite low	(-1)	-	-	-	-	-
		-%	-%	-%	-%	-%
Neither low nor high	(0)	3	3	2	1	*
		13%	13%	19%	26%	3%
Quite high	(1)	13	13	7	1	6
		66%	66%	78%	25%	66%
Very high	(2)	3	3	*	*	3
		15%	15%	3%	4%	31%
NET: High		16	16	7	1	8
		81%	81%	81%	29%	97%
NET: Low		1	1	-	1	-
		6%	6%	-%	45%	-%
Answered		20	20	9	3	8
Mean score		.8	.8	.8	-.6	1.3

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Monthly postal spend									Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted Base		44	15	11	3	3	6	5	1	26	18	15	3	12	29
Effective base		11	6	4	1	1	2	2	1	9	3	2	3	4	6
Weighted Base		20	8	9	1	*	1	*	*	17	3	2	2	6	12
Very low	(-2)	1	-	1	-	-	-	-	-	1	-	-	-	-	1
		6%	-%	13%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	9%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	2	*	-	*	-	-	-	3	*	*	2	1	*
		13%	29%	4%	-%	1%	-%	-%	-%	16%	*%	*%	100%	9%	3%
Quite high	(1)	13	4	7	1	*	*	*	-	12	2	*	-	4	9
		66%	53%	83%	95%	11%	20%	76%	-%	69%	53%	20%	-%	68%	75%
Very high	(2)	3	1	*	*	*	1	*	*	1	1	1	-	1	2
		15%	18%	*%	5%	88%	80%	24%	100%	9%	46%	80%	-%	23%	13%
NET: High		16	6	7	1	*	1	*	*	13	3	2	-	6	11
		81%	71%	83%	100%	99%	100%	100%	100%	77%	100%	100%	-%	91%	88%
NET: Low		1	-	1	-	-	-	-	-	1	-	-	-	-	1
		6%	-%	13%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	9%
Answered		20	8	9	1	*	1	*	*	17	3	2	2	6	12
Mean score		.8	.9	.6	1.1	1.9	1.8	1.2	2.0	.7	1.5	1.8	-	1.1	.8

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			*a	*b	c	d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		44	28	25	33	32	21	18	11	3	3	4	1	3	8
Effective base		11	6	7	8	9	4	6	5	1	2	2	1	2	1
Weighted Base		20	9	10	11	13	6	11	7	1	*	2	*	*	*
Very low	(-2)	1	1	1	1	1	1	1	1	-	-	-	-	-	-
		6%	12%	11%	10%	8%	19%	10%	16%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	2	1	2	2	1	2	2	-	-	*	-	-	-
		13%	18%	14%	17%	14%	19%	13%	22%	-%	-%	15%	-%	-%	-%
Quite high	(1)	13	4	5	5	7	3	8	3	*	*	2	-	*	*
		66%	38%	47%	46%	55%	57%	74%	43%	2%	100%	81%	-%	62%	6%
Very high	(2)	3	3	3	3	3	*	*	1	1	-	*	*	*	*
		15%	32%	28%	27%	22%	5%	3%	20%	98%	-%	4%	100%	38%	94%
NET: High		16	6	7	8	10	4	9	5	1	*	2	*	*	*
		81%	70%	75%	73%	78%	62%	77%	63%	100%	100%	85%	100%	100%	100%
NET: Low		1	1	1	1	1	1	1	1	-	-	-	-	-	-
		6%	12%	11%	10%	8%	19%	10%	16%	-%	-%	-%	-%	-%	-%
Answered		20	9	10	11	13	6	11	7	1	*	2	*	*	*
Mean score		.8	.8	.8	.8	.8	.3	.6	.5	2.0	1.0	.9	2.0	1.4	1.9

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Number of packets and parcels sent						Frequency - letters/large letters sent				
		Total base	1-24	25-49	100-249	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base		44	16	3	3	3	7	10	7	7	12	4	3
Effective base		11	6	1	2	2	2	2	2	2	4	2	1
Weighted Base		20	10	1	1	*	1	1	2	1	7	2	*
Very low	(-2)	1	1	-	-	-	-	-	-	-	1	-	-
		6%	11%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	2	-	-	-	-	-	1	*	1	-	*
		13%	19%	-%	-%	-%	-%	-%	29%	53%	16%	-%	1%
Quite high	(1)	13	5	1	*	*	*	*	*	*	3	2	*
		66%	55%	98%	86%	58%	2%	4%	2%	39%	44%	99%	99%
Very high	(2)	3	1	*	*	*	1	1	1	*	2	*	-
		15%	15%	2%	14%	42%	98%	96%	69%	8%	23%	1%	-%
NET: High		16	7	1	1	*	1	1	1	*	4	2	*
		81%	70%	100%	100%	100%	100%	100%	71%	47%	67%	100%	99%
NET: Low		1	1	-	-	-	-	-	-	-	1	-	-
		6%	11%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%
Answered		20	10	1	1	*	1	1	2	1	7	2	*
Mean score		.8	.6	1.0	1.1	1.4	2.0	2.0	1.4	.6	.6	1.0	1.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		44	3	4	17	7	1	25	4	2	23	21	20	13
Effective base		11	2	1	6	2	1	8	1	2	9	5	7	2
Weighted Base		20	1	1	10	2	*	12	1	*	9	11	8	4
Very low	(-2)	1	-	-	1	-	-	1	-	-	1	-	1	-
		6%	-%	-%	12%	-%	-%	9%	-%	-%	13%	-%	15%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	-	1	1	*	-	1	1	*	2	1	1	1
		13%	-%	96%	13%	*%	-%	7%	89%	50%	23%	6%	18%	15%
Quite high	(1)	13	1	*	5	2	*	7	*	*	3	11	2	3
		66%	78%	*%	48%	99%	100%	60%	*%	50%	30%	94%	28%	82%
Very high	(2)	3	*	*	3	*	-	3	*	-	3	*	3	*
		15%	22%	4%	28%	1%	-%	24%	11%	-%	34%	*%	38%	3%
NET: High		16	1	*	7	2	*	10	*	*	5	11	5	3
		81%	100%	4%	75%	100%	100%	84%	11%	50%	64%	94%	67%	85%
NET: Low		1	-	-	1	-	-	1	-	-	1	-	1	-
		6%	-%	-%	12%	-%	-%	9%	-%	-%	13%	-%	15%	-%
Answered		20	1	1	10	2	*	12	1	*	9	11	8	4
Mean score		.8	1.2	.1	.8	1.0	1.0	.9	.2	.5	.7	.9	.7	.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base		44	16	14	16	15	16	16	22	17	11	20	20	9
Effective base		11	6	5	6	3	7	3	4	5	2	5	6	3
Weighted Base		20	7	3	6	5	7	6	6	8	5	7	9	6
Very low	(-2)	1	1	-	1	-	1	-	-	1	-	-	1	-
		6%	17%	-%	20%	-%	16%	-%	-%	15%	-%	-%	12%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	*	1	1	1	1	1	2	2	*	1	1	*
		13%	4%	42%	10%	21%	11%	17%	26%	21%	5%	19%	11%	4%
Quite high	(1)	13	2	2	2	3	2	5	3	3	3	5	4	4
		66%	35%	56%	38%	57%	33%	82%	52%	44%	65%	64%	47%	71%
Very high	(2)	3	3	*	2	1	3	*	1	2	1	1	3	1
		15%	44%	2%	32%	22%	40%	1%	22%	20%	30%	17%	29%	25%
NET: High		16	5	2	4	4	5	5	5	5	5	6	7	6
		81%	79%	58%	70%	79%	73%	83%	74%	64%	95%	81%	77%	96%
NET: Low		1	1	-	1	-	1	-	-	1	-	-	1	-
		6%	17%	-%	20%	-%	16%	-%	-%	15%	-%	-%	12%	-%
Answered		20	7	3	6	5	7	6	6	8	5	7	9	6
Mean score		.8	.9	.6	.6	1.0	.8	.8	1.0	.5	1.3	1.0	.8	1.2

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		44	29	19	9	19	17	25	21	11	1
Effective base		11	8	8	2	5	5	10	7	5	1
Weighted Base		20	12	8	2	8	9	9	10	7	*
Very low	(-2)	1	-	1	-	1	1	1	1	1	-
		6%	-%	15%	-%	14%	13%	13%	12%	15%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	2	1	*	1	*	2	1	1	-
		13%	15%	13%	13%	7%	*%	18%	6%	8%	-%
Quite high	(1)	13	7	3	2	3	5	3	5	5	*
		66%	60%	39%	86%	43%	55%	37%	52%	61%	100%
Very high	(2)	3	3	3	*	3	3	3	3	1	-
		15%	24%	33%	1%	36%	32%	33%	30%	16%	-%
NET: High		16	10	6	2	6	7	6	8	6	*
		81%	85%	72%	87%	79%	87%	69%	83%	77%	100%
NET: Low		1	-	1	-	1	1	1	1	1	-
		6%	-%	15%	-%	14%	13%	13%	12%	15%	-%
Answered		20	12	8	2	8	9	9	10	7	*
Mean score		.8	1.1	.8	.9	.9	.9	.8	.9	.6	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted Base		44	17	13	18	2	1	19	14	9	6	4	2
Effective base		11	8	6	7	1	1	7	4	3	2	1	1
Weighted Base		20	8	7	5	1	1	10	7	2	1	1	3
Very low	(-2)	1	1	1	1	-	-	1	1	-	-	-	-
		6%	14%	17%	21%	-%	-%	11%	17%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	1	1	1	-	-	1	1	-	*	1	-
		13%	17%	21%	15%	-%	-%	14%	20%	-%	7%	94%	-%
Quite high	(1)	13	3	1	3	1	1	5	4	2	*	-	3
		66%	35%	21%	56%	99%	100%	47%	62%	86%	15%	-%	100%
Very high	(2)	3	3	3	*	*	-	3	*	*	1	*	-
		15%	34%	41%	7%	1%	-%	27%	1%	14%	78%	6%	-%
NET: High		16	5	4	3	1	1	7	4	2	1	*	3
		81%	69%	62%	64%	100%	100%	75%	63%	100%	93%	6%	100%
NET: Low		1	1	1	1	-	-	1	1	-	-	-	-
		6%	14%	17%	21%	-%	-%	11%	17%	-%	-%	-%	-%
Answered		20	8	7	5	1	1	10	7	2	1	1	3
Mean score		.8	.7	.7	.3	1.0	1.0	.8	.3	1.1	1.7	.1	1.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			a	*b	c	d	e	a	b	*c	*a	*b	*a	*b	a	*b
Unweighted Base		44	36	24	40	34	30	34	30	15	28	2	23	12	38	1
Effective base		11	10	8	11	10	8	9	9	4	8	2	7	3	10	1
Weighted Base		20	19	11	19	16	14	12	18	9	13	*	11	5	18	*
Very low	(-2)	1	1	1	1	1	1	1	1	1	1	-	1	-	1	-
		6%	6%	11%	6%	7%	8%	9%	6%	12%	9%	-%	11%	-%	6%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	2	2	3	2	1	2	2	*	2	-	2	*	2	-
		13%	11%	20%	14%	13%	11%	18%	13%	3%	15%	-%	16%	8%	13%	-%
Quite high	(1)	13	13	5	13	10	10	6	12	8	8	-	5	5	13	*
		66%	67%	46%	65%	61%	69%	48%	66%	84%	63%	-%	46%	90%	71%	100%
Very high	(2)	3	3	3	3	3	2	3	3	*	2	*	3	*	2	-
		15%	16%	24%	15%	19%	12%	24%	14%	*%	14%	100%	27%	2%	10%	-%
NET: High		16	16	8	16	13	11	9	15	8	10	*	8	5	15	*
		81%	83%	70%	80%	80%	81%	72%	81%	85%	76%	100%	73%	92%	81%	100%
NET: Low		1	1	1	1	1	1	1	1	1	1	-	1	-	1	-
		6%	6%	11%	6%	7%	8%	9%	6%	12%	9%	-%	11%	-%	6%	-%
Answered		20	19	11	19	16	14	12	18	9	13	*	11	5	18	*
Mean score		.8	.9	.7	.8	.8	.8	.8	.8	.6	.7	2.0	.8	.9	.8	1.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		44	25	19	14	25	5	17	15	11	18	26
Effective base		11	7	7	3	7	4	3	4	4	6	10
Weighted Base		20	6	14	8	9	2	5	8	4	2	18
Very low	(-2)	1	1	-	-	1	-	-	-	1	-	1
		6%	19%	-%	-%	12%	-%	-%	-%	28%	-%	6%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	1	1	-	1	1	-	1	1	1	2
		13%	20%	10%	-%	14%	58%	-%	18%	30%	56%	9%
Quite high	(1)	13	2	11	8	4	1	5	5	*	*	13
		66%	37%	79%	97%	46%	42%	95%	66%	6%	28%	70%
Very high	(2)	3	1	2	*	3	-	*	1	1	*	3
		15%	24%	11%	3%	29%	-%	5%	15%	37%	16%	15%
NET: High		16	4	13	8	7	1	5	6	2	1	15
		81%	61%	90%	100%	74%	42%	100%	82%	42%	44%	85%
NET: Low		1	1	-	-	1	-	-	-	1	-	1
		6%	19%	-%	-%	12%	-%	-%	-%	28%	-%	6%
Answered		20	6	14	8	9	2	5	8	4	2	18
Mean score		.8	.5	1.0	1.0	.8	.4	1.1	1.0	.2	.6	.9

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 224 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:The quality of the postal services provided by Yodel in the last 12 months

Base: All those who use Yodel (QV4=6)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		44	5	19	8	12	24	20
Effective base		11	3	4	6	3	7	4
Weighted Base		20	3	9	1	6	12	8
Very low	(-2)	1	-	1	-	-	1	-
		6%	-%	12%	-%	-%	9%	-%
Quite low	(-1)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	3	1	*	1	*	2	1
		13%	45%	4%	38%	6%	14%	12%
Quite high	(1)	13	2	7	1	4	8	5
		66%	54%	71%	60%	66%	67%	65%
Very high	(2)	3	*	1	*	2	1	2
		15%	*%	13%	2%	28%	10%	23%
NET: High		16	2	8	1	6	9	7
		81%	55%	84%	62%	94%	77%	88%
NET: Low		1	-	1	-	-	1	-
		6%	-%	12%	-%	-%	9%	-%
Answered		20	3	9	1	6	12	8
Mean score		.8	.5	.7	.6	1.2	.7	1.1

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	*c	*d	e
Unweighted Base		189	27	162	115	36	11	27	74
Effective base		71	11	60	65	21	4	13	29
Weighted Base		176	26	150	167	7	1	1	8
Very low	(-2)	1	1	-	1	-	-	-	-
		1%	5%	-%	1%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	-	-	-	*	*
		*%	-%	*%	-%	-%	-%	*%	*%
Neither low nor high	(0)	21	2	19	19	2	-	*	2
		12%	9%	12%	11%	31%	-%	16%	26%
						a			
Quite high	(1)	78	13	65	75	2	*	*	3
		44%	49%	43%	45%	36%	4%	62%	34%
Very high	(2)	76	10	66	73	2	1	*	3
		43%	38%	44%	43%	33%	96%	22%	40%
NET: High		153	22	131	147	5	1	1	6
		87%	87%	87%	88%	69%	100%	83%	74%
					b				
NET: Low		1	1	*	1	-	-	*	*
		1%	5%	*%	1%	-%	-%	*%	*%
Answered		176	26	150	167	7	1	1	8
Mean score		1.3	1.1	1.3	1.3	1.0	2.0	1.0	1.1

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	*b	*c	*d	e	*f	g	h	i
Unweighted Base		189	70	29	16	17	30	27	115	36	38
Effective base		71	43	15	9	11	16	13	65	21	10
Weighted Base		176	111	46	10	4	4	1	167	7	2
Very low	(-2)	1	-	-	1	-	-	-	1	-	-
		1%	-%	-%	12%	-%	-%	-%	1%	-%	-%
Quite low	(-1)	*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	*%	-%	-%	*%
Neither low nor high	(0)	21	12	7	-	1	1	*	19	2	*
		12%	11%	15%	-%	38%	16%	16%	11%	31% ag	6%
Quite high	(1)	78	56	12	7	2	1	*	75	2	*
		44%	51%	26%	63%	39%	23%	62%	45%	36%	26%
Very high	(2)	76	43	27	3	1	2	*	73	2	1
		43%	39%	58%	25%	23%	61%	22%	43%	33%	68%
NET: High		153	99	39	9	2	3	1	147	5	2
		87%	89% h	85%	88%	62%	84%	83%	88% h	69%	94%
NET: Low		1	-	-	1	-	-	*	1	-	*
		1%	-%	-%	12%	-%	-%	*%	1%	-%	*%
Answered		176	111	46	10	4	4	1	167	7	2
Mean score		1.3	1.3	1.4	.9	.9	1.4	1.0	1.3	1.0	1.6

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	*b	*c	*d	*e
Unweighted Base		189	81	29	15	9	23
Effective base		71	48	9	7	2	4
Weighted Base		176	126	14	7	10	3
Very low	(-2)	1	-	-	-	-	-
		1%	-%	-%	-%	-%	-%
Quite low	(-1)	*	*	-	-	-	-
		*%	*%	-%	-%	-%	-%
Neither low nor high	(0)	21	18	*	*	*	*
		12%	14%	*%	6%	5%	4%
Quite high	(1)	78	57	8	3	2	1
		44%	45%	57%	38%	19%	34%
Very high	(2)	76	51	6	4	7	2
		43%	40%	43%	56%	76%	62%
NET: High		153	108	14	6	9	3
		87%	86%	100%	94%	95%	96%
NET: Low		1	*	-	-	-	-
		1%	*%	-%	-%	-%	-%
Answered		176	126	14	7	10	3
Mean score		1.3	1.3	1.4	1.5	1.7	1.6

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted Base		189	11	10	21	5	10	13	8	11	7	96	29	29	35
Effective base		71	7	8	13	2	8	8	5	5	2	56	16	19	11
Weighted Base		176	18	18	38	5	15	17	23	13	7	154	11	8	2
Very low	(-2)	1	-	-	1	-	-	-	-	-	-	1	-	-	-
		1%	-%	-%	3%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Quite low	(-1)	*	-	-	-	-	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Neither low nor high	(0)	21	-	-	11	2	2	-	-	*	-	16	4	1	1
		12%	-%	-%	30%	45%	13%	-%	-%	3%	-%	10%	32%	10%	31%
Quite high	(1)	78	13	10	11	2	5	12	7	4	4	68	6	3	1
		44%	76%	57%	29%	47%	31%	69%	29%	33%	57%	44%	52%	33%	26%
Very high	(2)	76	4	8	15	*	9	5	16	8	3	69	2	4	1
		43%	24%	43%	38%	8%	56%	31%	71%	64%	43%	45%	16%	57%	43%
NET: High		153	18	18	26	3	13	17	23	13	7	137	8	7	2
		87%	100%	100%	67%	55%	87%	100%	100%	97%	100%	89%	68%	90%	69%
NET: Low		1	-	-	1	-	-	-	-	-	-	1	-	-	*
		1%	-%	-%	3%	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%
Answered		176	18	18	38	5	15	17	23	13	7	154	11	8	2
Mean score		1.3	1.2	1.4	1.0	.6	1.4	1.3	1.7	1.6	1.4	1.3	.8	1.5	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base		189	6	22	2	17	45	5	11	72	148	41	159	30
Effective base		71	2	9	1	5	17	2	5	30	57	15	64	7
Weighted Base		176	2	20	*	12	56	3	7	57	148	28	162	14
Very low	(-2)	1	-	-	-	-	-	-	-	1	1	-	-	1
		1%	-%	-%	-%	-%	-%	-%	-%	2%	1%	-%	-%	9%
Quite low	(-1)	*	-	-	-	-	-	*	-	-	*	-	*	-
		*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Neither low nor high	(0)	21	-	6	-	1	1	2	1	3	18	3	21	*
		12%	-%	31%	-%	7%	2%	63%	18%	6%	12%	12%	13%	*%
Quite high	(1)	78	2	6	*	10	23	1	3	27	63	15	72	6
		44%	75%	33%	100%	85%	41%	37%	46%	47%	43%	53%	44%	44%
Very high	(2)	76	1	7	-	1	32	-	2	26	66	10	69	6
		43%	25%	37%	-%	8%	57%	-%	36%	45%	45%	35%	43%	47%
NET: High		153	2	14	*	11	55	1	6	53	129	24	141	12
		87%	100%	69%	100%	93%	98%	37%	82%	92%	87%	88%	87%	91%
NET: Low		1	-	-	-	-	-	*	-	1	1	-	*	1
		1%	-%	-%	-%	-%	-%	*%	-%	2%	1%	-%	*%	9%
Answered		176	2	20	*	12	56	3	7	57	148	28	162	14
Mean score		1.3	1.3	1.1	1.0	1.0	1.6	.4	1.2	1.3	1.3	1.2	1.3	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Internet connection	Role of mail services		
		Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%				a	b	c
Unweighted Base		189	189	63	59	67
Effective base		71	71	23	17	33
Weighted Base		176	176	64	29	82
Very low	(-2)	1	1	1	-	-
		1%	1%	2%	-%	-%
Quite low	(-1)	*	*	*	-	-
		*%	*%	*%	-%	-%
Neither low nor high	(0)	21	21	9	2	10
		12%	12%	14%	7%	12%
Quite high	(1)	78	78	31	13	33
		44%	44%	48%	45%	41%
Very high	(2)	76	76	23	14	39
		43%	43%	36%	48%	47%
NET: High		153	153	54	27	72
		87%	87%	84%	93%	88%
NET: Low		1	1	1	-	-
		1%	1%	2%	-%	-%
Answered		176	176	64	29	82
Mean score		1.3	1.3	1.2	1.4	1.4

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	b	c
Unweighted Base		189	93	59	24	5	1	1	3	3	152	37	13	28	65	96
Effective base		71	43	20	7	2	1	1	1	1	63	8	3	15	29	28
Weighted Base		176	105	47	11	10	1	*	*	3	151	25	14	33	71	71
Very low	(-2)	1	-	1	-	-	-	-	-	-	1	-	-	-	-	1
		1%	-%	3%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	2%
Quite low	(-1)	*	-	-	*	-	-	-	-	-	-	*	-	-	-	*
		*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
Neither low nor high	(0)	21	12	9	-	*	-	-	-	-	21	*	*	6	6	9
		12%	11%	19%	-%	1%	-%	-%	-%	-%	14%	*%	1%	18%	9%	13%
Quite high	(1)	78	53	19	3	-	-	*	*	3	72	6	3	11	42	25
		44%	50%	40%	30%	-%	-%	100%	5%	97%	47%	25%	20%	32%	59%	35%
Very high	(2)	76	40	18	7	10	1	-	*	*	57	18	11	17	23	36
		43%	38%	38%	70%	99%	100%	-%	95%	3%	38%	75%	79%	50%	32%	51%
NET: High		153	93	37	11	10	1	*	*	3	129	24	14	28	65	61
		87%	89%	78%	100%	99%	100%	100%	100%	100%	85%	100%	99%	82%	91%	86%
NET: Low		1	-	1	*	-	-	-	-	-	1	*	-	-	-	1
		1%	-%	3%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	2%
Answered		176	105	47	11	10	1	*	*	3	151	25	14	33	71	71
Mean score		1.3	1.3	1.1	1.7	2.0	2.0	1.0	1.9	1.0	1.2	1.7	1.8	1.3	1.2	1.3
												abi				

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base		189	125	115	151	159	59	93	91	18	10	10	6	10	6
Effective base		71	39	45	54	61	16	36	45	5	5	2	2	2	2
Weighted Base		176	100	105	141	147	37	93	111	15	1	9	2	2	*
Very low	(-2)	1	-	-	-	1	1	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	1%	3%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	*	-	*	-	*	*	-	-	-	-	-	-	*
		*%	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	*%
Neither low nor high	(0)	21	10	9	16	19	1	6	16	*	-	*	-	*	-
		12%	10%	9%	12%	13%	3%	7%	14%	*%	-%	*%	-%	9%	-%
Quite high	(1)	78	44	49	61	69	17	42	53	4	1	2	1	1	*
		44%	44%	47%	43%	47%	47%	45%	47%	24%	68%	20%	22%	73%	9%
Very high	(2)	76	46	47	64	59	17	45	43	11	*	7	2	*	*
		43%	47%	45%	45%	40%	47%	48%	38%	76%	32%	80%	78%	17%	91%
NET: High		153	90	96	125	127	34	87	95	15	1	9	2	2	*
		87%	90%	91%	88%	86%	94%	93%	86%	100%	100%	100%	100%	91%	100%
NET: Low		1	*	-	*	1	1	*	-	-	-	-	-	-	*
		1%	*%	-%	*%	1%	3%	*%	-%	-%	-%	-%	-%	-%	*%
Answered		176	100	105	141	147	37	93	111	15	1	9	2	2	*
Mean score		1.3	1.4	1.4	1.3	1.2	1.3	1.4	1.2	1.8	1.3	1.8	1.8	1.1	1.9

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	a	*b	c	d	*e
Unweighted Base		189	114	13	7	7	6	9	3	18	33	23	53	30	12
Effective base		71	53	4	3	2	5	1	2	4	18	10	18	7	2
Weighted Base		176	130	10	1	3	1	2	1	4	43	25	48	20	4
Very low	(-2)	1	-	1	-	-	-	-	-	-	-	-	-	-	-
		1%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	-	-	-	-	-	-	*	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Neither low nor high	(0)	21	18	*	-	-	*	*	-	*	9	1	2	5	*
		12%	14%	*%	-%	-%	33%	*%	-%	6%	20%	3%	4%	25%	1%
Quite high	(1)	78	63	2	*	2	*	*	-	*	15	16	22	7	*
		44%	49%	24%	27%	80%	51%	5%	-%	11%	34%	64%	46%	36%	4%
Very high	(2)	76	48	6	1	1	*	2	1	3	20	8	24	8	4
		43%	37%	63%	73%	20%	16%	95%	100%	83%	46%	33%	50%	39%	95%
NET: High		153	111	9	1	3	*	2	1	4	35	25	47	15	4
		87%	86%	87%	100%	100%	67%	100%	100%	94%	80%	97%	96%	75%	99%
NET: Low		1	-	1	-	-	-	-	-	-	-	*	-	-	-
		1%	-%	12%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Answered		176	130	10	1	3	1	2	1	4	43	25	48	20	4
Mean score		1.3	1.2	1.3	1.7	1.2	.8	1.9	2.0	1.8	1.3	1.3	1.5	1.1	1.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	*b	c	*d	*e	a	*b	c	a	b	a	*b
Unweighted Base		189	38	26	54	28	13	115	7	33	134	55	131	20
Effective base		71	21	11	19	9	3	48	2	11	55	16	50	5
Weighted Base		176	52	28	41	19	8	119	1	25	128	47	130	12
Very low	(-2)	1	-	-	1	-	-	-	-	1	-	1	-	-
		1%	-%	-%	3%	-%	-%	-%	-%	5%	-%	3%	-%	-%
Quite low	(-1)	*	-	-	-	-	-	-	-	-	*	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Neither low nor high	(0)	21	7	2	3	5	1	17	1	1	12	9	16	*
		12%	14%	7%	8%	27%	13%	14%	61%	4%	10%	18%	13%	*%
Quite high	(1)	78	26	19	16	8	*	52	*	14	59	19	54	7
		44%	50%	68%	39%	41%	2%	44%	25%	58%	46%	40%	42%	57%
Very high	(2)	76	19	7	20	6	7	50	*	8	57	19	59	5
		43%	36%	24%	50%	32%	85%	42%	14%	33%	45%	40%	46%	43%
NET: High		153	45	26	36	14	7	102	1	23	116	38	113	12
		87%	86%	93%	89%	73%	87%	86%	39%	91%	90%	79%	87%	100%
NET: Low		1	-	-	1	-	-	-	-	1	*	1	*	-
		1%	-%	-%	3%	-%	-%	-%	-%	5%	*%	3%	*%	-%
Answered		176	52	28	41	19	8	119	1	25	128	47	130	12
Mean score		1.3	1.2	1.2	1.3	1.1	1.7	1.3	.5	1.1	1.3	1.1	1.3	1.4

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		189	80	70	122	26	85	74	97	107	38	88	95	41
Effective base		71	37	22	51	4	37	24	30	36	8	35	35	12
Weighted Base		176	94	46	125	16	88	59	77	83	27	76	82	29
Very low	(-2)	1	-	1	-	-	-	1	-	-	-	-	-	-
		1%	-%	3%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	*	-	-	-	*	-	-	-	-	-
		*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	-%
Neither low nor high	(0)	21	11	8	15	1	11	8	7	7	1	4	7	7
		12%	12%	16%	12%	8%	12%	14%	9%	9%	4%	6%	9%	23%
Quite high	(1)	78	46	15	56	4	44	25	31	38	10	36	34	13
		44%	49%	32%	45%	24%	50%	41%	41%	46%	38%	47%	41%	44%
Very high	(2)	76	36	22	53	11	33	25	38	38	15	36	41	10
		43%	39%	49%	43%	68%	38%	43%	50%	46%	58%	47%	50%	33%
NET: High		153	83	37	110	15	77	50	69	76	26	72	75	23
		87%	88%	81%	88%	92%	88%	84%	91%	91%	96%	94%	91%	77%
NET: Low		1	-	1	*	-	-	1	*	-	-	-	-	-
		1%	-%	3%	*%	-%	-%	2%	*%	-%	-%	-%	-%	-%
Answered		176	94	46	125	16	88	59	77	83	27	76	82	29
Mean score		1.3	1.3	1.2	1.3	1.6	1.3	1.2	1.4	1.4	1.5	1.4	1.4	1.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		189	133	97	43	115	107	108	125	96	10
Effective base		71	48	39	12	37	42	45	44	35	2
Weighted Base		176	117	94	25	95	98	107	114	85	6
Very low	(-2)	1	-	1	-	-	-	-	-	-	-
		1%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	*	-	-	*	-	-
		*%	-%	-%	-%	*%	-%	-%	*%	-%	-%
Neither low nor high	(0)	21	18	9	4	9	8	12	10	8	*
		12%	15%	9%	17%	9%	8%	11%	9%	10%	1%
Quite high	(1)	78	50	41	8	40	46	49	45	43	*
		44%	42%	43%	30%	42%	47%	45%	40%	51%	*%
Very high	(2)	76	50	43	13	46	44	47	58	33	6
		43%	42%	46%	53%	49%	45%	43%	51%	39%	99%
NET: High		153	99	84	21	87	90	95	104	76	6
		87%	85%	89%	83%	91%	92%	89%	91%	90%	99%
NET: Low		1	-	1	-	*	-	-	*	-	-
		1%	-%	1%	-%	*%	-%	-%	*%	-%	-%
Answered		176	117	94	25	95	98	107	114	85	6
Mean score		1.3	1.3	1.3	1.4	1.4	1.4	1.3	1.4	1.3	2.0

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base		189	61	62	77	21	12	106	86	20	11	7	4
Effective base		71	26	25	30	10	4	38	32	7	3	3	1
Weighted Base		176	63	60	70	23	9	90	78	16	4	9	3
Very low	(-2)	1	-	-	-	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Neither low nor high	(0)	21	8	2	7	4	1	7	7	*	3	5	*
		12%	13%	3%	10%	18%	6%	8%	9%	*%	61%	57%	3%
Quite high	(1)	78	28	31	28	10	2	38	39	8	*	4	*
		44%	44%	52%	40%	44%	21%	42%	51%	52%	11%	43%	2%
Very high	(2)	76	27	27	35	9	7	45	32	8	1	*	3
		43%	43%	45%	50%	38%	73%	50%	41%	48%	28%	*%	95%
NET: High		153	55	58	63	19	9	83	71	16	2	4	3
		87%	87%	97%	90%	82%	94%	92%	91%	100%	39%	43%	97%
NET: Low		1	-	-	-	-	-	-	-	-	*	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Answered		176	63	60	70	23	9	90	78	16	4	9	3
Mean score		1.3	1.3	1.4	1.4	1.2	1.7	1.4	1.3	1.5	.7	.4	1.9

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base		189	162	121	172	156	131	131	167	43	151	8	67	100	163	7
Effective base		71	64	43	67	64	55	52	66	14	56	5	27	38	61	2
Weighted Base		176	156	94	160	154	127	110	158	27	136	13	61	98	153	4
Very low	(-2)	1	1	1	1	1	-	-	1	-	-	-	-	-	1	-
		1%	1%	1%	1%	1%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%
Quite low	(-1)	*	-	*	*	*	-	*	-	-	-	*	*	-	*	-
		*%	-%	*%	*%	*%	-%	*%	-%	-%	-%	*%	*%	-%	*%	-%
Neither low nor high	(0)	21	19	10	19	20	10	11	19	3	6	9	15	6	13	*
		12%	12%	11%	12%	13%	8%	10%	12%	12%	4%	68%	24% b	6%	8%	1%
Quite high	(1)	78	69	44	72	68	64	53	70	18	61	3	26	41	65	4
		44%	44%	47%	45%	44%	50%	48%	44%	65%	45%	22%	42%	42%	43%	98%
Very high	(2)	76	67	39	68	65	53	46	68	6	69	1	21	51	74	*
		43%	43%	42%	42%	42%	42%	42%	43%	22%	51%	10%	34%	52%	48%	1%
NET: High		153	136	83	140	133	116	99	138	23	130	4	46	92	139	4
		87%	87%	88%	87%	86%	92%	90%	87%	88%	96%	32%	76%	94% a	91%	99%
NET: Low		1	1	1	1	1	-	*	1	-	-	*	*	-	1	-
		1%	1%	1%	1%	1%	-%	*%	1%	-%	-%	*%	*%	-%	1%	-%
Answered		176	156	94	160	154	127	110	158	27	136	13	61	98	153	4
Mean score		1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.1	1.5	.4	1.1	1.5 a	1.4	1.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	a	b	c	a	b	c	a	b
Unweighted Base		189	59	130	43	95	51	38	37	105	77	112
Effective base		71	16	54	16	33	22	17	9	44	24	48
Weighted Base		176	39	136	46	79	50	33	28	103	46	130
Very low	(-2)	1	-	1	1	-	-	1	-	-	1	-
		1%	-%	1%	3%	-%	-%	4%	-%	-%	3%	-%
Quite low	(-1)	*	-	*	-	*	-	-	*	-	*	-
		*%	-%	*%	-%	*%	-%	-%	*%	-%	*%	-%
Neither low nor high	(0)	21	9	12	4	8	9	4	9	4	3	18
		12%	22%	9%	8%	10%	19%	11%	32% c	4%	7%	14%
Quite high	(1)	78	18	59	9	46	22	16	11	44	19	59
		44%	46%	44%	20%	59% a	44%	49%	40%	42%	42%	45%
Very high	(2)	76	12	63	32	25	19	12	8	56	22	54
		43%	32%	47%	69% b	31%	38%	36%	28%	54%	49%	41%
NET: High		153	31	123	41	71	41	28	19	100	41	112
		87%	78%	90%	89%	90%	81%	85%	68%	96% b	91%	86%
NET: Low		1	-	1	1	*	-	1	*	-	1	-
		1%	-%	1%	3%	*%	-%	4%	*%	-%	3%	-%
Answered		176	39	136	46	79	50	33	28	103	46	130
Mean score		1.3	1.1	1.3	1.5	1.2	1.2	1.1	1.0	1.5 b	1.3	1.3

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 225 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects: The quality of the postal services provided by Parcelforce in the last 12 months

Base: All those who use Parcelforce (QV4=7)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		189	45	63	41	40	108	81
Effective base		71	18	22	15	17	40	31
Weighted Base		176	41	61	41	33	102	74
Very low	(-2)	1	-	-	-	1	-	1
		1%	-%	-%	-%	4%	-%	2%
Quite low	(-1)	*	-	*	-	-	*	-
		*%	-%	*%	-%	-%	*%	-%
Neither low nor high	(0)	21	6	11	1	3	17	4
		12%	15%	18%	2%	9%	17%	5%
Quite high	(1)	78	16	29	14	19	45	33
		44%	40%	47%	34%	56%	44%	44%
Very high	(2)	76	19	21	26	10	39	36
		43%	45%	34%	64%	31%	39%	49%
NET: High		153	35	50	40	29	85	69
		87%	85%	82%	98%	88%	83%	93%
NET: Low		1	-	*	-	1	*	1
		1%	-%	*%	-%	4%	*%	2%
Answered		176	41	61	41	33	102	74
Mean score		1.3	1.3	1.2	1.6	1.1	1.2	1.4
					b			

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	*b	*c	*d	e
Unweighted Base		145	22	123	109	18	5	13	36
Effective base		67	11	56	64	11	2	7	16
Weighted Base		173	28	145	169	3	*	*	4
Very low	(-2)	7	1	6	7	-	-	-	-
		4%	4%	4%	4%	-%	-%	-%	-%
Quite low	(-1)	8	3	6	8	*	-	-	*
		5%	9%	4%	5%	11%	-%	-%	8%
Neither low nor high	(0)	22	3	18	20	1	*	*	1
		12%	11%	13%	12%	33%	61%	19%	35% a
Quite high	(1)	84	13	71	82	1	*	*	2
		48%	46%	49%	48%	39%	29%	58%	40%
Very high	(2)	47	8	38	46	*	*	*	1
		27%	29%	27%	27%	15%	10%	23%	15%
Don't Know (DO NOT READ OUT)		5	-	5	5	*	-	-	*
		3%	-%	4%	3%	2%	-%	-%	1%
NET: High		130	21	109	128	2	*	*	2
		75%	75%	75%	76%	54%	39%	81%	56%
NET: Low		16	4	12	16	*	-	-	*
		9%	13%	8%	9%	11%	-%	-%	8%
Answered		168	28	139	164	3	*	*	4
Mean score		.9	.9	.9	.9	.6	.5	1.0	.6

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		145	72	28	9	6	17	13	109	18	18
Effective base		67	46	15	6	3	10	7	64	11	7
Weighted Base		173	123	42	5	1	2	*	169	3	1
Very low	(-2)	7	3	3	1	-	-	-	7	-	-
		4%	2%	7%	32%	-%	-%	-%	4%	-%	-%
Quite low	(-1)	8	5	4	-	*	*	-	8	*	-
		5%	4%	9%	-%	3%	13%	-%	5%	11%	-%
Neither low nor high	(0)	22	10	9	1	1	1	*	20	1	*
		12%	9%	20%	26%	67%	23%	19%	12%	33%	40%
Quite high	(1)	84	71	10	1	*	1	*	82	1	*
		48%	58%	24%	13%	23%	45%	58%	48%	39%	44%
Very high	(2)	47	29	16	1	*	*	*	46	*	*
		27%	24%	37%	29%	7%	18%	23%	27%	15%	16%
Don't Know (DO NOT READ OUT)		5	4	1	-	-	*	-	5	*	-
		3%	3%	3%	-%	-%	2%	-%	3%	2%	-%
NET: High		130	100	26	2	*	1	*	128	2	1
		75%	82%	61%	41%	30%	63%	81%	76%	54%	60%
NET: Low		16	7	7	1	*	*	-	16	*	-
		9%	6%	16%	32%	3%	13%	-%	9%	11%	-%
Answered		168	118	41	5	1	2	*	164	3	1
Mean score		.9	1.0	.8	.1	.3	.7	1.0	.9	.6	.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	*b	*c	*d	*e
Unweighted Base		145	88	23	6	5	11
Effective base		67	50	9	2	1	4
Weighted Base		173	131	19	3	7	2
Very low	(-2)	7	4	3	-	-	-
		4%	3%	17%	-%	-%	-%
Quite low	(-1)	8	6	3	-	-	-
		5%	4%	15%	-%	-%	-%
Neither low nor high	(0)	22	18	*	2	-	1
		12%	14%	1%	82%	-%	42%
Quite high	(1)	84	71	7	*	*	*
		48%	54%	39%	16%	3%	10%
Very high	(2)	47	28	4	*	7	1
		27%	22%	22%	2%	97%	49%
Don't Know (DO NOT READ OUT)		5	4	1	-	-	-
		3%	3%	6%	-%	-%	-%
NET: High		130	99	11	*	7	1
		75%	75%	61%	18%	100%	58%
NET: Low		16	10	6	-	-	-
		9%	8%	32%	-%	-%	-%
Answered		168	127	18	3	7	2
Mean score		.9	.9	.4	.2	2.0	1.1

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted Base		145	13	11	17	3	9	10	6	12	5	86	20	20	19
Effective base		67	9	7	10	3	7	7	5	8	3	55	14	14	6
Weighted Base		173	17	17	28	7	16	20	21	22	6	155	10	6	2
Very low	(-2)	7	1	2	-	-	1	-	-	3	-	7	*	-	-
		4%	7%	9%	-%	-%	8%	-%	-%	14%	-%	5%	3%	-%	-%
Quite low	(-1)	8	*	4	-	-	3	-	-	-	-	7	1	*	*
		5%	2%	23%	-%	-%	16%	-%	-%	-%	-%	4%	10%	7%	2%
Neither low nor high	(0)	22	2	*	11	-	-	1	3	*	1	18	2	1	*
		12%	11%	*%	40%	-%	-%	6%	15%	*%	13%	12%	19%	17%	19%
Quite high	(1)	84	12	7	7	2	11	12	11	11	2	76	4	3	1
		48%	67%	41%	27%	23%	67%	61%	53%	52%	38%	49%	45%	43%	30%
Very high	(2)	47	2	5	9	5	1	2	7	7	3	43	2	1	1
		27%	14%	26%	33%	77%	9%	12%	32%	34%	49%	27%	24%	16%	47%
Don't Know (DO NOT READ OUT)		5	-	-	-	-	-	4	-	-	-	4	-	1	*
		3%	-%	-%	-%	-%	-%	20%	-%	-%	-%	3%	-%	17%	2%
NET: High		130	14	12	17	7	12	15	18	19	5	118	7	4	1
		75%	81%	67%	60%	100%	76%	73%	85%	86%	87%	76%	68%	59%	77%
NET: Low		16	1	6	-	-	4	-	-	3	-	14	1	*	*
		9%	8%	33%	-%	-%	24%	-%	-%	14%	-%	9%	13%	7%	2%
Answered		168	17	17	28	7	16	16	21	22	6	151	10	5	2
Mean score		.9	.8	.5	.9	1.8	.5	1.1	1.2	.9	1.4	.9	.8	.8	1.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	e	*f	*g	h	a	*b	a	*b
Unweighted Base		145	3	9	2	14	35	4	4	63	120	25	132	13
Effective base		67	1	5	1	6	16	3	3	38	54	14	63	4
Weighted Base		173	5	17	*	16	53	1	1	65	144	29	165	8
Very low	(-2)	7	-	-	-	-	6	-	-	1	6	1	7	-
		4%	-%	-%	-%	-%	12%	-%	-%	2%	4%	4%	5%	-%
Quite low	(-1)	8	-	4	-	-	4	*	-	-	8	-	6	3
		5%	-%	25%	-%	-%	8%	29%	-%	-%	6%	-%	4%	31%
Neither low nor high	(0)	22	-	7	*	*	2	-	*	8	18	3	21	*
		12%	-%	45%	100%	3%	5%	-%	14%	13%	13%	11%	13%	1%
Quite high	(1)	84	*	2	-	12	26	1	1	30	72	12	80	3
		48%	9%	14%	-%	73%	49%	51%	83%	46%	50%	40%	49%	40%
Very high	(2)	47	-	2	-	4	14	*	*	25	39	8	44	2
		27%	-%	10%	-%	24%	27%	20%	3%	39%	27%	27%	27%	28%
Don't Know (DO NOT READ OUT)		5	4	1	-	-	-	-	-	*	*	5	5	-
		3%	91%	7%	-%	-%	-%	-%	-%	*%	*%	18%	3%	-%
NET: High		130	*	4	-	15	40	1	1	55	111	20	125	6
		75%	9%	24%	-%	97%	76%	71%	86%	86%	77%	67%	76%	68%
NET: Low		16	-	4	-	-	10	*	-	1	15	1	13	3
		9%	-%	25%	-%	-%	19% h	29%	-%	2%	10%	4%	8%	31%
Answered		168	*	15	*	16	53	1	1	65	144	24	159	8
Mean score		.9	1.0	.1	-	1.2	.7	.6	.9	1.2	.9	1.0	.9	.6

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Internet connection	Role of mail services		
		Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%				a	b	c
Unweighted Base		145	145	57	39	49
Effective base		67	67	29	15	24
Weighted Base		173	173	77	34	62
Very low	(-2)	7	7	1	2	5
		4%	4%	2%	5%	7%
Quite low	(-1)	8	8	-	4	4
		5%	5%	-%	13%	7%
Neither low nor high	(0)	22	22	5	10	6
		12%	12%	7%	30%	10%
Quite high	(1)	84	84	38	13	33
		48%	48%	50%	38%	52%
Very high	(2)	47	47	27	5	15
		27%	27%	35%	14%	24%
Don't Know (DO NOT READ OUT)		5	5	5	-	-
		3%	3%	7%	-%	-%
NET: High		130	130	65	18	48
		75%	75%	85%	52%	76%
				b		
NET: Low		16	16	1	6	9
		9%	9%	2%	18%	14%
Answered		168	168	71	34	62
Mean score		.9	.9	1.3	.4	.8
				b		

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Monthly postal spend									Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	*i	*j	*a	b	c
Unweighted Base		145	84	40	14	2	2	2	1	124	21	7	27	57	61
Effective base		67	46	19	4	1	1	1	1	64	4	2	16	30	22
Weighted Base		173	104	56	5	6	1	*	*	160	13	8	36	68	69
Very low	(-2)	7	3	3	1	-	-	-	-	6	1	-	-	3	4
		4%	3%	5%	27%	-%	-%	-%	-%	4%	10%	-%	-%	5%	6%
Quite low	(-1)	8	5	4	-	-	*	-	-	8	*	*	5	*	4
		5%	4%	6%	-%	-%	20%	-%	-%	5%	2%	4%	12%	*%	6%
Neither low nor high	(0)	22	13	5	3	-	-	*	*	18	3	*	4	9	8
		12%	13%	9%	59%	-%	-%	79%	100%	11%	24%	3%	12%	13%	12%
Quite high	(1)	84	51	32	1	-	-	-	-	83	1	-	12	39	33
		48%	49%	58%	12%	-%	-%	-%	-%	52%	5%	-%	33%	57%	48%
Very high	(2)	47	27	12	*	6	1	*	-	39	8	8	10	17	20
		27%	26%	21%	2%	100%	80%	21%	-%	24%	59%	93%	28%	25%	28%
Don't Know (DO NOT READ OUT)		5	5	-	*	-	-	-	-	5	*	-	5	-	*
		3%	5%	-%	1%	-%	-%	-%	-%	3%	*%	-%	15%	-%	*%
NET: High		130	78	44	1	6	1	*	-	122	8	8	22	56	52
		75%	75%	79%	14%	100%	80%	21%	-%	76%	63%	93%	61%	82%	76%
NET: Low		16	8	7	1	-	*	-	-	14	2	*	5	3	8
		9%	7%	12%	27%	-%	20%	-%	-%	9%	12%	4%	12%	5%	12%
Answered		168	99	56	5	6	1	*	*	155	13	8	31	68	69
Mean score		.9	1.0	.8	-.4	2.0	1.4	.4	-	.9	1.0	1.8	.9	1.0	.9

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base		145	73	77	103	125	43	58	65	9	13	6	1	6	3
Effective base		67	29	35	45	60	13	26	35	5	3	1	1	2	2
Weighted Base		173	73	92	122	146	28	74	90	11	5	8	2	6	*
Very low	(-2)	7	7	7	7	7	1	1	7	-	-	-	-	-	-
		4%	10%	8%	6%	5%	4%	2%	8%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	8	-	8	8	4	*	1	8	-	-	*	-	-	-
		5%	-%	9%	7%	3%	1%	2%	9%	-%	-%	4%	-%	-%	-%
Neither low nor high	(0)	22	6	11	13	16	4	10	9	-	1	-	2	*	*
		12%	9%	12%	11%	11%	15%	14%	10%	-%	28%	-%	100%	*%	85%
Quite high	(1)	84	28	50	57	79	12	36	44	5	4	*	-	5	-
		48%	38%	55%	47%	54%	44%	48%	49%	44%	69%	2%	-%	77%	-%
Very high	(2)	47	28	16	32	33	10	21	17	6	*	7	-	1	*
		27%	38%	17%	26%	23%	36%	28%	19%	56%	2%	94%	-%	22%	15%
Don't Know (DO NOT READ OUT)		5	4	*	4	5	*	5	4	-	*	-	-	-	-
		3%	6%	*%	3%	4%	*%	7%	5%	-%	1%	-%	-%	-%	-%
NET: High		130	55	66	90	112	22	56	61	11	4	8	-	6	*
		75%	76%	71%	73%	77%	79%	76%	68%	100%	71%	96%	-%	100%	15%
NET: Low		16	7	16	16	12	2	3	15	-	-	*	-	-	-
		9%	10%	17%	13%	8%	5%	4%	17%	-%	-%	4%	-%	-%	-%
Answered		168	69	92	118	140	28	69	86	11	5	8	2	6	*
Mean score		.9	1.0	.6	.8	.9	1.1	1.1	.7	1.6	.7	1.9	-	1.2	.3

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	*d	*e
Unweighted Base		145	93	8	7	6	4	4	3	11	19	16	44	13	11
Effective base		67	53	4	1	3	2	1	1	4	12	9	19	3	3
Weighted Base		173	130	5	5	1	1	2	1	5	25	28	49	11	10
Very low	(-2)	7	7	-	-	-	-	-	-	-	-	3	4	-	-
		4%	6%	-%	-%	-%	-%	-%	-%	-%	-%	11%	9%	-%	-%
Quite low	(-1)	8	4	-	-	*	-	-	-	-	*	4	3	1	*
		5%	3%	-%	-%	47%	-%	-%	-%	-%	2%	15%	5%	9%	3%
Neither low nor high	(0)	22	12	1	*	-	1	2	*	3	1	3	2	4	3
		12%	10%	18%	*%	-%	74%	100%	18%	68%	3%	10%	5%	38%	30%
Quite high	(1)	84	73	1	5	*	*	*	-	*	6	13	27	6	5
		48%	56%	16%	95%	33%	26%	*%	-%	7%	25%	49%	55%	52%	49%
Very high	(2)	47	28	4	*	*	-	-	1	1	14	4	13	*	2
		27%	21%	66%	4%	12%	-%	-%	82%	26%	54%	16%	26%	1%	18%
Don't Know (DO NOT READ OUT)		5	5	-	-	*	-	-	-	-	4	*	-	-	-
		3%	4%	-%	-%	7%	-%	-%	-%	-%	17%	*%	-%	-%	-%
NET: High		130	101	4	5	*	*	*	1	1	20	18	40	6	7
		75%	78%	82%	100%	45%	26%	*%	82%	32%	79%	64%	81%	53%	67%
NET: Low		16	11	-	-	*	-	-	-	-	*	7	7	1	*
		9%	9%	-%	-%	47%	-%	-%	-%	-%	2%	26%	14%	9%	3%
Answered		168	125	5	5	1	1	2	1	5	21	28	49	11	10
Mean score		.9	.9	1.5	1.0	.1	.3	*	1.6	.6	1.6	.4	.8	.4	.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		145	28	29	41	19	8	99	9	17	96	49	87	16
Effective base		67	17	18	18	5	3	45	4	12	41	26	37	8
Weighted Base		173	40	42	46	14	3	113	5	28	102	71	103	20
Very low	(-2)	7	-	-	7	-	-	6	-	1	7	*	7	-
		4%	-%	-%	16%	-%	-%	6%	-%	4%	7%	*%	7%	-%
Quite low	(-1)	8	*	1	-	3	-	4	-	-	8	-	4	4
		5%	1%	2%	-%	20%	-%	4%	-%	-%	8%	-%	4%	22%
Neither low nor high	(0)	22	1	6	1	5	3	14	2	*	10	12	12	1
		12%	2%	15%	3%	34%	87%	13%	39%	1%	10%	16%	11%	7%
Quite high	(1)	84	23	24	27	4	*	59	1	19	47	36	48	10
		48%	59%	58%	59%	31%	3%	52%	23%	70%	46%	51%	47%	48%
Very high	(2)	47	10	11	10	2	*	25	2	6	25	21	28	5
		27%	25%	25%	22%	14%	10%	22%	39%	21%	25%	30%	27%	23%
Don't Know (DO NOT READ OUT)		5	5	*	-	-	-	4	-	1	4	1	4	-
		3%	13%	*%	-%	-%	-%	4%	-%	4%	4%	2%	4%	-%
NET: High		130	33	35	37	6	*	84	3	25	73	58	75	14
		75%	84%	83%	81%	46%	13%	74%	61%	91%	71%	82%	74%	71%
NET: Low		16	*	1	7	3	-	11	-	1	16	*	11	4
		9%	1%	2%	16%	20%	-%	9%	-%	4%	15%	*%	11%	22%
Answered		168	34	42	46	14	3	109	5	27	98	70	98	20
Mean score		.9	1.2	1.1	.7	.4	.2	.9	1.0	1.1	.8	1.1	.9	.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	*b	a	b	a	b	*c	a	b	*c
Unweighted Base		145	62	55	82	17	62	63	51	60	24	51	61	24
Effective base		67	30	26	39	5	29	31	16	28	8	19	30	10
Weighted Base		173	69	66	101	17	67	79	45	58	25	48	75	29
Very low	(-2)	7	7	*	7	-	7	*	3	6	1	3	6	1
		4%	10%	*%	7%	-%	11%	*%	6%	10%	5%	5%	8%	5%
Quite low	(-1)	8	4	-	8	*	4	-	-	-	-	5	4	5
		5%	6%	-%	8%	2%	7%	-%	-%	-%	-%	11%	5%	18%
Neither low nor high	(0)	22	5	11	12	1	3	13	6	6	3	5	10	5
		12%	8%	17%	12%	7%	5%	17%	13%	10%	13%	10%	14%	17%
Quite high	(1)	84	29	42	46	8	30	49	25	22	13	26	41	16
		48%	42%	63%	45%	46%	45%	62%	56%	39%	51%	54%	55%	56%
Very high	(2)	47	19	12	24	8	18	15	11	19	8	9	13	1
		27%	27%	18%	24%	45%	27%	19%	25%	34%	31%	19%	18%	4%
Don't Know (DO NOT READ OUT)		5	4	1	4	*	4	1	*	4	*	*	*	-
		3%	6%	2%	4%	*%	6%	1%	*%	7%	*%	*%	*%	-%
NET: High		130	47	54	70	15	48	64	36	42	20	35	55	17
		75%	69%	81%	69%	91%	72%	82%	81%	72%	81%	73%	73%	61%
NET: Low		16	12	*	15	*	12	*	3	6	1	8	10	6
		9%	17%	*%	15%	2%	17%	*%	6%	10%	5%	17%	13%	22%
			b				b							
Answered		168	64	65	97	17	62	78	45	54	25	48	75	29
Mean score		.9	.7	1.0	.7	1.3	.7	1.0	1.0	.9	1.0	.7	.7	.4

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		145	97	79	34	67	72	79	73	73	6
Effective base		67	43	41	13	28	34	38	30	35	3
Weighted Base		173	106	98	25	71	88	88	84	86	1
Very low	(-2)	7	4	6	1	7	7	7	3	5	-
		4%	4%	6%	5%	10%	8%	8%	3%	5%	-%
Quite low	(-1)	8	4	1	1	-	8	4	1	8	*
		5%	4%	2%	4%	-%	10%	5%	2%	10%	45%
Neither low nor high	(0)	22	15	10	2	6	11	8	7	10	*
		12%	14%	11%	7%	9%	12%	9%	8%	12%	48%
Quite high	(1)	84	62	49	16	27	46	43	41	41	*
		48%	59%	50%	62%	37%	52%	49%	48%	48%	1%
Very high	(2)	47	21	25	5	27	16	25	29	18	*
		27%	20%	26%	22%	38%	18%	28%	34%	20%	6%
Don't Know (DO NOT READ OUT)		5	-	5	*	4	*	-	4	4	-
		3%	-%	5%	*%	6%	*%	-%	5%	5%	-%
NET: High		130	83	74	21	54	61	68	69	58	*
		75%	78%	76%	83%	75%	70%	77%	83%	68%	8%
NET: Low		16	8	8	2	7	16	12	4	13	*
		9%	8%	8%	9%	10%	18%	13%	5%	15%	45%
Answered		168	106	92	25	67	88	88	80	82	1
Mean score		.9	.9	.9	.9	1.0	.6	.8	1.2	.7	-.3

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base		145	36	49	45	19	10	57	64	17	9	20	3
Effective base		67	19	28	18	9	5	26	32	7	3	11	2
Weighted Base		173	47	67	31	20	12	64	78	15	8	23	6
Very low	(-2)	7	2	5	1	1	1	1	5	-	-	-	-
		4%	3%	7%	5%	6%	11%	2%	6%	-%	-%	-%	-%
Quite low	(-1)	8	1	4	1	-	-	1	4	*	4	*	3
		5%	2%	6%	4%	-%	-%	2%	5%	2%	50%	2%	46%
Neither low nor high	(0)	22	7	5	2	1	1	5	9	2	*	10	*
		12%	15%	7%	8%	4%	5%	7%	12%	17%	2%	44%	*%
Quite high	(1)	84	24	33	14	14	9	36	41	7	1	8	-
		48%	52%	48%	46%	69%	74%	56%	52%	48%	11%	36%	-%
Very high	(2)	47	13	21	12	4	1	17	15	5	3	4	3
		27%	27%	31%	37%	21%	10%	26%	20%	33%	38%	17%	53%
Don't Know (DO NOT READ OUT)		5	-	-	-	-	-	4	4	-	-	*	-
		3%	-%	-%	-%	-%	-%	7%	5%	-%	-%	*%	-%
NET: High		130	37	54	26	18	10	53	56	12	4	13	3
		75%	79%	80%	83%	90%	84%	82%	72%	81%	48%	54%	53%
NET: Low		16	3	9	3	1	1	2	9	*	4	*	3
		9%	6%	13%	9%	6%	11%	4%	11%	2%	50%	2%	46%
Answered		168	47	67	31	20	12	60	73	15	8	23	6
Mean score		.9	1.0	.9	1.1	1.0	.7	1.1	.8	1.1	.4	.7	.6

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base		145	114	92	127	120	87	90	120	32	1	104	12	67	64
Effective base		67	58	42	61	58	43	37	60	13	1	46	7	33	28
Weighted Base		173	143	105	151	140	96	83	148	32	2	114	18	85	72
Very low	(-2)	7	7	6	7	4	6	3	7	1	-	6	1	4	3
		4%	5%	5%	5%	3%	6%	3%	5%	4%	-%	5%	7%	5%	4%
Quite low	(-1)	8	7	3	7	8	4	8	5	-	-	1	*	8	-
		5%	5%	2%	5%	6%	4%	10%	3%	-%	-%	1%	3%	10%	-%
Neither low nor high	(0)	22	17	11	18	20	9	11	17	4	-	13	6	18	4
		12%	12%	10%	12%	14%	9%	13%	11%	12%	-%	12%	35%	21%	6%
Quite high	(1)	84	67	59	75	73	45	42	74	22	-	59	4	31	39
		48%	47%	56%	50%	52%	47%	50%	50%	70%	-%	51%	23%	36%	55%
Very high	(2)	47	39	26	39	34	31	19	40	4	2	35	6	19	25
		27%	27%	25%	26%	24%	33%	23%	27%	14%	100%	31%	32%	22%	35%
Don't Know (DO NOT READ OUT)		5	5	1	5	1	1	*	4	-	-	*	-	5	-
		3%	4%	1%	3%	1%	1%	*%	3%	-%	-%	*%	-%	6%	-%
NET: High		130	106	85	114	107	76	61	114	27	2	94	10	50	65
		75%	74%	81%	75%	76%	79%	74%	77%	84%	100%	82%	55%	58%	90%
															a
NET: Low		16	14	8	14	12	10	10	13	1	-	7	2	13	3
		9%	10%	8%	10%	9%	10%	13%	8%	4%	-%	6%	10%	15%	4%
Answered		168	137	104	146	139	95	83	143	32	2	114	18	80	72
Mean score		.9	.9	.9	.9	.9	1.0	.8	.9	.9	2.0	1.0	.7	.6	1.2
															a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	*a	b	c	a	b	c	a	b
Unweighted Base		145	119	6	59	86	26	85	34	52	34	56	59	86
Effective base		67	56	4	24	44	11	38	18	30	10	26	25	44
Weighted Base		173	145	7	75	98	32	91	50	72	32	63	50	123
Very low	(-2)	7	1	4	6	1	1	5	1	6	-	1	2	6
		4%	1%	62%	8%	1%	4%	5%	3%	8%	-%	2%	3%	5%
Quite low	(-1)	8	3	1	8	*	3	1	4	3	5	-	5	4
		5%	2%	14%	11% b	*%	9%	1%	8%	4%	17%	-%	9%	3%
Neither low nor high	(0)	22	17	-	14	8	4	15	2	10	7	4	7	14
		12%	12%	-%	18%	8%	13%	17%	4%	14%	22%	7%	15%	12%
Quite high	(1)	84	78	2	35	49	10	43	30	29	6	43	18	65
		48%	54%	24%	47%	49%	31%	48%	61%	40%	18%	68% ab	37%	53%
Very high	(2)	47	46	-	12	35	14	20	13	19	14	14	18	29
		27%	31%	-%	16%	35%	42%	23%	25%	26%	43%	23%	36%	23%
Don't Know (DO NOT READ OUT)		5	*	-	*	5	-	5	-	5	-	*	-	5
		3%	*%	-%	*%	5%	-%	6%	-%	7%	-%	*%	-%	4%
NET: High		130	124	2	47	83	24	64	43	48	20	57	36	94
		75%	86%	24%	63%	85% a	74%	70%	86%	66%	62%	91% a	73%	76%
NET: Low		16	4	5	14	2	4	6	5	9	5	1	6	10
		9%	3%	76%	19% b	2%	13%	7%	11%	13%	17%	2%	12%	8%
Answered		168	145	7	75	93	32	85	50	67	32	62	50	118
Mean score		.9	1.1	-1.1	.5	1.2 a	1.0	.9	1.0	.8	.9	1.1	.9	.9

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 226 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects: The quality of the postal services provided by Hermes in the last 12 months

Base: All those who use Hermes (QV4=8)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		145	38	36	39	32	74	71
Effective base		67	19	15	15	19	35	32
Weighted Base		173	48	42	46	38	89	84
Very low	(-2)	7	3	3	2	-	6	2
		4%	5%	7%	4%	-%	6%	2%
Quite low	(-1)	8	7	-	*	1	7	1
		5%	16%	-%	*%	3%	8%	1%
Neither low nor high	(0)	22	4	8	6	4	11	10
		12%	7%	19%	12%	12%	13%	12%
Quite high	(1)	84	21	14	29	19	35	48
		48%	45%	33%	63%	51%	40%	58%
Very high	(2)	47	13	13	9	12	26	21
		27%	27%	31%	20%	31%	29%	25%
Don't Know (DO NOT READ OUT)		5	-	4	-	1	4	1
		3%	-%	10%	-%	3%	5%	1%
NET: High		130	34	27	39	31	61	70
		75%	72%	64%	83%	82%	68%	83%
NET: Low		16	10	3	2	1	13	3
		9%	21%	7%	4%	3%	14%	4%
Answered		168	48	37	46	36	85	83
Mean score		.9	.7	.9	1.0	1.1	.8	1.0

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	*a	*b	*c	*d	e
Unweighted Base		68	22	46	26	11	7	24	42
Effective base		21	12	9	17	7	3	12	11
Weighted Base		40	20	20	36	3	1	*	4
Very low	(-2)	1	1	-	1	-	-	-	-
		1%	3%	-%	2%	-%	-%	-%	-%
Quite low	(-1)	*	*	-	-	*	-	*	*
		1%	1%	-%	-%	8%	-%	6%	7%
Neither low nor high	(0)	4	4	*	3	1	*	*	1
		11%	21%	2%	9%	48%	1%	2%	34%
Quite high	(1)	11	4	7	10	1	*	*	1
		28%	19%	36%	28%	28%	13%	42%	26%
Very high	(2)	16	5	11	15	*	1	*	1
		41%	27%	55%	42%	15%	67%	50%	28%
Don't Know (DO NOT READ OUT)		8	6	1	7	*	*	-	*
		19%	30%	7%	20%	2%	19%	-%	5%
NET: High		28	9	18	25	1	1	*	2
		68%	46%	91%	70%	42%	80%	92%	54%
NET: Low		1	1	-	1	*	-	*	*
		2%	4%	-%	2%	8%	-%	6%	7%
Answered		33	14	19	29	3	1	*	4
Mean score		1.3	.9	1.6	1.4	.5	1.8	1.4	.8

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base		68	14	7	5	4	14	24	26	11	31
Effective base		21	9	5	3	4	6	12	17	7	5
Weighted Base		40	19	12	5	1	2	*	36	3	1
Very low	(-2)	1	1	-	-	-	-	-	1	-	-
		1%	3%	-%	-%	-%	-%	-%	2%	-%	-%
Quite low	(-1)	*	-	-	-	-	*	*	-	*	*
		1%	-%	-%	-%	-%	11%	6%	-%	8%	2%
Neither low nor high	(0)	4	1	-	2	*	1	*	3	1	*
		11%	6%	-%	38%	32%	41%	2%	9%	48%	1%
Quite high	(1)	11	5	4	2	1	*	*	10	1	*
		28%	24%	34%	29%	44%	11%	42%	28%	28%	21%
Very high	(2)	16	8	5	2	*	1	*	15	*	1
		41%	44%	43%	33%	24%	28%	50%	42%	15%	63%
Don't Know (DO NOT READ OUT)		8	5	3	-	-	*	-	7	*	*
		19%	24%	23%	-%	-%	9%	-%	20%	2%	13%
NET: High		28	13	9	3	1	1	*	25	1	1
		68%	67%	77%	62%	68%	40%	92%	70%	42%	84%
NET: Low		1	1	-	-	-	*	*	1	*	*
		2%	3%	-%	-%	-%	11%	6%	2%	8%	2%
Answered		33	15	9	5	1	2	*	29	3	1
Mean score		1.3	1.4	1.6	1.0	.9	.6	1.4	1.4	.5	1.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		68	13	15	8	2	15
Effective base		21	8	4	5	2	3
Weighted Base		40	19	7	2	*	2
Very low	(-2)	1	1	-	-	-	-
		1%	3%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	-	-
		1%	-%	-%	-%	-%	-%
Neither low nor high	(0)	4	-	-	*	*	2
		11%	-%	-%	11%	39%	69%
Quite high	(1)	11	5	3	1	-	1
		28%	28%	43%	35%	-%	23%
Very high	(2)	16	9	4	1	*	*
		41%	46%	57%	54%	61%	7%
Don't Know (DO NOT READ OUT)		8	5	-	-	-	*
		19%	24%	-%	-%	-%	2%
NET: High		28	14	7	1	*	1
		68%	74%	100%	89%	61%	30%
NET: Low		1	1	-	-	-	-
		2%	3%	-%	-%	-%	-%
Answered		33	15	7	2	*	2
Mean score		1.3	1.5	1.6	1.4	1.2	.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			GOR (QC3)											
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*l
Unweighted Base		68	5	3	6	1	4	7	4	7	37	6	6	19
Effective base		21	2	1	3	1	2	4	2	5	18	4	4	3
Weighted Base		40	4	3	5	*	6	8	5	6	37	2	1	*
Very low	(-2)	1	-	-	-	-	-	-	-	-	-	1	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	26%	-%	-%
Quite low	(-1)	*	*	-	-	*	-	-	-	-	*	-	-	-
		1%	6%	-%	-%	100%	-%	-%	-%	-%	1%	-%	-%	-%
Neither low nor high	(0)	4	-	-	2	-	*	1	-	1	4	-	*	*
		11%	-%	-%	52%	-%	3%	9%	-%	19%	12%	-%	9%	5%
Quite high	(1)	11	1	-	2	-	3	*	*	3	10	1	1	*
		28%	27%	-%	44%	-%	47%	1%	8%	50%	26%	27%	77%	11%
Very high	(2)	16	3	3	*	-	*	3	5	2	15	1	*	*
		41%	67%	100%	1%	-%	*%	36%	92%	31%	41%	48%	10%	84%
Don't Know (DO NOT READ OUT)		8	-	-	*	-	3	4	-	-	7	-	*	-
		19%	-%	-%	3%	-%	49%	54%	-%	-%	20%	-%	4%	-%
NET: High		28	4	3	2	-	3	3	5	5	25	2	1	*
		68%	94%	100%	45%	-%	48%	37%	100%	81%	67%	74%	87%	95%
NET: Low		1	*	-	-	*	-	-	-	-	*	1	-	-
		2%	6%	-%	-%	100%	-%	-%	-%	-%	1%	26%	-%	-%
Answered		33	4	3	4	*	3	3	5	6	29	2	1	*
Mean score		1.3	1.6	2.0	.5	-1.0	1.0	1.6	1.9	1.1	1.3	.7	1.0	1.8

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Industry							Urbanity		Location		Internet connection
		Total base	Manufacturing	Utilities	Construction	Retail/ Distribution	Financial	Non Financial		Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	f		a	*b	a	*b	
Unweighted Base		68	8	1	8	12	3	33		58	10	55	13	68
Effective base		21	3	1	4	5	1	9		17	4	18	3	21
Weighted Base		40	5	*	10	12	*	12		33	7	35	5	40
Very low	(-2)	1	-	-	-	-	-	1		1	-	1	-	1
		1%	-%	-%	-%	-%	-%	5%		2%	-%	2%	-%	1%
Quite low	(-1)	*	*	-	-	-	-	*		*	*	*	-	*
		1%	5%	-%	-%	-%	-%	*%		*%	3%	1%	-%	1%
Neither low nor high	(0)	4	*	-	1	-	-	4		3	1	3	2	4
		11%	2%	-%	9%	-%	-%	29%		10%	16%	7%	35%	11%
Quite high	(1)	11	2	-	-	5	*	4		7	4	11	*	11
		28%	36%	-%	-%	41%	6%	36%		20%	61%	31%	7%	28%
Very high	(2)	16	-	*	6	7	*	2		16	-	13	3	16
		41%	-%	100%	59%	59%	94%	17%		50%	-%	38%	57%	41%
Don't Know (DO NOT READ OUT)		8	3	-	3	-	-	2		6	1	7	*	8
		19%	57%	-%	32%	-%	-%	13%		18%	20%	21%	1%	19%
NET: High		28	2	*	6	12	*	6		23	4	24	3	28
		68%	36%	100%	59%	100%	100%	53%		70%	61%	69%	64%	68%
NET: Low		1	*	-	-	-	-	1		1	*	1	-	1
		2%	5%	-%	-%	-%	-%	5%		2%	3%	2%	-%	2%
Answered		33	2	*	7	12	*	10		27	6	28	5	33
Mean score		1.3	.7	2.0	1.7	1.6	1.9	.7		1.4	.7	1.3	1.2	1.3

Columns Tested:: a,b,c,d,e,f - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Role of mail services			Monthly postal spend									
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	h	*i	*j
Unweighted Base		68	18	27	23	29	18	9	2	4	4	2	47	21	12
Effective base		21	8	3	10	13	6	1	1	1	1	1	19	3	1
Weighted Base		40	15	6	20	21	12	3	*	*	*	3	34	7	3
Very low	(-2)	1	-	-	1	1	-	-	-	-	-	-	1	-	-
		1%	-%	-%	3%	3%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Quite low	(-1)	*	*	*	-	*	*	-	-	-	-	-	*	-	-
		1%	2%	*%	-%	1%	*%	-%	-%	-%	-%	-%	1%	-%	-%
Neither low nor high	(0)	4	3	*	1	4	*	*	-	-	-	-	4	*	-
		11%	21%	5%	6%	20%	2%	3%	-%	-%	-%	-%	13%	2%	-%
Quite high	(1)	11	2	1	9	4	4	3	*	*	*	-	7	4	*
		28%	11%	9%	46%	17%	31%	95%	98%	5%	4%	-%	22%	55%	12%
Very high	(2)	16	7	2	8	8	5	*	*	*	*	3	13	3	3
		41%	47%	32%	38%	40%	41%	1%	2%	95%	96%	100%	40%	44%	88%
Don't Know (DO NOT READ OUT)		8	3	3	1	4	3	-	-	-	-	-	8	-	-
		19%	20%	54%	7%	20%	26%	-%	-%	-%	-%	-%	22%	-%	-%
NET: High		28	9	2	17	12	9	3	*	*	*	3	21	7	3
		68%	58%	41%	84%	57%	72%	97%	100%	100%	100%	100%	62%	98%	100%
NET: Low		1	*	*	1	1	*	-	-	-	-	-	1	-	-
		2%	2%	*%	3%	4%	*%	-%	-%	-%	-%	-%	2%	-%	-%
Answered		33	12	3	18	17	9	3	*	*	*	3	26	7	3
Mean score		1.3	1.3	1.6	1.3	1.1	1.5	1.0	1.0	1.9	2.0	2.0	1.3	1.4	1.9

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			*a	*b	c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		68	9	20	39	48	43	56	55	35	34	21	6	7	6	8	4	4
Effective base		21	7	7	9	10	9	14	16	6	10	10	2	3	1	2	2	4
Weighted Base		40	14	7	19	19	19	27	28	11	22	21	4	2	1	*	*	*
Very low	(-2)	1	-	1	-	1	1	1	1	1	-	-	-	1	-	-	-	-
		1%	-%	8%	-%	3%	3%	2%	2%	5%	-%	-%	-%	27%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	*	*	*	*	*	-	*	*	-	-	-	-	-	-
		1%	-%	3%	*%	1%	1%	1%	*%	-%	*%	1%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	4	4	*	*	2	1	3	3	*	*	2	-	*	*	-	-	-
		11%	26%	7%	2%	12%	3%	10%	12%	2%	1%	12%	-%	9%	3%	-%	-%	-%
Quite high	(1)	11	3	*	8	3	9	9	11	2	8	9	*	*	*	*	*	*
		28%	23%	4%	39%	16%	48%	34%	38%	19%	35%	42%	3%	18%	5%	8%	56%	50%
Very high	(2)	16	5	4	8	9	8	10	8	8	9	5	4	1	*	*	*	*
		41%	32%	55%	42%	45%	43%	37%	30%	74%	43%	24%	97%	46%	84%	92%	44%	50%
Don't Know (DO NOT READ OUT)		8	3	2	3	4	*	4	5	-	5	4	-	-	*	-	-	-
		19%	19%	22%	17%	23%	1%	16%	17%	-%	21%	21%	-%	-%	9%	-%	-%	-%
NET: High		28	8	4	15	12	17	19	19	10	17	14	4	1	*	*	*	*
		68%	55%	60%	81%	61%	91%	71%	69%	93%	78%	66%	100%	65%	89%	100%	100%	100%
NET: Low		1	-	1	*	1	1	1	1	1	*	*	-	1	-	-	-	-
		2%	-%	11%	*%	4%	4%	3%	2%	5%	*%	1%	-%	27%	-%	-%	-%	-%
Answered		33	12	5	16	15	18	23	23	11	17	16	4	2	*	*	*	*
Mean score		1.3	1.1	1.2	1.5	1.3	1.3	1.2	1.1	1.6	1.5	1.1	2.0	.6	1.9	1.9	1.4	1.5

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		68	30	2	1	6	2	10	4	16	9	11	13	13	10
Effective base		21	13	1	1	3	1	4	4	3	5	2	4	4	1
Weighted Base		40	26	1	*	1	*	*	*	*	11	5	7	3	1
Very low	(-2)	1	1	-	-	-	-	-	-	-	1	-	-	-	-
		1%	2%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%
Quite low	(-1)	*	*	-	-	-	-	-	-	-	*	-	*	-	-
		1%	*%	-%	-%	-%	-%	-%	-%	-%	2%	-%	*%	-%	-%
Neither low nor high	(0)	4	3	-	-	*	-	-	-	-	2	-	*	*	-
		11%	12%	-%	-%	27%	-%	-%	-%	-%	23%	-%	*%	6%	-%
Quite high	(1)	11	10	*	-	*	-	*	*	*	2	2	4	2	*
		28%	40%	1%	-%	52%	-%	48%	25%	24%	17%	33%	52%	64%	2%
Very high	(2)	16	7	1	*	*	*	*	*	*	3	3	2	1	1
		41%	26%	99%	100%	21%	100%	52%	75%	76%	28%	64%	28%	28%	98%
Don't Know (DO NOT READ OUT)		8	5	-	-	-	-	-	-	-	3	*	1	*	-
		19%	19%	-%	-%	-%	-%	-%	-%	-%	25%	3%	19%	1%	-%
NET: High		28	17	1	*	1	*	*	*	*	5	5	6	3	1
		68%	67%	100%	100%	73%	100%	100%	100%	100%	44%	97%	81%	92%	100%
NET: Low		1	1	-	-	-	-	-	-	-	1	-	*	-	-
		2%	2%	-%	-%	-%	-%	-%	-%	-%	7%	-%	*%	-%	-%
Answered		33	21	1	*	1	*	*	*	*	8	5	6	3	1
Mean score		1.3	1.1	2.0	2.0	.9	2.0	1.5	1.8	1.8	.8	1.7	1.3	1.2	2.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		68	8	9	12	15	11	40	3	11	32	36	35	21
Effective base		21	6	3	2	5	1	10	2	5	12	10	11	4
Weighted Base		40	11	1	5	10	1	20	*	8	19	21	17	10
Very low	(-2)	1	1	-	-	-	-	-	-	1	1	-	1	-
		1%	5%	-%	-%	-%	-%	-%	-%	7%	3%	-%	3%	-%
Quite low	(-1)	*	-	-	*	-	-	*	-	-	*	*	*	*
		1%	-%	-%	*%	-%	-%	*%	-%	-%	1%	*%	1%	*%
Neither low nor high	(0)	4	2	-	-	1	-	1	-	2	2	3	3	*
		11%	22%	-%	-%	10%	-%	5%	-%	30%	8%	14%	15%	1%
Quite high	(1)	11	3	1	4	2	*	9	*	2	10	1	9	*
		28%	31%	38%	88%	25%	1%	46%	48%	20%	54% b	3%	52%	3%
Very high	(2)	16	3	1	1	3	1	7	*	2	5	12	3	7
		41%	28%	52%	12%	31%	99%	33%	52%	23%	25%	55%	19%	68%
Don't Know (DO NOT READ OUT)		8	1	*	-	3	-	3	-	2	2	6	2	3
		19%	13%	10%	-%	33%	-%	16%	-%	20%	8%	28%	9%	28%
NET: High		28	6	1	5	5	1	16	*	3	15	12	12	7
		68%	59%	90%	100%	56%	100%	79%	100%	43%	79%	59%	71%	71%
NET: Low		1	1	-	*	-	-	*	-	1	1	*	1	*
		2%	5%	-%	*%	-%	-%	*%	-%	7%	4%	*%	5%	*%
Answered		33	9	1	5	6	1	17	*	6	18	15	16	7
Mean score		1.3	.9	1.6	1.1	1.3	2.0	1.3	1.5	.7	1.1	1.6	.9	1.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	b	*a	*b	*a	b	a	b	*c	a	b	*c
Unweighted Base		68	14	35	28	26	15	40	40	35	24	34	36	19
Effective base		21	7	6	11	4	7	9	8	8	5	7	8	3
Weighted Base		40	13	10	19	8	14	14	16	13	10	15	15	3
Very low	(-2)	1	-	1	1	-	-	1	1	1	1	-	1	-
		1%	-%	5%	3%	-%	-%	4%	4%	4%	5%	-%	4%	-%
Quite low	(-1)	*	-	*	*	*	-	*	*	*	-	*	*	-
		1%	-%	*%	1%	*%	-%	*%	*%	2%	-%	*%	2%	-%
Neither low nor high	(0)	4	-	3	3	*	*	3	2	2	2	1	*	*
		11%	-%	24%	13%	*%	3%	20%	14%	16%	20%	4%	1%	7%
Quite high	(1)	11	8	3	9	1	8	3	2	3	*	6	6	1
		28%	58%	25%	45%	9%	60%	18%	10%	21%	1%	41%	39%	23%
Very high	(2)	16	4	1	6	4	4	5	8	6	3	8	8	2
		41%	31%	13%	29%	56%	26%	34%	47%	44%	33%	54%	53%	69%
Don't Know (DO NOT READ OUT)		8	1	3	2	3	1	3	4	2	4	*	*	*
		19%	10%	32%	8%	35%	10%	23%	26%	12%	40%	*%	1%	1%
NET: High		28	12	4	14	5	12	8	9	8	4	14	14	3
		68%	90%	38%	74%	65%	86%	53%	57%	65%	34%	95%	92%	92%
NET: Low		1	-	1	1	*	-	1	1	1	1	*	1	-
		2%	-%	6%	4%	*%	-%	4%	4%	6%	5%	*%	5%	-%
Answered		33	12	7	17	5	12	11	12	11	6	14	15	3
Mean score		1.3	1.3	.6	1.1	1.8	1.3	1.0	1.3	1.1	.9	1.5	1.4	1.6

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	*c	a	b	*c	a	*b	*c
Unweighted Base		68	48	34	26	38	31	29	40	24	6
Effective base		21	12	8	7	10	8	9	12	7	2
Weighted Base		40	23	15	9	16	14	17	22	14	4
Very low	(-2)	1	1	-	1	1	1	1	1	-	-
		1%	2%	-%	6%	3%	4%	3%	3%	-%	-%
Quite low	(-1)	*	*	-	-	*	*	-	*	-	-
		1%	*%	-%	-%	1%	2%	-%	1%	-%	-%
Neither low nor high	(0)	4	3	*	2	2	1	*	3	*	*
		11%	15%	1%	24%	13%	5%	3%	11%	1%	*%
Quite high	(1)	11	8	6	2	3	7	10	9	4	*
		28%	34%	37%	19%	19%	51%	63%	40%	31%	6%
Very high	(2)	16	8	4	3	6	5	4	6	5	3
		41%	34%	29%	33%	36%	37%	22%	25%	38%	93%
Don't Know (DO NOT READ OUT)		8	3	5	1	4	*	1	4	4	-
		19%	14%	32%	17%	27%	1%	9%	20%	30%	-%
NET: High		28	16	10	5	9	13	14	14	10	4
		68%	69%	66%	53%	55%	88%	85%	65%	69%	100%
NET: Low		1	1	-	1	1	1	1	1	-	-
		2%	3%	-%	6%	5%	6%	3%	4%	-%	-%
Answered		33	20	10	7	12	14	15	18	10	4
Mean score		1.3	1.1	1.4	.9	1.1	1.2	1.1	1.1	1.5	1.9

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted Base		68	21	19	18	5	5	33	22	10	6	3	3
Effective base		21	6	4	4	2	2	10	3	3	3	2	1
Weighted Base		40	11	7	7	1	2	16	6	1	*	3	3
Very low	(-2)	1	1	-	-	-	-	1	-	-	-	-	-
		1%	5%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	-	-	*	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
Neither low nor high	(0)	4	*	*	*	*	*	2	*	*	*	-	-
		11%	*%	*%	6%	1%	*%	13%	3%	1%	50%	-%	-%
Quite high	(1)	11	5	2	3	*	-	5	1	*	*	*	-
		28%	49%	30%	44%	17%	-%	31%	21%	44%	17%	14%	-%
Very high	(2)	16	4	4	4	*	*	7	4	1	*	2	3
		41%	33%	50%	49%	82%	25%	41%	75%	56%	32%	86%	100%
Don't Know (DO NOT READ OUT)		8	1	1	*	-	1	2	*	-	-	-	-
		19%	13%	20%	1%	-%	74%	10%	1%	-%	-%	-%	-%
NET: High		28	9	6	7	1	*	11	5	1	*	3	3
		68%	82%	79%	93%	99%	25%	72%	96%	99%	50%	100%	100%
NET: Low		1	1	-	-	-	-	1	-	-	-	-	-
		2%	5%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%
Answered		33	10	6	7	1	1	14	6	1	*	3	3
Mean score		1.3	1.2	1.6	1.4	1.8	2.0	1.2	1.7	1.5	.8	1.9	2.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	c	a	*b	*a	*b	a	*b
Unweighted Base		68	54	48	63	55	45	57	54	31	46	1	21	28	60	2
Effective base		21	18	12	19	16	16	17	17	8	14	1	5	13	19	2
Weighted Base		40	35	24	38	33	34	35	34	17	26	1	4	26	37	2
Very low	(-2)	1	-	-	-	-	-	-	-	-	1	-	-	1	-	1
		1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	2%	-%	33%
Quite low	(-1)	*	*	*	*	*	-	*	*	-	*	-	-	*	-	-
		1%	1%	1%	1%	1%	-%	1%	1%	-%	1%	-%	-%	1%	-%	-%
Neither low nor high	(0)	4	4	3	4	3	3	3	4	1	3	-	*	3	3	1
		11%	13%	14%	12%	10%	10%	9%	13%	8%	10%	-%	5%	14%	7%	67%
Quite high	(1)	11	11	5	11	11	8	10	11	2	9	-	1	10	11	-
		28%	31%	20%	29%	33%	23%	27%	32%	14%	36%	-%	20%	39%	29%	-%
Very high	(2)	16	12	8	15	11	15	15	11	9	9	1	3	7	16	-
		41%	34%	35%	39%	34%	45%	42%	32%	51%	34%	100%	75%	28%	44%	-%
Don't Know (DO NOT READ OUT)		8	8	7	8	8	7	7	8	5	4	-	-	4	8	-
		19%	21%	30%	20%	23%	22%	21%	22%	27%	17%	-%	-%	17%	20%	-%
NET: High		28	23	13	26	22	23	24	22	11	18	1	4	17	27	-
		68%	65%	55%	68%	67%	69%	69%	64%	65%	70%	100%	95%	67%	73%	-%
NET: Low		1	*	*	*	*	-	*	*	-	1	-	-	1	-	1
		2%	1%	1%	1%	1%	-%	1%	1%	-%	3%	-%	-%	3%	-%	33%
Answered		33	27	17	31	26	26	28	26	13	21	1	4	22	30	2
Mean score		1.3	1.2	1.3	1.3	1.3	1.5	1.4	1.2	1.6	1.2	2.0	1.7	1.1	1.5	-.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	*a	*b	*c	*a	*b	*c	a	b
Unweighted Base		68	31	37	17	29	22	25	14	26	38	30
Effective base		21	4	17	4	9	9	8	3	9	10	11
Weighted Base		40	7	33	10	13	17	20	6	13	20	21
Very low	(-2)	1	1	-	-	-	1	-	-	1	1	-
		1%	8%	-%	-%	-%	3%	-%	-%	4%	3%	-%
Quite low	(-1)	*	*	*	*	*	-	*	-	-	*	*
		1%	*%	1%	*%	2%	-%	*%	-%	-%	*%	1%
Neither low nor high	(0)	4	1	4	-	*	4	*	*	4	4	1
		11%	14%	11%	-%	2%	24%	1%	2%	31%	20%	3%
Quite high	(1)	11	1	10	4	5	3	3	2	5	4	7
		28%	11%	31%	38%	35%	16%	14%	29%	40%	19%	36%
Very high	(2)	16	2	15	6	7	4	11	4	2	5	11
		41%	22%	45%	61%	51%	21%	55%	69%	13%	27%	53%
Don't Know (DO NOT READ OUT)		8	3	4	-	1	6	6	-	2	6	1
		19%	44%	13%	-%	11%	35%	30%	-%	12%	31%	7%
NET: High		28	2	25	10	11	6	14	5	7	9	19
		68%	34%	76%	100%	85%	37%	69%	98%	53%	46%	89%
												a
NET: Low		1	1	*	*	*	1	*	-	1	1	*
		2%	8%	1%	*%	2%	3%	*%	-%	4%	3%	1%
Answered		33	4	29	10	12	11	14	6	12	13	19
Mean score		1.3	.7	1.4	1.6	1.5	.8	1.8	1.7	.6	1.0	1.5

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 227 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:The quality of the postal services provided by FedEx in the last 12 months

Base: All those who use FedEx (QV4=9)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	a	*b
Unweighted Base		68	16	25	13	14	41	27
Effective base		21	5	4	5	6	10	12
Weighted Base		40	11	10	9	11	21	19
Very low	(-2)	1	1	-	-	-	1	-
		1%	5%	-%	-%	-%	3%	-%
Quite low	(-1)	*	*	-	*	-	*	*
		1%	*%	-%	3%	-%	*%	1%
Neither low nor high	(0)	4	2	1	*	1	3	1
		11%	22%	7%	3%	11%	14%	8%
Quite high	(1)	11	1	*	4	6	1	10
		28%	9%	3%	49%	53%	6%	51%
Very high	(2)	16	1	9	4	2	10	6
		41%	10%	90%	43%	23%	48%	32%
Don't Know (DO NOT READ OUT)		8	6	*	*	1	6	2
		19%	54%	*%	2%	13%	28%	8%
NET: High		28	2	9	8	8	11	16
		68%	19%	93%	92%	76%	55%	83%
NET: Low		1	1	-	*	-	1	*
		2%	5%	-%	3%	-%	3%	1%
Answered		33	5	10	9	9	15	18
Mean score		1.3	.4	1.8	1.4	1.1	1.4	1.2

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 228

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects: The quality of the postal services provided by Secured Mail in the last 12 months

Base: All those who use Secured Mail (QV4=10)

			Method	Business Size 1					Business Size 2						
		Total base	CAWI	0-9	10-49	50-99	100-249	10+	0	1 - 4	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%				*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		8	8	2	1	1	4	6	1	1	2	4	2	1	5
Effective base		2	2	1	1	1	4	1	1	1	1	4	1	1	1
Weighted Base		2	2	1	*	*	*	*	*	1	*	*	1	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	*	-	-	-	*	*	-	-	-	*	-	-	*
		*%	*%	-%	-%	-%	20%	*%	-%	-%	-%	20%	-%	-%	2%
Quite high	(1)	1	1	1	*	-	*	*	-	1	*	*	1	*	*
		81%	81%	81%	100%	-%	31%	81%	-%	100%	82%	31%	81%	100%	3%
Very high	(2)	*	*	*	-	*	*	*	*	-	*	*	*	-	*
		19%	19%	19%	-%	100%	50%	18%	100%	-%	18%	50%	19%	-%	94%
NET: High		2	2	1	*	*	*	*	*	1	*	*	1	*	*
		100%	100%	100%	100%	100%	80%	100%	100%	100%	100%	80%	100%	100%	98%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	2	1	*	*	*	*	*	1	*	*	1	*	*
Mean score		1.2	1.2	1.2	1.0	2.0	1.3	1.2	2.0	1.0	1.2	1.3	1.2	1.0	1.9

Columns Tested:: a,b,c,d,e - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 228 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects: The quality of the postal services provided by Secured Mail in the last 12 months

Base: All those who use Secured Mail (QV4=10)

			Turnover			GOR (QC3)					Industry			Urbanity
		Total base	£0-£99,999	£100,000 -£499,999	£1,000,000 -£1,499,999	North West	South East	England	Wales	Northern Ireland	Manufacturing	Retail/ Distribution	Non Financial	Urban
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	
Unweighted Base		8	3	4	1	1	1	2	2	4	1	2	4	8
Effective base		2	2	4	1	1	1	2	2	4	1	1	2	2
Weighted Base		2	2	*	*	*	1	1	*	*	*	*	*	2
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	-	*	-	-	-	-	-	*	-	-	*	*
		*%	-%	20%	-%	-%	-%	-%	-%	20%	-%	-%	1%	*%
Quite high	(1)	1	1	*	-	*	1	1	-	*	-	*	-	1
		81%	85%	31%	-%	100%	100%	100%	-%	31%	-%	100%	-%	81%
Very high	(2)	*	*	*	*	-	-	-	*	*	*	-	*	*
		19%	15%	50%	100%	-%	-%	-%	100%	50%	100%	-%	99%	19%
NET: High		2	2	*	*	*	1	1	*	*	*	*	*	2
		100%	100%	80%	100%	100%	100%	100%	100%	80%	100%	100%	99%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	2	*	*	*	1	1	*	*	*	*	*	2
Mean score		1.2	1.2	1.3	2.0	1.0	1.0	1.0	2.0	1.3	2.0	1.0	2.0	1.2

Columns Tested:: a,b,c - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 228 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects: The quality of the postal services provided by Secured Mail in the last 12 months

Base: All those who use Secured Mail (QV4=10)

			Location		Internet connection	Role of mail services		Monthly postal spend							Monthly Postal Spend (size)	
		Total base	Head office	Branch / local office	Yes	Critical for communications	Core to business operations	<£100	£100 -<£1000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+	Medium	Large
Significance Level: 95%			*a	*b		*a	*b	*a	*b	*c	*d	*e	*f	*g	*a	*b
Unweighted Base		8	7	1	8	7	1	5	1	1	1	6	2	2	5	3
Effective base		2	2	1	2	2	1	2	1	1	1	2	1	1	2	1
Weighted Base		2	1	*	2	2	*	2	*	*	*	2	*	*	2	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	*	-	*	*	-	-	*	-	-	*	-	-	-	*
		*%	*%	-%	*%	*%	-%	-%	100%	-%	-%	*%	-%	-%	-%	2%
Quite high	(1)	1	1	*	1	1	-	1	-	-	-	1	-	-	1	-
		81%	76%	100%	81%	84%	-%	85%	-%	-%	-%	84%	-%	-%	85%	-%
Very high	(2)	*	*	-	*	*	*	*	-	*	*	*	*	*	*	*
		19%	24%	-%	19%	16%	100%	15%	-%	100%	100%	15%	100%	100%	15%	98%
NET: High		2	1	*	2	2	*	2	-	*	*	2	*	*	2	*
		100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%	98%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	1	*	2	2	*	2	*	*	*	2	*	*	2	*
Mean score		1.2	1.2	1.0	1.2	1.2	2.0	1.2	-	2.0	2.0	1.2	2.0	2.0	1.2	2.0

Columns Tested:: a,b - a,b - a,b,c,d,e,f,g - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 228 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects: The quality of the postal services provided by Secured Mail in the last 12 months

Base: All those who use Secured Mail (QV4=10)

			Types of mail sent						Number of letters/ large letters sent				Number of packets and parcels sent					
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	50-99	100-249	250-499	5,000+	1-24	25-49	50-99	500-4,999	5,000+	250+
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*a	*b	*c	*d	*e	*f
Unweighted Base		8	5	5	7	7	6	4	2	2	2	1	1	1	1	2	2	4
Effective base		2	1	1	2	2	2	2	1	1	2	1	1	1	1	2	1	1
Weighted Base		2	1	*	1	1	1	1	1	*	*	*	*	1	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	*	-	*	*	*	-	*	-	-	-	-	-	*	-	-	-
		*%	*%	-%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	100%	-%	-%	-%
Quite high	(1)	1	1	*	1	1	1	1	1	*	*	-	-	1	-	*	-	*
		81%	93%	81%	95%	76%	76%	95%	100%	99%	50%	-%	-%	100%	-%	50%	-%	4%
Very high	(2)	*	*	*	*	*	*	*	-	*	*	*	*	-	-	*	*	*
		19%	7%	19%	5%	24%	24%	5%	-%	1%	50%	100%	100%	-%	-%	50%	100%	96%
NET: High		2	1	*	1	1	1	1	1	*	*	*	*	1	-	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	1	*	1	1	1	1	1	*	*	*	*	1	*	*	*	*
Mean score		1.2	1.1	1.2	1.1	1.2	1.2	1.1	1.0	1.0	1.5	2.0	2.0	1.0	-	1.5	2.0	2.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 228 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects: The quality of the postal services provided by Secured Mail in the last 12 months

Base: All those who use Secured Mail (QV4=10)

			Frequency - letters/large letters sent			Frequency - parcels and packets			Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Once a week	More than once a week and not daily	Multiple times daily	Once a week	More than once a week but not every day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*a	*b
Unweighted Base		8	2	1	4	1	2	4	6	1	2	6	1	6
Effective base		2	1	1	1	1	1	1	2	1	1	2	1	2
Weighted Base		2	*	*	1	*	*	1	1	*	*	1	*	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	-	*	-	-	*	-	-	*	*	-	*	-
		*%	-%	100%	-%	-%	1%	-%	-%	100%	1%	-%	100%	-%
Quite high	(1)	1	*	-	1	-	-	1	1	-	-	1	-	1
		81%	99%	-%	93%	-%	-%	93%	76%	-%	-%	95%	-%	95%
Very high	(2)	*	*	-	*	*	*	*	*	-	*	*	-	*
		19%	1%	-%	7%	100%	99%	7%	24%	-%	99%	5%	-%	5%
NET: High		2	*	-	1	*	*	1	1	-	*	1	-	1
		100%	100%	-%	100%	100%	99%	100%	100%	-%	99%	100%	-%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	*	*	1	*	*	1	1	*	*	1	*	1
Mean score		1.2	1.0	-	1.1	2.0	2.0	1.1	1.2	-	2.0	1.1	-	1.1

Columns Tested:: a,b,c - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 228 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects: The quality of the postal services provided by Secured Mail in the last 12 months

Base: All those who use Secured Mail (QV4=10)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base		8	2	5	2	5	2	5	5	3	4	5	2	3
Effective base		2	1	1	1	1	2	1	1	1	1	1	1	1
Weighted Base		2	1	*	1	*	*	1	1	1	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	-	*	*	-	-	*	*	-	*	-	-	-
		*%	-%	2%	*%	-%	-%	*%	*%	-%	2%	-%	-%	-%
Quite high	(1)	1	1	*	1	*	-	1	1	1	*	*	-	*
		81%	81%	3%	100%	81%	-%	99%	93%	93%	4%	81%	-%	4%
Very high	(2)	*	*	*	-	*	*	*	*	*	*	*	*	*
		19%	19%	94%	-%	19%	100%	*%	7%	7%	94%	19%	100%	96%
NET: High		2	1	*	1	*	*	1	1	1	*	*	*	*
		100%	100%	98%	100%	100%	100%	100%	100%	100%	98%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	1	*	1	*	*	1	1	1	*	*	*	*
Mean score		1.2	1.2	1.9	1.0	1.2	2.0	1.0	1.1	1.1	1.9	1.2	2.0	2.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 228 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects: The quality of the postal services provided by Secured Mail in the last 12 months

Base: All those who use Secured Mail (QV4=10)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets			Types of services used to send standard letters:	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	First class services	Second class services	Tracked services/ special delivery	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		8	7	4	4	3	2	3	2	3	1	2	2	3	2	2
Effective base		2	2	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		2	1	*	1	1	*	*	*	1	*	*	*	*	1	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	*	-	*	-	-	*	-	-	-	-	-	*	-	-
		*%	*%	-%	*%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%	-%
Quite high	(1)	1	1	*	1	1	-	-	-	1	-	-	-	-	1	-
		81%	76%	1%	100%	93%	-%	-%	-%	93%	-%	-%	-%	-%	100%	-%
Very high	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		19%	24%	99%	*%	7%	100%	99%	100%	7%	100%	100%	100%	99%	*%	100%
NET: High		2	1	*	1	1	*	*	*	1	*	*	*	*	1	*
		100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	99%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	1	*	1	1	*	*	*	1	*	*	*	*	1	*
Mean score		1.2	1.2	2.0	1.0	1.1	2.0	2.0	2.0	1.1	2.0	2.0	2.0	2.0	1.0	2.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 228 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects: The quality of the postal services provided by Secured Mail in the last 12 months

Base: All those who use Secured Mail (QV4=10)

			RM product changes:		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)
		Total base	Lower Cost	Changed from RM to new provider	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e	*a	*b	*c		*a	*b	
Unweighted Base		8	3	1	4	5	7	4	6	6	4	3	5	4	1	7
Effective base		2	1	1	2	1	2	1	2	2	2	1	2	2	1	2
Weighted Base		2	*	1	1	*	2	1	1	2	*	1	1	1	*	2
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	*	-	-	*	*	-	*	*	*	-	*	-	*	-
		*%	1%	-%	-%	*%	*%	-%	*%	*%	1%	-%	*%	-%	100%	-%
Quite high	(1)	1	-	1	1	*	1	1	1	1	-	1	1	1	-	1
		81%	-%	100%	76%	82%	81%	81%	100%	84%	-%	100%	76%	76%	-%	81%
Very high	(2)	*	*	-	*	*	*	*	*	*	*	*	*	*	-	*
		19%	99%	-%	24%	18%	19%	19%	*%	15%	99%	*%	24%	24%	-%	19%
NET: High		2	*	1	1	*	2	1	1	2	*	1	1	1	-	2
		100%	99%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	-%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	*	1	1	*	2	1	1	2	*	1	1	1	*	2
Mean score		1.2	2.0	1.0	1.2	1.2	1.2	1.2	1.0	1.2	2.0	1.0	1.2	1.2	-	1.2

Columns Tested:: a,b - a,b,c,d,e - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 228 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects: The quality of the postal services provided by Secured Mail in the last 12 months

Base: All those who use Secured Mail (QV4=10)

			Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter		
		Total base	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%				*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted Base		8	8	2	5	1	3	4	1	6	2	4	2	2
Effective base		2	2	1	2	1	1	2	1	2	2	4	2	2
Weighted Base		2	2	*	1	1	*	1	*	1	*	*	1	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	*	-	*	-	-	*	-	*	-	*	-	-
		*%	*%	-%	*%	-%	-%	*%	-%	*%	-%	20%	-%	-%
Quite high	(1)	1	1	-	*	1	*	1	-	1	-	*	1	-
		81%	81%	-%	57%	100%	4%	100%	-%	100%	-%	31%	100%	-%
Very high	(2)	*	*	*	*	-	*	*	*	*	*	*	-	*
		19%	19%	100%	43%	-%	96%	*%	100%	*%	100%	50%	-%	100%
NET: High		2	2	*	1	1	*	1	*	1	*	*	1	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	80%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	2	*	1	1	*	1	*	1	*	*	1	*
Mean score		1.2	1.2	2.0	1.4	1.0	2.0	1.0	2.0	1.0	2.0	1.3	1.0	2.0

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 228 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects: The quality of the postal services provided by Secured Mail in the last 12 months

Base: All those who use Secured Mail (QV4=10)

			Half	
		Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b
Unweighted Base		8	4	4
Effective base		2	4	2
Weighted Base		2	*	2
Very low	(-2)	-	-	-
		-%	-%	-%
Quite low	(-1)	-	-	-
		-%	-%	-%
Neither low nor high	(0)	*	*	-
		*%	20%	-%
Quite high	(1)	1	*	1
		81%	31%	81%
Very high	(2)	*	*	*
		19%	50%	19%
NET: High		2	*	2
		100%	80%	100%
NET: Low		-	-	-
		-%	-%	-%
Answered		2	*	2
Mean score		1.2	1.3	1.2

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 229

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e
Unweighted Base		14	2	12	6	3	1	4	8
Effective base		4	1	4	4	2	1	2	4
Weighted Base		7	*	7	7	*	*	*	*
Very low	(-2)	*	-	*	-	*	-	-	*
		1%	-%	1%	-%	25%	-%	-%	16%
Quite low	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	-	*	-	*	-	*	*
		1%	-%	2%	-%	61%	-%	5%	40%
Quite high	(1)	7	*	7	7	*	-	*	*
		97%	100%	97%	100%	14%	-%	51%	19%
Very high	(2)	*	-	*	-	-	*	*	*
		1%	-%	1%	-%	-%	100%	44%	25%
NET: High		7	*	7	7	*	*	*	*
		98%	100%	98%	100%	14%	100%	95%	44%
NET: Low		*	-	*	-	*	-	-	*
		1%	-%	1%	-%	25%	-%	-%	16%
Answered		7	*	7	7	*	*	*	*
Mean score		1.0	1.0	1.0	1.0	-.4	2.0	1.4	.4

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 229 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

			Business Size 2									Turnover			
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*a	*b	*c	*d
Unweighted Base		14	2	3	1	1	3	4	6	3	5	6	3	1	2
Effective base		4	1	2	1	1	2	2	4	2	3	4	1	1	2
Weighted Base		7	2	5	*	*	*	*	7	*	*	7	*	*	*
Very low	(-2)	*	-	-	-	-	*	-	-	*	-	-	-	-	*
		1%	-%	-%	-%	-%	23%	-%	-%	25%	-%	-%	-%	-%	65%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	-	-	-	-	*	*	-	*	*	*	*	-	-
		1%	-%	-%	-%	-%	55%	5%	-%	61%	3%	2%	1%	-%	-%
Quite high	(1)	7	2	5	*	*	-	*	7	*	*	7	*	-	-
		97%	100%	100%	100%	100%	-%	51%	100%	14%	28%	98%	99%	-%	-%
Very high	(2)	*	-	-	-	-	*	*	-	-	*	-	-	*	*
		1%	-%	-%	-%	-%	22%	44%	-%	-%	69%	-%	-%	100%	35%
NET: High		7	2	5	*	*	*	*	7	*	*	7	*	*	*
		98%	100%	100%	100%	100%	22%	95%	100%	14%	97%	98%	99%	100%	35%
NET: Low		*	-	-	-	-	*	-	-	*	-	-	-	-	*
		1%	-%	-%	-%	-%	23%	-%	-%	25%	-%	-%	-%	-%	65%
Answered		7	2	5	*	*	*	*	7	*	*	7	*	*	*
Mean score		1.0	1.0	1.0	1.0	1.0	*	1.4	1.0	-.4	1.7	1.0	1.0	2.0	-.6

Columns Tested:: a,b,c,d,e,f,g,h,i - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 229 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

			GOR (QC3)							
		Total base	East of England	South East	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base		14	1	3	1	1	6	4	2	2
Effective base		4	1	2	1	1	3	2	1	2
Weighted Base		7	1	5	*	*	6	*	*	*
Very low	(-2)	*	-	-	-	-	-	-	*	-
		1%	-%	-%	-%	-%	-%	-%	12%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	-	-	-	-	-	*	-	*
		1%	-%	-%	-%	-%	-%	23%	-%	61%
Quite high	(1)	7	1	5	*	-	6	*	*	*
		97%	100%	100%	100%	-%	100%	67%	88%	39%
Very high	(2)	*	-	-	-	*	*	*	-	-
		1%	-%	-%	-%	100%	*%	10%	-%	-%
NET: High		7	1	5	*	*	6	*	*	*
		98%	100%	100%	100%	100%	100%	77%	88%	39%
NET: Low		*	-	-	-	-	-	-	*	-
		1%	-%	-%	-%	-%	-%	-%	12%	-%
Answered		7	1	5	*	*	6	*	*	*
Mean score		1.0	1.0	1.0	1.0	2.0	1.0	.9	.6	.4

Columns Tested:: a,b,c,d,e,f,g,h

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 229 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

			Industry							Urbanity		Location		Internet connection
		Total base	Manufacturing	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial		Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*f		*a	*b	*a	*b	
Unweighted Base		14	2	1	2	1	1	6		12	2	12	2	14
Effective base		4	1	1	1	1	1	1		4	1	4	1	4
Weighted Base		7	1	*	*	3	*	1		7	*	4	3	7
Very low	(-2)	*	-	-	-	-	-	*		*	-	-	*	*
		1%	-%	-%	-%	-%	-%	3%		1%	-%	-%	2%	1%
Quite low	(-1)	-	-	-	-	-	-	-		-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%
Neither low nor high	(0)	*	*	-	-	-	*	-		*	-	*	-	*
		1%	*%	-%	-%	-%	100%	-%		2%	-%	2%	-%	1%
Quite high	(1)	7	1	*	*	3	-	1		7	*	4	3	7
		97%	100%	100%	92%	100%	-%	94%		97%	100%	96%	98%	97%
Very high	(2)	*	-	-	*	-	-	*		*	-	*	-	*
		1%	-%	-%	8%	-%	-%	3%		1%	-%	1%	-%	1%
NET: High		7	1	*	*	3	-	1		7	*	4	3	7
		98%	100%	100%	100%	100%	-%	97%		98%	100%	98%	98%	98%
NET: Low		*	-	-	-	-	-	*		*	-	-	*	*
		1%	-%	-%	-%	-%	-%	3%		1%	-%	-%	2%	1%
Answered		7	1	*	*	3	*	1		7	*	4	3	7
Mean score		1.0	1.0	1.0	1.1	1.0	-	.9		1.0	1.0	1.0	1.0	1.0

Columns Tested:: a,b,c,d,e,f - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 229 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

			Role of mail services			Monthly postal spend								Monthly Postal Spend (size)		
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c
Unweighted Base		14	2	9	3	5	6	1	1	1	11	3	2	1	4	9
Effective base		4	1	2	1	3	2	1	1	1	4	2	1	1	2	2
Weighted Base		7	2	4	2	3	4	*	*	*	7	*	*	*	2	4
Very low	(-2)	*	-	*	-	-	*	-	-	-	*	-	-	-	-	*
		1%	-%	1%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	1%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	-	*	-	*	*	-	-	-	*	-	-	-	*	*
		1%	-%	3%	-%	*%	2%	-%	-%	-%	1%	-%	-%	-%	*%	2%
Quite high	(1)	7	2	4	2	3	4	*	*	-	7	*	*	*	2	4
		97%	100%	95%	99%	100%	96%	100%	100%	-%	97%	54%	7%	100%	100%	95%
Very high	(2)	*	-	*	*	-	*	-	-	*	*	*	*	-	-	*
		1%	-%	1%	1%	-%	1%	-%	-%	100%	1%	46%	93%	-%	-%	1%
NET: High		7	2	4	2	3	4	*	*	*	7	*	*	*	2	4
		98%	100%	96%	100%	100%	97%	100%	100%	100%	98%	100%	100%	100%	100%	97%
NET: Low		*	-	*	-	-	*	-	-	-	*	-	-	-	-	*
		1%	-%	1%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	1%
Answered		7	2	4	2	3	4	*	*	*	7	*	*	*	2	4
Mean score		1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	2.0	1.0	1.5	1.9	1.0	1.0	1.0

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 229 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

			Types of mail sent						Number of letters/ large letters sent						Number of packets and parcels sent					
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	1-24	25-49	50-99	500-4,999	5,000+	250+
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f
Unweighted Base		14	8	10	11	9	7	8	2	1	2	2	3	1	4	1	1	2	1	3
Effective base		4	2	3	4	4	2	2	1	1	2	1	2	1	2	1	1	1	1	1
Weighted Base		7	2	5	6	4	4	2	1	*	4	*	*	1	3	1	*	*	*	*
Very low	(-2)	*	*	*	*	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-
		1%	2%	1%	1%	1%	-%	2%	-%	-%	-%	96%	-%	-%	1%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	-	*	*	*	*	-	-	-	-	-	*	-	-	-	-	*	-	*
		1%	-%	*%	*%	*%	3%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%	10%	-%	9%
Quite high	(1)	7	2	5	6	4	4	2	1	*	4	*	*	1	3	1	*	-	*	*
		97%	95%	98%	98%	98%	97%	96%	97%	100%	100%	4%	49%	100%	99%	100%	100%	-%	100%	6%
Very high	(2)	*	*	*	*	*	*	*	*	-	-	-	*	-	-	-	-	*	-	*
		1%	3%	1%	1%	1%	1%	3%	3%	-%	-%	-%	46%	-%	-%	-%	-%	90%	-%	84%
NET: High		7	2	5	6	4	4	2	1	*	4	*	*	1	3	1	*	*	*	*
		98%	98%	99%	99%	99%	97%	98%	100%	100%	100%	4%	95%	100%	99%	100%	100%	90%	100%	91%
NET: Low		*	*	*	*	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-
		1%	2%	1%	1%	1%	-%	2%	-%	-%	-%	96%	-%	-%	1%	-%	-%	-%	-%	-%
Answered		7	2	5	6	4	4	2	1	*	4	*	*	1	3	1	*	*	*	*
Mean score		1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	-1.9	1.4	1.0	1.0	1.0	1.0	1.8	1.0	1.8

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 229 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

			Frequency - letters/large letters sent				Frequency - parcels and packets					Use of parcels		Main Postal provider used: all items	
		Total base	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*a	*b
Unweighted Base		14	2	3	4	2	1	1	3	1	3	8	1	6	8
Effective base		4	1	2	1	1	1	1	1	1	1	3	1	2	3
Weighted Base		7	*	3	3	1	1	*	2	*	1	4	*	2	5
Very low	(-2)	*	-	-	*	-	-	-	-	*	-	-	*	*	-
		1%	-%	-%	2%	-%	-%	-%	-%	100%	-%	-%	100%	2%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	-	-	-	*	-	-	-	-	*	*	-	-	*
		1%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%	-%	-%	2%
Quite high	(1)	7	*	3	3	1	1	*	2	-	1	4	-	2	5
		97%	4%	100%	98%	100%	100%	100%	100%	-%	97%	99%	-%	95%	98%
Very high	(2)	*	*	-	*	-	-	-	-	-	*	*	-	*	*
		1%	96%	-%	1%	-%	-%	-%	-%	-%	2%	1%	-%	2%	*%
NET: High		7	*	3	3	1	1	*	2	-	1	4	-	2	5
		98%	100%	100%	98%	100%	100%	100%	100%	-%	100%	100%	-%	98%	98%
NET: Low		*	-	-	*	-	-	-	-	*	-	-	*	*	-
		1%	-%	-%	2%	-%	-%	-%	-%	100%	-%	-%	100%	2%	-%
Answered		7	*	3	3	1	1	*	2	*	1	4	*	2	5
Mean score		1.0	2.0	1.0	1.0	1.0	1.0	1.0	1.0	-2.0	1.0	1.0	-2.0	1.0	1.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 229 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

			Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		14	5	6	2	7	6	5	2	7	4	7	3
Effective base		4	2	2	2	2	3	1	1	3	1	2	2
Weighted Base		7	3	4	2	2	4	3	1	3	1	2	*
Very low	(-2)	*	*	-	-	*	-	*	-	*	*	*	*
		1%	2%	-%	-%	3%	-%	2%	-%	2%	4%	2%	61%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	-	*	-	*	-	*	-	*	-	-	-
		1%	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%
Quite high	(1)	7	3	4	2	2	4	3	1	2	1	2	*
		97%	98%	99%	100%	96%	99%	97%	100%	97%	92%	97%	39%
Very high	(2)	*	*	*	-	*	*	*	-	*	*	*	-
		1%	1%	1%	-%	1%	1%	1%	-%	1%	4%	1%	-%
NET: High		7	3	4	2	2	4	3	1	2	1	2	*
		98%	98%	100%	100%	97%	100%	98%	100%	98%	96%	98%	39%
NET: Low		*	*	-	-	*	-	*	-	*	*	*	*
		1%	2%	-%	-%	3%	-%	2%	-%	2%	4%	2%	61%
Answered		7	3	4	2	2	4	3	1	3	1	2	*
Mean score		1.0	1.0	1.0	1.0	.9	1.0	1.0	1.0	1.0	.9	1.0	-.8

Columns Tested:: a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 229 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		14	7	7	3	8	6	4	8	8	5	8	7
Effective base		4	2	2	2	3	2	1	2	3	2	2	2
Weighted Base		7	4	4	*	3	2	1	2	5	3	4	2
Very low	(-2)	*	*	*	*	*	*	*	*	*	*	*	*
		1%	1%	1%	61%	2%	3%	4%	2%	1%	1%	1%	2%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	*	-	-	*	*	-	-	-	-	-	-
		1%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Quite high	(1)	7	4	4	*	3	2	1	2	5	3	4	2
		97%	98%	98%	39%	97%	97%	96%	95%	99%	99%	97%	97%
Very high	(2)	*	*	*	-	*	-	-	*	*	-	*	*
		1%	1%	1%	-%	1%	-%	-%	3%	*%	-%	2%	1%
NET: High		7	4	4	*	3	2	1	2	5	3	4	2
		98%	99%	99%	39%	98%	97%	96%	98%	99%	99%	99%	98%
NET: Low		*	*	*	*	*	*	*	*	*	*	*	*
		1%	1%	1%	61%	2%	3%	4%	2%	1%	1%	1%	2%
Answered		7	4	4	*	3	2	1	2	5	3	4	2
Mean score		1.0	1.0	1.0	-.8	1.0	.9	.9	1.0	1.0	1.0	1.0	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 229 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

			Use of RM postal services: parcels and packets				Types of services used to send standard letters:		RM product changes:			Mail received at your location				
		Total base	First class services	Second class services	Tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e
Unweighted Base		14	3	2	3	1	8	6	2	2	1	11	8	12	10	10
Effective base		4	1	1	1	1	3	1	2	1	1	4	1	4	3	3
Weighted Base		7	*	*	*	*	5	1	3	*	1	4	2	4	6	6
Very low	(-2)	*	*	*	*	*	*	*	-	-	-	*	*	*	*	*
		1%	14%	96%	14%	100%	1%	3%	-%	-%	-%	1%	3%	1%	1%	1%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	-	-	-	-	-	-	-	*	-	-	*	*	*	*
		1%	-%	-%	-%	-%	-%	-%	-%	98%	-%	-%	6%	2%	2%	*%
Quite high	(1)	7	*	*	*	-	5	1	3	*	1	4	1	4	5	6
		97%	86%	4%	86%	-%	99%	95%	100%	2%	100%	97%	87%	95%	96%	98%
Very high	(2)	*	-	-	-	-	*	*	-	-	-	*	*	*	*	*
		1%	-%	-%	-%	-%	*%	2%	-%	-%	-%	2%	4%	1%	1%	1%
NET: High		7	*	*	*	-	5	1	3	*	1	4	1	4	5	6
		98%	86%	4%	86%	-%	99%	97%	100%	2%	100%	99%	91%	97%	97%	99%
NET: Low		*	*	*	*	*	*	*	-	-	-	*	*	*	*	*
		1%	14%	96%	14%	100%	1%	3%	-%	-%	-%	1%	3%	1%	1%	1%
Answered		7	*	*	*	*	5	1	3	*	1	4	2	4	6	6
Mean score		1.0	.6	-1.9	.6	-2.0	1.0	.9	1.0	*	1.0	1.0	.9	1.0	1.0	1.0

Columns Tested:: a,b,c,d - a,b - a,b,c - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 229 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

			Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%			*a	*b	*c		*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		14	8	11	3	10	6	7	12	1	7	7	2	6	6
Effective base		4	2	3	1	4	3	2	4	1	2	3	1	2	2
Weighted Base		7	4	3	1	7	5	2	7	*	4	3	3	2	2
Very low	(-2)	*	*	*	*	*	-	*	*	-	-	*	-	-	*
		1%	1%	1%	4%	1%	-%	2%	1%	-%	-%	1%	-%	-%	2%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	*	*	-	-	*	-	*	-	*	-	-	*	-
		1%	3%	3%	-%	-%	2%	-%	*%	-%	3%	-%	-%	5%	-%
Quite high	(1)	7	4	3	1	7	5	2	7	*	4	3	3	2	2
		97%	96%	94%	96%	98%	98%	94%	98%	100%	97%	96%	100%	92%	97%
Very high	(2)	*	*	*	-	*	-	*	*	-	-	*	-	*	*
		1%	1%	2%	-%	1%	-%	3%	1%	-%	-%	2%	-%	2%	1%
NET: High		7	4	3	1	7	5	2	7	*	4	3	3	2	2
		98%	96%	96%	96%	99%	98%	98%	99%	100%	97%	99%	100%	95%	98%
NET: Low		*	*	*	*	*	-	*	*	-	-	*	-	-	*
		1%	1%	1%	4%	1%	-%	2%	1%	-%	-%	1%	-%	-%	2%
Answered		7	4	3	1	7	5	2	7	*	4	3	3	2	2
Mean score		1.0	.9	1.0	.9	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Columns Tested:: a,b,c - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 229 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects: The quality of the postal services provided by DX in the last 12 months

Base: All those who use DX (QV4=11)

			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter				Half	
		Total base	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*d	*a	*b
Unweighted Base		14	6	3	4	9	5	4	5	4	1	9	5
Effective base		4	3	1	4	3	2	1	3	3	1	3	4
Weighted Base		7	6	1	*	5	2	*	*	5	1	1	7
Very low	(-2)	*	-	-	*	*	-	-	*	-	-	*	-
		1%	-%	-%	37%	1%	-%	-%	22%	-%	-%	8%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	-	*	-	*	-	-	*	-	-	*	-
		1%	-%	10%	-%	2%	-%	-%	55%	-%	-%	19%	-%
Quite high	(1)	7	6	1	*	5	2	*	*	5	1	*	7
		97%	100%	90%	42%	97%	97%	94%	1%	100%	100%	62%	100%
Very high	(2)	*	-	-	*	-	*	*	*	-	-	*	-
		1%	-%	-%	20%	-%	3%	6%	22%	-%	-%	11%	-%
NET: High		7	6	1	*	5	2	*	*	5	1	*	7
		98%	100%	90%	63%	97%	100%	100%	23%	100%	100%	74%	100%
NET: Low		*	-	-	*	*	-	-	*	-	-	*	-
		1%	-%	-%	37%	1%	-%	-%	22%	-%	-%	8%	-%
Answered		7	6	1	*	5	2	*	*	5	1	1	7
Mean score		1.0	1.0	.9	.1	1.0	1.0	1.1	*	1.0	1.0	.7	1.0

Columns Tested:: a,b,c - a,b - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 230

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate MHI (Mail Handling International) on each of the following aspects: The quality of the postal services provided by MHI (Mail Handling International) in the last 12 months

Base: All those who use MHI (Mail Handling International) (QV4=12)

			Method	Business Size 1	Business Size 2		Turnover	GOR (QC3)		Urbanity	Location	Internet connection	Role of mail services	Monthly postal spend	
		Total base	CAWI	0-9	1 - 4	Micro (0-9)	£0-£99,999	South East	England	Urban	Head office	Yes	Critical for communications	<£100	0-<£1000
Significance Level: 95%					*a	*b		*a	*b					*a	*b
Unweighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	(2)	1	1	1	1	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: High		1	1	1	1	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 230 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate MHI (Mail Handling International) on each of the following aspects: The quality of the postal services provided by MHI (Mail Handling International) in the last 12 months

Base: All those who use MHI (Mail Handling International) (QV4=12)

			Monthly Postal Spend (size)	Types of mail sent					Number of letters/ large letters sent	Number of packets and parcels sent	Frequency - letters/ large letters sent	Frequency - parcels and packets	Use of parcels	Main Postal provider used: all items	Main Postal provider - volume: letters and large letters	Main Postal provider - volume: parcels and packets	Main Postal provider: contract value - letters and large letters	Main Postal provider: contract value - parcels and packets
		Total base	Medium	Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	50-99	25-49	Multiple times daily	Multiple times daily	Parcel post used for fulfillment	Provider other than Royal Mail	Provider other than Royal Mail	Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%				*a	*b	*c	*d	*e									*a	
Unweighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	(2)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: High		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 230 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate MHI (Mail Handling International) on each of the following aspects: The quality of the postal services provided by MHI (Mail Handling International) in the last 12 months

Base: All those who use MHI (Mail Handling International) (QV4=12)

			Types of services used: letters		Types of services used: parcels and packets		Use of RM postal services	Use of RM postal services: letters and large letters	Types of services used to send standard letters:	RM product changes:	Mail received at your location				Types of services for received mail	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	Urgent, Tracked or Timed Services	International / Cross border	Letters	Second class services	First class services	Changed from RM to new provider	Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	International / Cross border
Significance Level: 95%			*a	*b	*a	*b					*a	*b	*c	*d	*a	*b
Unweighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	(2)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: High		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b - a,b - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 230 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate MHI (Mail Handling International) on each of the following aspects: The quality of the postal services provided by MHI (Mail Handling International) in the last 12 months

Base: All those who use MHI (Mail Handling International) (QV4=12)

			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail	Considered trying provider other than RM	Have moved to communication methods other than post	Quarter	Half
		Total base	Satisfied	Yes	Satisfied	Yes	Decrease	Yes - not tried	Yes	Q3 2021	Q3-4 2021
Significance Level: 95%										*a	
Unweighted Base		1	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1
Weighted Base		1	1	1	1	1	1	1	1	1	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	(2)	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: High		1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	1	1	1	1	1	1	1	1	1
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: None

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 231

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months

Base: All those who use Pitney Bowes (QV4=13)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e
Unweighted Base		17	2	15	9	4	2	2	8
Effective base		7	2	5	6	1	2	1	2
Weighted Base		13	2	11	13	1	*	*	1
Very low	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	2	2	-	-	-	-
		13%	-%	16%	14%	-%	-%	-%	-%
Neither low nor high	(0)	1	-	1	1	-	*	-	*
		5%	-%	7%	6%	-%	29%	-%	4%
Quite high	(1)	8	2	6	8	*	-	*	*
		57%	79%	52%	60%	7%	-%	100%	10%
Very high	(2)	3	1	3	3	1	*	-	1
		24%	21%	25%	21%	93%	71%	-%	86%
NET: High		11	2	9	10	1	*	*	1
		81%	100%	77%	81%	100%	71%	100%	96%
NET: Low		2	-	2	2	-	-	-	-
		13%	-%	16%	14%	-%	-%	-%	-%
Answered		13	2	11	13	1	*	*	1
Mean score		.9	1.2	.9	.9	1.9	1.4	1.0	1.8

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 231 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months

Base: All those who use Pitney Bowes (QV4=13)

			Business Size 2								Turnover				
		Total base	0	1 - 4	5 - 9	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		17	3	4	2	6	2	9	4	4	2	6	2	1	4
Effective base		7	2	3	2	2	1	6	1	3	1	4	1	1	2
Weighted Base		13	6	3	4	1	*	13	1	*	4	7	1	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	-	2	-	-	2	-	-	-	2	-	-	-
		13%	-%	-%	48%	-%	-%	14%	-%	-%	-%	24%	-%	-%	-%
Neither low nor high	(0)	1	-	1	-	*	-	1	-	*	1	-	*	-	-
		5%	-%	22%	-%	4%	-%	6%	-%	22%	19%	-%	2%	-%	-%
Quite high	(1)	8	6	-	2	*	*	8	*	*	3	5	-	-	*
		57%	96%	-%	52%	6%	100%	60%	7%	22%	81%	62%	-%	-%	23%
Very high	(2)	3	*	2	-	1	-	3	1	*	-	1	1	*	*
		24%	4%	78%	-%	90%	-%	21%	93%	56%	-%	14%	98%	100%	77%
NET: High		11	6	2	2	1	*	10	1	*	3	6	1	*	*
		81%	100%	78%	52%	96%	100%	81%	100%	78%	81%	76%	98%	100%	100%
NET: Low		2	-	-	2	-	-	2	-	-	-	2	-	-	-
		13%	-%	-%	48%	-%	-%	14%	-%	-%	-%	24%	-%	-%	-%
Answered		13	6	3	4	1	*	13	1	*	4	7	1	*	*
Mean score		.9	1.0	1.6	*	1.9	1.0	.9	1.9	1.3	.8	.7	2.0	2.0	1.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 231 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months

Base: All those who use Pitney Bowes (QV4=13)

			GOR (QC3)								Industry			
		Total base	East of England	Greater London	South East	West Midlands	Yorkshire and the Humber	England	Wales	Northern Ireland	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d
Unweighted Base		17	1	2	3	1	2	9	4	4	4	1	2	9
Effective base		7	1	2	3	1	1	6	2	3	2	1	2	3
Weighted Base		13	1	4	5	3	1	13	*	*	5	1	*	4
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	2	-	-	-	2	-	-	2	-	-	-
		13%	-%	48%	-%	-%	-%	14%	-%	-%	33%	-%	-%	-%
Neither low nor high	(0)	1	1	-	-	-	-	1	-	*	-	-	*	1
		5%	100%	-%	-%	-%	-%	5%	-%	24%	-%	-%	58%	18%
Quite high	(1)	8	-	2	3	3	*	8	*	-	3	-	-	2
		57%	-%	52%	53%	100%	4%	59%	13%	-%	57%	-%	-%	49%
Very high	(2)	3	-	-	2	-	1	3	*	*	1	1	*	1
		24%	-%	-%	47%	-%	96%	22%	87%	76%	10%	100%	42%	34%
NET: High		11	-	2	5	3	1	10	*	*	4	1	*	3
		81%	-%	52%	100%	100%	100%	81%	100%	76%	67%	100%	42%	82%
NET: Low		2	-	2	-	-	-	2	-	-	2	-	-	-
		13%	-%	48%	-%	-%	-%	14%	-%	-%	33%	-%	-%	-%
Answered		13	1	4	5	3	1	13	*	*	5	1	*	4
Mean score		.9	-	*	1.5	1.0	2.0	.9	1.9	1.5	.4	2.0	.8	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 231 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months

Base: All those who use Pitney Bowes (QV4=13)

			Urbanity		Location		Internet connection	Role of mail services		
		Total base	Urban	Rural	Head office	Branch / local office	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*a	*b		*a	*b	*c
Unweighted Base		17	16	1	10	7	17	9	3	5
Effective base		7	6	1	5	2	7	5	3	2
Weighted Base		13	12	1	11	2	13	8	*	5
Very low	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	2	-	2	2	-	-
		13%	15%	-%	16%	-%	13%	21%	-%	-%
Neither low nor high	(0)	1	1	-	1	-	1	1	-	-
		5%	6%	-%	6%	-%	5%	9%	-%	-%
Quite high	(1)	8	8	-	8	*	8	3	*	5
		57%	64%	-%	67%	2%	57%	32%	39%	98%
Very high	(2)	3	2	1	1	2	3	3	*	*
		24%	16%	100%	11%	98%	24%	38%	61%	2%
NET: High		11	10	1	9	2	11	6	*	5
		81%	79%	100%	78%	100%	81%	70%	100%	100%
NET: Low		2	2	-	2	-	2	2	-	-
		13%	15%	-%	16%	-%	13%	21%	-%	-%
Answered		13	12	1	11	2	13	8	*	5
Mean score		.9	.8	2.0	.7	2.0	.9	.9	1.6	1.0

Columns Tested:: a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 231 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months

Base: All those who use Pitney Bowes (QV4=13)

			Monthly postal spend									Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted Base		17	4	7	1	1	1	1	2	11	6	5	1	3	13
Effective base		7	2	3	1	1	1	1	2	5	2	2	1	2	5
Weighted Base		13	4	6	*	*	2	1	*	10	3	3	*	4	9
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	-	-	-	2	-	-	-	2	2	-	-	2
		13%	-%	-%	-%	-%	100%	-%	-%	-%	58%	58%	-%	-%	19%
Neither low nor high	(0)	1	1	*	-	-	-	-	-	1	-	-	-	1	*
		5%	18%	*%	-%	-%	-%	-%	-%	7%	-%	-%	-%	18%	*%
Quite high	(1)	8	3	5	*	-	-	-	*	8	*	*	-	3	5
		57%	68%	77%	100%	-%	-%	-%	26%	74%	1%	1%	-%	69%	52%
Very high	(2)	3	1	1	-	*	-	1	*	2	1	1	*	1	3
		24%	14%	23%	-%	100%	-%	100%	74%	19%	42%	42%	100%	13%	29%
NET: High		11	3	6	*	*	-	1	*	10	1	1	*	3	8
		81%	82%	100%	100%	100%	-%	100%	100%	93%	42%	42%	100%	82%	81%
NET: Low		2	-	-	-	-	2	-	-	-	2	2	-	-	2
		13%	-%	-%	-%	-%	100%	-%	-%	-%	58%	58%	-%	-%	19%
Answered		13	4	6	*	*	2	1	*	10	3	3	*	4	9
Mean score		.9	1.0	1.2	1.0	2.0	-1.0	2.0	1.7	1.1	.3	.3	2.0	1.0	.9

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 231 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months

Base: All those who use Pitney Bowes (QV4=13)

			Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent				
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	500-4,999	5,000+	250+
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base		17	15	10	15	9	7	9	6	1	2	1	1	2	2	4	1	1	3	4
Effective base		7	5	3	5	3	3	4	4	1	1	1	1	1	2	1	1	1	2	2
Weighted Base		13	9	6	9	3	6	9	7	*	2	*	*	*	*	2	*	*	1	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-
		13%	19%	-%	19%	-%	-%	-%	-%	-%	99%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	1	1	1	1	*	-	1	1	-	-	-	-	-	-	*	-	-	-	-
		5%	8%	13%	8%	1%	-%	8%	10%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Quite high	(1)	8	5	5	5	*	5	8	5	-	-	*	*	*	-	*	-	*	-	*
		57%	49%	84%	49%	2%	78%	88%	63%	-%	-%	100%	100%	16%	-%	3%	-%	100%	-%	2%
Very high	(2)	3	2	*	2	3	1	*	2	*	*	-	-	*	*	1	*	-	1	1
		24%	24%	3%	24%	97%	22%	4%	27%	100%	1%	-%	-%	84%	100%	95%	100%	-%	100%	98%
NET: High		11	7	5	7	3	6	8	7	*	*	*	*	*	*	1	*	*	1	1
		81%	74%	87%	74%	99%	100%	92%	90%	100%	1%	100%	100%	100%	100%	98%	100%	100%	100%	100%
NET: Low		2	2	-	2	-	-	-	-	-	2	-	-	-	-	-	-	-	-	-
		13%	19%	-%	19%	-%	-%	-%	-%	-%	99%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		13	9	6	9	3	6	9	7	*	2	*	*	*	*	2	*	*	1	1
Mean score		.9	.8	.9	.8	2.0	1.2	1.0	1.2	2.0	-1.0	1.0	1.0	1.8	2.0	1.9	2.0	1.0	2.0	2.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 231 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months

Base: All those who use Pitney Bowes (QV4=13)

			Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels		
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c
Unweighted Base		17	3	1	5	5	1	2	2	1	2	2	4	3	2
Effective base		7	2	1	2	1	1	1	1	1	2	2	2	2	2
Weighted Base		13	3	*	4	2	*	2	1	*	*	*	*	2	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	-	-	-	-	-	-	-	-	-	-	-
		13%	52%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	1	-	-	1	-	-	-	-	*	-	-	-	-	*
		5%	-%	-%	18%	-%	-%	-%	-%	100%	-%	-%	-%	-%	39%
Quite high	(1)	8	-	-	3	2	-	-	-	-	*	*	*	-	*
		57%	-%	-%	69%	98%	-%	-%	-%	-%	69%	26%	7%	-%	61%
Very high	(2)	3	2	*	1	*	*	2	1	-	*	*	*	2	-
		24%	48%	100%	13%	2%	100%	100%	100%	-%	31%	74%	93%	100%	-%
NET: High		11	2	*	3	2	*	2	1	-	*	*	*	2	*
		81%	48%	100%	82%	100%	100%	100%	100%	-%	100%	100%	100%	100%	61%
NET: Low		2	2	-	-	-	-	-	-	-	-	-	-	-	-
		13%	52%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		13	3	*	4	2	*	2	1	*	*	*	*	2	*
Mean score		.9	.4	2.0	.9	1.0	2.0	2.0	2.0	-	1.3	1.7	1.9	2.0	.6

Columns Tested:: a,b,c,d,e - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 231 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months

Base: All those who use Pitney Bowes (QV4=13)

			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		17	7	10	8	7	3	5	5	8	3	6	7	13	5
Effective base		7	2	5	2	3	1	1	2	3	2	2	3	4	1
Weighted Base		13	3	11	3	7	*	2	3	6	*	3	7	7	3
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	2	-	-	-	2	-	-	-	2	-	-
		13%	63%	-%	62%	-%	-%	-%	64%	-%	-%	-%	26%	-%	-%
Neither low nor high	(0)	1	1	-	1	-	*	-	1	*	-	*	-	1	*
		5%	26%	-%	26%	-%	10%	-%	26%	*%	-%	1%	-%	10%	1%
Quite high	(1)	8	*	8	*	5	-	*	*	5	-	*	5	5	3
		57%	2%	72%	2%	69%	-%	4%	1%	75%	-%	3%	69%	62%	96%
Very high	(2)	3	*	3	*	2	*	2	*	2	*	2	*	2	*
		24%	10%	28%	10%	31%	90%	96%	9%	24%	100%	96%	5%	28%	3%
NET: High		11	*	11	*	7	*	2	*	6	*	2	5	7	3
		81%	11%	100%	12%	100%	90%	100%	10%	100%	100%	99%	74%	90%	99%
NET: Low		2	2	-	2	-	-	-	2	-	-	-	2	-	-
		13%	63%	-%	62%	-%	-%	-%	64%	-%	-%	-%	26%	-%	-%
Answered		13	3	11	3	7	*	2	3	6	*	3	7	7	3
Mean score		.9	-.4	1.3	-.4	1.3	1.8	2.0	-.5	1.2	2.0	2.0	.5	1.2	1.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 231 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months

Base: All those who use Pitney Bowes (QV4=13)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		17	5	10	6	7	4	3	13	9	5	11	10	1
Effective base		7	2	3	1	3	4	3	5	3	2	4	3	1
Weighted Base		13	5	6	3	3	*	*	9	5	*	7	5	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	-	-	-	-	-	2	-	-	2	-	-
		13%	-%	-%	-%	-%	-%	-%	20%	-%	-%	25%	-%	-%
Neither low nor high	(0)	1	-	1	*	-	*	*	1	1	*	1	1	-
		5%	-%	13%	1%	-%	25%	30%	8%	13%	8%	10%	13%	-%
Quite high	(1)	8	5	5	3	*	*	*	5	5	*	3	5	-
		57%	98%	84%	94%	2%	40%	48%	52%	85%	13%	39%	85%	-%
Very high	(2)	3	*	*	*	3	*	*	2	*	*	2	*	*
		24%	2%	3%	5%	98%	36%	22%	20%	2%	79%	25%	2%	100%
NET: High		11	5	5	3	3	*	*	6	5	*	5	5	*
		81%	100%	87%	99%	100%	75%	70%	72%	87%	92%	64%	87%	100%
NET: Low		2	-	-	-	-	-	-	2	-	-	2	-	-
		13%	-%	-%	-%	-%	-%	-%	20%	-%	-%	25%	-%	-%
Answered		13	5	6	3	3	*	*	9	5	*	7	5	*
Mean score		.9	1.0	.9	1.0	2.0	1.1	.9	.7	.9	1.7	.6	.9	2.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 231 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months

Base: All those who use Pitney Bowes (QV4=13)

			Use of RM postal services: parcels and packets				Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*a	*b	*c	*d
Unweighted Base		17	4	4	2	1	8	10	1	3	1	2
Effective base		7	4	4	1	1	3	3	1	2	1	1
Weighted Base		13	*	*	*	*	5	5	*	3	2	3
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	-	-	-	-	-	-	-	2	-
		13%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Neither low nor high	(0)	1	*	*	-	-	1	1	-	1	-	-
		5%	25%	25%	-%	-%	15%	13%	-%	28%	-%	-%
Quite high	(1)	8	*	*	*	*	3	5	-	2	-	3
		57%	40%	40%	16%	100%	56%	85%	-%	72%	-%	99%
Very high	(2)	3	*	*	*	-	1	*	*	-	-	*
		24%	36%	36%	84%	-%	29%	2%	100%	-%	-%	1%
NET: High		11	*	*	*	*	4	5	*	2	-	3
		81%	75%	75%	100%	100%	85%	87%	100%	72%	-%	100%
NET: Low		2	-	-	-	-	-	-	-	-	2	-
		13%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Answered		13	*	*	*	*	5	5	*	3	2	3
Mean score		.9	1.1	1.1	1.8	1.0	1.1	.9	2.0	.7	-1.0	1.0

Columns Tested:: a,b,c,d - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 231 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months

Base: All those who use Pitney Bowes (QV4=13)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c		*a	*b	*a	*b
Unweighted Base		17	16	12	17	10	10	11	14	7	12	7	7	13	2
Effective base		7	6	3	7	3	4	4	5	3	4	4	2	4	1
Weighted Base		13	12	7	13	7	9	9	10	7	8	7	5	9	2
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	2	-	-	2	-	-	-	2	-	-	2
		13%	14%	-%	13%	-%	-%	20%	-%	-%	-%	24%	-%	-%	98%
Neither low nor high	(0)	1	1	1	1	1	1	1	1	*	1	1	-	-	*
		5%	6%	11%	5%	11%	8%	8%	7%	*%	9%	10%	-%	-%	2%
Quite high	(1)	8	8	5	8	6	8	5	8	6	6	5	3	6	-
		57%	61%	71%	57%	85%	86%	57%	73%	85%	70%	62%	68%	64%	-%
Very high	(2)	3	2	1	3	*	1	1	2	1	2	*	1	3	-
		24%	19%	17%	24%	4%	6%	14%	20%	15%	21%	4%	32%	36%	-%
NET: High		11	10	6	11	6	8	6	10	7	8	5	5	9	-
		81%	80%	89%	81%	89%	92%	71%	93%	100%	91%	66%	100%	100%	-%
NET: Low		2	2	-	2	-	-	2	-	-	-	2	-	-	2
		13%	14%	-%	13%	-%	-%	20%	-%	-%	-%	24%	-%	-%	98%
Answered		13	12	7	13	7	9	9	10	7	8	7	5	9	2
Mean score		.9	.8	1.1	.9	.9	1.0	.7	1.1	1.1	1.1	.5	1.3	1.4	-1.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 231 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months

Base: All those who use Pitney Bowes (QV4=13)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		17	7	10	5	5	7	4	3	8	9	8
Effective base		7	2	5	2	3	2	1	3	3	4	3
Weighted Base		13	3	10	4	6	3	3	5	3	6	7
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	-	2	-	-	2	-	2	-
		13%	56%	-%	-%	30%	-%	-%	38%	-%	29%	-%
Neither low nor high	(0)	1	*	1	-	-	1	*	-	1	1	-
		5%	1%	7%	-%	-%	23%	1%	-%	25%	12%	-%
Quite high	(1)	8	-	8	3	3	2	3	2	*	2	6
		57%	-%	74%	69%	46%	61%	90%	41%	2%	31%	78%
Very high	(2)	3	1	2	1	1	1	*	1	2	2	2
		24%	43%	19%	31%	25%	16%	9%	21%	72%	28%	22%
NET: High		11	1	10	4	4	2	3	3	2	4	7
		81%	43%	93%	100%	70%	77%	99%	62%	75%	59%	100%
NET: Low		2	2	-	-	2	-	-	2	-	2	-
		13%	56%	-%	-%	30%	-%	-%	38%	-%	29%	-%
Answered		13	3	10	4	6	3	3	5	3	6	7
Mean score		.9	.3	1.1	1.3	.6	.9	1.1	.4	1.5	.6	1.2

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 231 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects: The quality of the postal services provided by Pitney Bowes in the last 12 months

Base: All those who use Pitney Bowes (QV4=13)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		17	3	9	2	3	12	5
Effective base		7	1	3	2	1	4	3
Weighted Base		13	2	8	2	2	10	3
Very low	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	2	-	-	2	-
		13%	-%	22%	-%	-%	18%	-%
Neither low nor high	(0)	1	*	-	1	-	*	1
		5%	1%	-%	42%	-%	*%	21%
Quite high	(1)	8	2	6	-	-	8	-
		57%	99%	71%	-%	-%	76%	-%
Very high	(2)	3	-	1	1	2	1	3
		24%	-%	7%	58%	100%	6%	79%
NET: High		11	2	6	1	2	8	3
		81%	99%	78%	58%	100%	82%	79%
NET: Low		2	-	2	-	-	2	-
		13%	-%	22%	-%	-%	18%	-%
Answered		13	2	8	2	2	10	3
Mean score		.9	1.0	.6	1.2	2.0	.7	1.6

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e
Unweighted Base		34	15	19	12	7	4	11	22
Effective base		10	5	5	8	4	4	7	8
Weighted Base		26	16	10	24	2	1	*	3
Very low	(-2)	*	*	-	-	*	-	-	*
		1%	2%	-%	-%	18%	-%	-%	12%
Quite low	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	7	2	8	1	-	*	1
		35%	46%	17%	36%	36%	-%	24%	26%
Quite high	(1)	10	5	5	9	1	*	*	1
		39%	33%	48%	38%	46%	56%	74%	51%
Very high	(2)	6	3	4	6	-	*	*	*
		24%	17%	35%	27%	-%	11%	2%	3%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	*	-	*
		1%	1%	-%	-%	-%	33%	-%	8%
NET: High		16	8	9	15	1	*	*	1
		63%	50%	83%	64%	46%	67%	76%	53%
NET: Low		*	*	-	-	*	-	-	*
		1%	2%	-%	-%	18%	-%	-%	12%
Answered		26	16	10	24	2	*	*	2
Mean score		.9	.6	1.2	.9	.1	1.2	.8	.3

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		34	7	2	3	2	9	11	12	7	15
Effective base		10	5	1	2	1	7	7	8	4	6
Weighted Base		26	18	2	3	1	2	*	24	2	1
Very low	(-2)	*	-	-	-	-	*	-	-	*	-
		1%	-%	-%	-%	-%	18%	-%	-%	18%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	7	-	2	1	-	*	8	1	*
		35%	37%	-%	54%	96%	-%	24%	36%	36%	5%
Quite high	(1)	10	8	*	*	*	1	*	9	1	*
		39%	46%	15%	7%	4%	66%	74%	38%	46%	60%
Very high	(2)	6	3	2	1	-	*	*	6	-	*
		24%	18%	85%	38%	-%	4%	2%	27%	-%	9%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	*	-	-	-	*
		1%	-%	-%	-%	-%	12%	-%	-%	-%	26%
NET: High		16	12	2	1	*	1	*	15	1	1
		63%	63%	100%	46%	4%	70%	76%	64%	46%	69%
NET: Low		*	-	-	-	-	*	-	-	*	-
		1%	-%	-%	-%	-%	18%	-%	-%	18%	-%
Answered		26	18	2	3	1	2	*	24	2	1
Mean score		.9	.8	1.9	.8	*	.4	.8	.9	.1	1.0

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		34	7	5	1	2	13
Effective base		10	5	1	1	2	2
Weighted Base		26	16	2	*	*	7
Very low	(-2)	*	-	-	-	-	-
		1%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	7	2	-	-	1
		35%	43%	84%	-%	-%	11%
Quite high	(1)	10	4	*	*	*	5
		39%	25%	16%	100%	75%	71%
Very high	(2)	6	5	*	-	*	1
		24%	32%	*%	-%	25%	19%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-
		1%	-%	-%	-%	-%	-%
NET: High		16	9	*	*	*	6
		63%	57%	16%	100%	100%	89%
NET: Low		*	-	-	-	-	-
		1%	-%	-%	-%	-%	-%
Answered		26	16	2	*	*	7
Mean score		.9	.9	.2	1.0	1.3	1.1

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			GOR (QC3)										
		Total base	East of England	East Midlands	Greater London	North West	South East	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted Base		34	2	2	5	2	3	6	3	23	1	4	6
Effective base		10	1	1	4	1	2	1	1	9	1	2	2
Weighted Base		26	*	1	13	2	3	4	2	25	1	*	*
Very low	(-2)	*	-	-	-	-	*	-	-	*	-	-	-
		1%	-%	-%	-%	-%	12%	-%	-%	1%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	-	-	6	2	1	*	-	9	-	*	-
		35%	-%	-%	49%	91%	24%	1%	-%	37%	-%	1%	-%
Quite high	(1)	10	*	*	5	-	-	4	*	9	1	*	*
		39%	100%	2%	37%	-%	-%	99%	10%	36%	100%	81%	99%
Very high	(2)	6	-	1	2	-	2	-	1	6	-	*	*
		24%	-%	98%	14%	-%	64%	-%	90%	25%	-%	18%	1%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	-	-	*	-	-	-
		1%	-%	-%	-%	9%	-%	-%	-%	1%	-%	-%	-%
NET: High		16	*	1	7	-	2	4	2	15	1	*	*
		63%	100%	100%	51%	-%	64%	99%	100%	61%	100%	99%	100%
NET: Low		*	-	-	-	-	*	-	-	*	-	-	-
		1%	-%	-%	-%	-%	12%	-%	-%	1%	-%	-%	-%
Answered		26	*	1	13	2	3	4	2	25	1	*	*
Mean score		.9	1.0	2.0	.7	-	1.1	1.0	1.9	.8	1.0	1.2	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			Industry					Urbanity		Location		Internet connection
		Total base	Manufacturing	Construction	Retail/ Distribution	Hospitality	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*a	*b	
Unweighted Base		34	8	5	5	1	15	32	2	28	6	34
Effective base		10	3	2	2	1	5	10	1	8	3	10
Weighted Base		26	2	1	5	2	16	26	*	23	4	26
Very low	(-2)	*	-	*	-	-	-	*	-	*	-	*
		1%	-%	31%	-%	-%	-%	1%	-%	1%	-%	1%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	*	1	2	-	7	9	-	9	-	9
		35%	2%	62%	33%	-%	42%	35%	-%	40%	-%	35%
Quite high	(1)	10	1	*	3	-	6	10	*	10	*	10
		39%	44%	7%	63%	-%	37%	38%	100%	43%	11%	39%
Very high	(2)	6	1	-	-	2	3	6	-	3	3	6
		24%	54%	-%	-%	100%	21%	24%	-%	15%	83%	24%
Don't Know (DO NOT READ OUT)		*	-	-	*	-	-	*	-	-	*	*
		1%	-%	-%	4%	-%	-%	1%	-%	-%	6%	1%
NET: High		16	2	*	3	2	9	16	*	13	3	16
		63%	98%	7%	63%	100%	58%	63%	100%	58%	94%	63%
NET: Low		*	-	*	-	-	-	*	-	*	-	*
		1%	-%	31%	-%	-%	-%	1%	-%	1%	-%	1%
Answered		26	2	1	5	2	16	26	*	23	3	26
Mean score		.9	1.5	-.5	.7	2.0	.8	.9	1.0	.7	1.9	.9

Columns Tested:: a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			Role of mail services			Monthly postal spend								Monthly Postal Spend (size)	
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£10,000 -<£25,000	£100,000+	0-<£1000	£1000+	£5000+	Medium	Large
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*a	*b
Unweighted Base		34	8	16	10	12	16	3	1	2	28	6	3	12	22
Effective base		10	3	4	5	4	4	1	1	2	9	1	1	4	6
Weighted Base		26	9	3	14	13	11	*	2	*	24	2	2	13	13
Very low	(-2)	*	*	-	-	*	-	-	-	-	*	-	-	*	-
		1%	3%	-%	-%	3%	-%	-%	-%	-%	1%	-%	-%	3%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	2	*	7	3	4	*	2	-	7	2	2	3	6
		35%	26%	1%	47%	22%	41%	2%	100%	-%	31%	81%	95%	22%	47%
Quite high	(1)	10	5	1	4	8	2	*	-	*	10	*	*	8	2
		39%	51%	46%	29%	62%	17%	98%	-%	26%	41%	16%	1%	62%	17%
Very high	(2)	6	2	1	3	2	4	-	-	*	6	*	*	2	5
		24%	19%	45%	23%	14%	41%	-%	-%	74%	26%	3%	4%	14%	34%
Don't Know (DO NOT READ OUT)		*	-	*	-	-	*	-	-	-	*	-	-	-	*
		1%	-%	8%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	2%
NET: High		16	7	3	7	10	6	*	-	*	16	*	*	10	7
		63%	70%	91%	53%	75%	57%	98%	-%	100%	67%	19%	5%	75%	51%
NET: Low		*	*	-	-	*	-	-	-	-	*	-	-	*	-
		1%	3%	-%	-%	3%	-%	-%	-%	-%	1%	-%	-%	3%	-%
Answered		26	9	3	14	13	11	*	2	*	24	2	2	13	13
Mean score		.9	.8	1.5	.8	.8	1.0	1.0	-	1.7	.9	.2	.1	.8	.9

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			Types of mail sent						Number of letters/ large letters sent						Number of packets and parcels sent					
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	250-499	500-4,999	5,000+	1-24	25-49	100-249	500-4,999	5,000+	250+
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f
Unweighted Base		34	20	19	25	29	14	13	11	3	3	4	2	2	22	1	1	4	1	5
Effective base		10	4	4	5	8	3	4	3	1	1	1	1	2	6	1	1	2	1	2
Weighted Base		26	10	5	13	18	4	6	9	2	2	*	*	*	16	2	*	*	*	*
Very low	(-2)	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	2	*	2	7	2	3	*	-	2	-	-	-	7	-	-	-	-	-
		35%	18%	1%	14%	40%	56%	49%	*%	-%	93%	-%	-%	-%	46%	-%	-%	-%	-%	-%
Quite high	(1)	10	6	1	6	6	2	2	5	*	*	*	*	*	5	-	*	*	-	*
		39%	61%	30%	46%	30%	43%	26%	60%	13%	7%	99%	99%	29%	32%	-%	100%	88%	-%	27%
Very high	(2)	6	2	3	5	5	*	2	3	2	-	*	*	*	3	2	-	*	*	*
		24%	18%	65%	38%	27%	2%	26%	38%	87%	-%	1%	1%	71%	19%	100%	-%	12%	100%	73%
Don't Know (DO NOT READ OUT)		*	*	*	*	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-
		1%	2%	4%	2%	1%	-%	-%	2%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
NET: High		16	8	5	11	10	2	3	8	2	*	*	*	*	8	2	*	*	*	*
		63%	80%	95%	85%	57%	44%	51%	97%	100%	7%	100%	100%	100%	51%	100%	100%	100%	100%	100%
NET: Low		*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%
Answered		26	10	5	13	18	4	6	8	2	2	*	*	*	16	2	*	*	*	*
Mean score		.9	1.0	1.7	1.3	.8	.5	.8	1.4	1.9	.1	1.0	1.0	1.7	.7	2.0	1.0	1.1	2.0	1.7

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels		
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c
Unweighted Base		34	4	1	4	10	6	2	5	8	8	6	20	1	8
Effective base		10	1	1	2	5	2	1	2	2	3	1	5	1	3
Weighted Base		26	2	4	2	1	4	*	4	8	4	2	15	*	4
Very low	(-2)	*	-	-	-	-	-	*	-	-	-	-	-	-	*
		1%	-%	-%	-%	-%	-%	92%	-%	-%	-%	-%	-%	-%	9%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	2	-	*	*	-	-	3	4	-	-	7	*	*
		35%	95%	-%	2%	*%	-%	-%	77%	54%	-%	-%	50%	100%	*%
Quite high	(1)	10	*	4	1	1	*	*	1	4	1	*	5	-	*
		39%	5%	100%	30%	82%	*%	8%	23%	46%	21%	1%	37%	-%	3%
Very high	(2)	6	-	-	1	-	4	-	-	-	3	2	2	-	3
		24%	-%	-%	68%	-%	100%	-%	-%	-%	74%	99%	13%	-%	82%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	-	-	-	*	-	-	-	*
		1%	-%	-%	-%	18%	-%	-%	-%	-%	5%	-%	-%	-%	6%
NET: High		16	*	4	2	1	4	*	1	4	4	2	7	-	3
		63%	5%	100%	98%	82%	100%	8%	23%	46%	95%	100%	50%	-%	85%
NET: Low		*	-	-	-	-	-	*	-	-	-	-	-	-	*
		1%	-%	-%	-%	-%	-%	92%	-%	-%	-%	-%	-%	-%	9%
Answered		26	2	4	2	1	4	*	4	8	4	2	15	*	3
Mean score		.9	*	1.0	1.7	1.0	2.0	-1.7	.2	.5	1.8	2.0	.6	-	1.6

Columns Tested:: a,b,c,d,e - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		34	18	16	19	6	8	18	18	7	12	17	14	16	6
Effective base		10	6	5	5	2	3	4	5	2	4	3	3	4	1
Weighted Base		26	11	15	7	6	6	11	7	6	9	9	3	4	5
Very low	(-2)	*	-	*	-	-	-	-	-	-	-	*	-	-	-
		1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	4	5	2	-	2	4	2	-	2	5	2	*	*
		35%	36%	34%	26%	-%	35%	42%	25%	-%	24%	55%	52%	1%	1%
Quite high	(1)	10	5	5	2	4	4	1	2	5	5	1	1	2	5
		39%	47%	33%	24%	71%	62%	12%	22%	75%	53%	9%	40%	42%	98%
Very high	(2)	6	2	5	3	2	-	5	4	2	2	3	*	2	*
		24%	16%	30%	47%	29%	-%	46%	49%	25%	20%	33%	2%	51%	1%
Don't Know (DO NOT READ OUT)		*	*	-	*	-	*	-	*	-	*	-	*	*	-
		1%	2%	-%	3%	-%	3%	-%	3%	-%	2%	-%	6%	6%	-%
NET: High		16	7	10	5	6	4	6	5	6	7	4	1	3	5
		63%	62%	64%	71%	100%	62%	58%	72%	100%	73%	41%	42%	93%	99%
NET: Low		*	-	*	-	-	-	-	-	-	-	*	-	-	-
		1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%
Answered		26	11	15	7	6	6	11	7	6	9	9	3	3	5
Mean score		.9	.8	.9	1.2	1.3	.6	1.0	1.3	1.3	1.0	.7	.5	1.5	1.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		34	12	14	6	26	17	9	20	16	12	18	13	4
Effective base		10	4	4	2	6	6	4	4	4	4	5	4	3
Weighted Base		26	5	5	2	16	11	6	10	5	9	7	5	*
Very low	(-2)	*	-	-	-	*	*	-	-	-	-	-	-	-
		1%	-%	-%	-%	2%	3%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	*	*	-	7	3	2	2	*	2	2	*	*
		35%	1%	*%	-%	45%	25%	36%	18%	1%	25%	27%	1%	18%
Quite high	(1)	10	1	1	1	5	5	1	6	1	5	1	1	*
		39%	21%	29%	36%	33%	41%	15%	61%	30%	53%	21%	27%	49%
Very high	(2)	6	3	3	2	3	4	3	2	3	2	3	4	*
		24%	73%	66%	64%	19%	31%	49%	18%	65%	20%	49%	68%	33%
Don't Know (DO NOT READ OUT)		*	*	*	-	*	-	-	*	*	*	*	*	-
		1%	5%	4%	-%	1%	-%	-%	2%	4%	2%	3%	4%	-%
NET: High		16	4	5	2	8	8	4	8	5	7	5	5	*
		63%	94%	96%	100%	52%	72%	64%	80%	95%	73%	70%	95%	82%
NET: Low		*	-	-	-	*	*	-	-	-	-	-	-	-
		1%	-%	-%	-%	2%	3%	-%	-%	-%	-%	-%	-%	-%
Answered		26	4	5	2	16	11	6	10	5	9	7	5	*
Mean score		.9	1.8	1.7	1.6	.7	1.0	1.1	1.0	1.7	1.0	1.2	1.7	1.2

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:		
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*c
Unweighted Base		34	7	8	10	6	2	14	14	2	1	2
Effective base		10	2	4	3	3	1	3	4	2	1	2
Weighted Base		26	3	8	5	5	2	3	5	*	*	3
Very low	(-2)	*	-	-	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	2	2	2	2	2	*	*	-	*	2
		35%	67%	26%	41%	48%	97%	2%	1%	-%	100%	55%
Quite high	(1)	10	1	4	1	1	*	1	1	*	-	-
		39%	27%	50%	22%	14%	3%	36%	28%	100%	-%	-%
Very high	(2)	6	-	2	2	2	-	1	4	-	-	1
		24%	-%	21%	33%	39%	-%	54%	68%	-%	-%	45%
Don't Know (DO NOT READ OUT)		*	*	*	*	-	-	*	*	-	-	-
		1%	6%	2%	4%	-%	-%	8%	4%	-%	-%	-%
NET: High		16	1	6	3	2	*	2	5	*	-	1
		63%	27%	71%	55%	52%	3%	91%	95%	100%	-%	45%
NET: Low		*	-	-	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		26	3	8	5	5	2	2	5	*	*	3
Mean score		.9	.3	.9	.9	.9	*	1.6	1.7	1.0	-	.9

Columns Tested:: a,b,c,d,e - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	c	*d	*e	*a	*b	*c	*a	*b	*a	*b	*a	*b
Unweighted Base		34	27	24	31	23	22	20	28	8	23	1	11	14	29	3
Effective base		10	9	5	9	6	5	5	8	2	6	1	4	4	8	2
Weighted Base		26	21	13	22	16	13	14	20	7	16	1	10	9	19	7
Very low	(-2)	*	*	-	*	*	*	-	*	-	-	-	-	-	-	*
		1%	2%	-%	2%	2%	3%	-%	2%	-%	-%	-%	-%	-%	-%	5%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	4	3	5	3	3	2	3	*	2	-	4	*	3	6
		35%	19%	22%	22%	18%	22%	18%	15%	1%	14%	-%	38%	*%	15%	95%
Quite high	(1)	10	10	7	10	10	6	9	10	5	10	-	5	5	10	-
		39%	48%	51%	47%	61%	49%	69%	51%	78%	62%	-%	47%	56%	52%	-%
Very high	(2)	6	6	3	6	3	3	1	6	1	4	1	2	4	6	-
		24%	30%	25%	29%	17%	25%	11%	32%	21%	23%	100%	15%	41%	33%	-%
Don't Know (DO NOT READ OUT)		*	*	*	*	*	*	*	*	-	*	-	-	*	-	-
		1%	1%	2%	1%	1%	2%	2%	1%	-%	1%	-%	-%	2%	-%	-%
NET: High		16	16	10	16	12	10	11	16	7	13	1	6	8	16	-
		63%	78%	76%	76%	78%	74%	80%	83%	99%	84%	100%	62%	98%	85%	-%
NET: Low		*	*	-	*	*	*	-	*	-	-	-	-	-	-	*
		1%	2%	-%	2%	2%	3%	-%	2%	-%	-%	-%	-%	-%	-%	5%
Answered		26	21	13	21	16	13	13	20	7	16	1	10	8	19	7
Mean score		.9	1.1	1.0	1.0	.9	1.0	.9	1.1	1.2	1.1	2.0	.8	1.4	1.2	-.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		34	14	20	7	11	16	13	7	13	22	12
Effective base		10	4	7	3	5	3	3	2	5	5	5
Weighted Base		26	5	21	9	7	10	12	3	8	15	11
Very low	(-2)	*	*	-	-	-	*	-	-	*	*	-
		1%	6%	-%	-%	-%	3%	-%	-%	4%	2%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	2	7	7	2	1	4	2	2	7	2
		35%	46%	32%	73%	27%	6%	38%	88%	27%	45%	20%
Quite high	(1)	10	1	10	1	*	9	6	*	1	6	4
		39%	10%	47%	7%	7%	88%	49%	5%	11%	40%	38%
Very high	(2)	6	2	4	2	4	*	2	*	5	2	5
		24%	35%	21%	20%	66%	*%	13%	*%	58%	12%	42%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	*	-	*	-	*	-
		1%	4%	-%	-%	-%	2%	-%	7%	-%	1%	-%
NET: High		16	2	14	2	5	9	7	*	6	8	9
		63%	44%	68%	27%	73%	88%	62%	5%	69%	51%	80%
NET: Low		*	*	-	-	-	*	-	-	*	*	-
		1%	6%	-%	-%	-%	3%	-%	-%	4%	2%	-%
Answered		26	5	21	9	7	10	12	3	8	15	11
Mean score		.9	.7	.9	.5	1.4	.8	.8	.1	1.2	.6	1.2

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 232 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects: The quality of the postal services provided by TNT Express in the last 12 months

Base: All those who use TNT Express (QV4=14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		34	14	10	4	6	24	10
Effective base		10	5	2	3	3	7	4
Weighted Base		26	17	3	1	5	20	6
Very low	(-2)	*	-	-	*	-	-	*
		1%	-%	-%	35%	-%	-%	5%
Quite low	(-1)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	9	7	2	-	-	9	-
		35%	44%	53%	-%	-%	45%	-%
Quite high	(1)	10	9	*	1	*	9	1
		39%	56%	3%	65%	2%	47%	11%
Very high	(2)	6	-	1	-	5	1	5
		24%	-%	38%	-%	98%	6%	83%
Don't Know (DO NOT READ OUT)		*	-	*	-	-	*	-
		1%	-%	6%	-%	-%	1%	-%
NET: High		16	9	1	1	5	11	6
		63%	56%	40%	65%	100%	54%	95%
NET: Low		*	-	-	*	-	-	*
		1%	-%	-%	35%	-%	-%	5%
Answered		26	17	3	1	5	20	6
Mean score		.9	.6	.8	*	2.0	.6	1.7

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 233

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

			Method		Business Size 1				Business Size 2						
		Total base	CATI	CAWI	0-9	10-49	100-249	10+	0	5 - 9	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		15	4	11	8	1	6	7	6	2	1	6	8	1	6
Effective base		4	1	4	4	1	3	4	3	1	1	3	4	1	3
Weighted Base		12	1	11	12	*	*	*	10	2	*	*	12	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	2	2	-	-	-	-	2	-	-	2	-	-
		15%	-%	16%	15%	-%	-%	-%	-%	96%	-%	-%	15%	-%	-%
Neither low nor high	(0)	*	-	*	-	-	*	*	-	-	-	*	-	-	*
		*%	-%	*%	-%	-%	16%	14%	-%	-%	-%	16%	-%	-%	16%
Quite high	(1)	9	*	9	9	-	*	*	9	*	-	*	9	-	*
		78%	1%	84%	78%	-%	21%	19%	92%	4%	-%	21%	78%	-%	21%
Very high	(2)	1	1	*	1	*	*	*	1	-	*	*	1	*	*
		7%	99%	*%	6%	100%	63%	67%	8%	-%	100%	63%	6%	100%	63%
NET: High		10	1	9	10	*	*	*	10	*	*	*	10	*	*
		85%	100%	84%	85%	100%	84%	86%	100%	4%	100%	84%	85%	100%	84%
NET: Low		2	-	2	2	-	-	-	-	2	-	-	2	-	-
		15%	-%	16%	15%	-%	-%	-%	-%	96%	-%	-%	15%	-%	-%
Answered		12	1	11	12	*	*	*	10	2	*	*	12	*	*
Mean score		.8	2.0	.7	.8	2.0	1.5	1.5	1.1	-.9	2.0	1.5	.8	2.0	1.5

Columns Tested:: a,b - a,b,c,d - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 233 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		15	3	3	1	2	3
Effective base		4	1	3	1	2	2
Weighted Base		12	4	6	*	*	*
Very low	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	2	-	-	-
		15%	-%	28%	-%	-%	-%
Neither low nor high	(0)	*	-	-	-	-	*
		*%	-%	-%	-%	-%	20%
Quite high	(1)	9	4	5	-	-	*
		78%	100%	72%	-%	-%	17%
Very high	(2)	1	-	-	*	*	*
		7%	-%	-%	100%	100%	63%
NET: High		10	4	5	*	*	*
		85%	100%	72%	100%	100%	80%
NET: Low		2	-	2	-	-	-
		15%	-%	28%	-%	-%	-%
Answered		12	4	6	*	*	*
Mean score		.8	1.0	.4	2.0	2.0	1.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 233 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

			GOR (QC3)								
		Total base	Greater London	North West	South East	South West	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		15	1	1	1	1	1	5	2	2	6
Effective base		4	1	1	1	1	1	4	1	2	2
Weighted Base		12	2	2	3	4	*	11	1	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	-	-	-	2	-	-	-
		15%	100%	-%	-%	-%	-%	17%	-%	-%	-%
Neither low nor high	(0)	*	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	7%
Quite high	(1)	9	-	2	3	4	-	9	*	*	*
		78%	-%	100%	100%	100%	-%	83%	1%	100%	6%
Very high	(2)	1	-	-	-	-	*	*	1	-	*
		7%	-%	-%	-%	-%	100%	*%	99%	-%	88%
NET: High		10	-	2	3	4	*	9	1	*	*
		85%	-%	100%	100%	100%	100%	83%	100%	100%	93%
NET: Low		2	2	-	-	-	-	2	-	-	-
		15%	100%	-%	-%	-%	-%	17%	-%	-%	-%
Answered		12	2	2	3	4	*	11	1	*	*
Mean score		.8	-1.0	1.0	1.0	1.0	2.0	.7	2.0	1.0	1.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 233 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

			Industry								Urbanity		Location		Internet connection
		Total base	Agriculture	Manufacturing	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*a	*b	
Unweighted Base		15	1	1	2	1	1	1	7	14	1	14	1	15
Effective base		4	1	1	2	1	1	1	2	4	1	4	1	4
Weighted Base		12	*	4	*	2	*	*	3	12	*	12	*	12
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	-	-	2	-	-	-	2	-	2	-	2
		15%	-%	-%	-%	100%	-%	-%	-%	15%	-%	15%	-%	15%
Neither low nor high	(0)	*	-	-	*	-	-	-	-	*	-	*	-	*
		*%	-%	-%	54%	-%	-%	-%	-%	*%	-%	*%	-%	*%
Quite high	(1)	9	-	4	*	-	*	-	2	9	-	9	-	9
		78%	-%	100%	46%	-%	100%	-%	74%	78%	-%	78%	-%	78%
Very high	(2)	1	*	-	-	-	-	*	1	1	*	1	*	1
		7%	100%	-%	-%	-%	-%	100%	26%	7%	100%	7%	100%	7%
NET: High		10	*	4	*	-	*	*	3	10	*	10	*	10
		85%	100%	100%	46%	-%	100%	100%	100%	85%	100%	85%	100%	85%
NET: Low		2	-	-	-	2	-	-	-	2	-	2	-	2
		15%	-%	-%	-%	100%	-%	-%	-%	15%	-%	15%	-%	15%
Answered		12	*	4	*	2	*	*	3	12	*	12	*	12
Mean score		.8	2.0	1.0	.5	-1.0	1.0	2.0	1.3	.8	2.0	.8	2.0	.8

Columns Tested:: a,b,c,d,e,f,g - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 233 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

			Role of mail services			Monthly postal spend							
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£10,000 -<£25,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base		15	7	5	3	10	1	2	1	1	11	4	2
Effective base		4	4	2	1	3	1	2	1	1	3	1	1
Weighted Base		12	7	*	4	10	*	*	2	*	10	2	2
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	-	-	-	-	2	-	-	2	2
		15%	24%	-%	-%	-%	-%	-%	100%	-%	-%	98%	98%
Neither low nor high	(0)	*	-	*	-	*	-	-	-	-	*	-	-
		*%	-%	9%	-%	*%	-%	-%	-%	-%	*%	-%	-%
Quite high	(1)	9	5	*	4	9	-	-	-	-	9	-	-
		78%	66%	78%	99%	92%	-%	-%	-%	-%	92%	-%	-%
Very high	(2)	1	1	*	*	1	*	*	-	*	1	*	*
		7%	10%	12%	1%	7%	100%	100%	-%	100%	8%	2%	2%
NET: High		10	6	*	4	10	*	*	-	*	10	*	*
		85%	76%	91%	100%	100%	100%	100%	-%	100%	100%	2%	2%
NET: Low		2	2	-	-	-	-	-	2	-	-	2	2
		15%	24%	-%	-%	-%	-%	-%	100%	-%	-%	98%	98%
Answered		12	7	*	4	10	*	*	2	*	10	2	2
Mean score		.8	.6	1.0	1.0	1.1	2.0	2.0	-1.0	2.0	1.1	-.9	-.9

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 233 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent						Number of packets and parcels sent		
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	5,000+	1-24	25-49	100-249
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*a	*b	*c
Unweighted Base		15	1	9	5	13	7	13	8	4	6	6	1	2	2	1	1	6	1	1
Effective base		4	1	3	1	4	2	4	2	1	2	3	1	1	2	1	1	2	1	1
Weighted Base		12	*	10	2	11	5	11	7	3	5	9	1	2	*	*	*	7	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	-	2	2	-	2	-	-	-	-	-	2	-	-	-	-	-	-
		15%	-%	-%	97%	15%	-%	15%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	*	-	*	-	*	*	*	*	-	-	-	-	-	*	-	-	*	-	-
		*%	-%	*%	-%	*%	*%	*%	*%	-%	-%	-%	-%	-%	66%	-%	-%	*%	-%	-%
Quite high	(1)	9	*	9	-	9	5	9	6	3	5	9	-	*	-	-	-	6	*	-
		78%	100%	92%	-%	78%	97%	78%	98%	98%	100%	99%	-%	*%	-%	-%	-%	98%	100%	-%
Very high	(2)	1	-	1	*	1	*	1	*	*	*	*	1	-	*	*	*	*	-	*
		7%	-%	8%	3%	7%	3%	7%	2%	2%	*%	1%	100%	-%	34%	100%	100%	2%	-%	100%
NET: High		10	*	10	*	10	5	10	7	3	5	9	1	*	*	*	*	7	*	*
		85%	100%	100%	3%	84%	100%	84%	100%	100%	100%	100%	100%	*%	34%	100%	100%	100%	100%	100%
NET: Low		2	-	-	2	2	-	2	-	-	-	-	-	2	-	-	-	-	-	-
		15%	-%	-%	97%	15%	-%	15%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%
Answered		12	*	10	2	11	5	11	7	3	5	9	1	2	*	*	*	7	*	*
Mean score		.8	1.0	1.1	-.9	.8	1.0	.8	1.0	1.0	1.0	1.0	2.0	-1.0	.7	2.0	2.0	1.0	1.0	2.0

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 233 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

			Frequency - letters/large letters sent					Frequency - parcels and packets				Use of parcels		Main Postal provider used: all items	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted Base		15	5	2	4	1	1	2	3	2	1	6	2	5	10
Effective base		4	2	1	1	1	1	1	1	2	1	2	2	3	2
Weighted Base		12	4	5	3	*	*	2	4	*	*	6	*	8	4
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	-	-	-	-	-	-	-	-	-	2	-
		15%	46%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%
Neither low nor high	(0)	*	-	-	*	-	-	-	-	*	-	*	-	-	*
		*%	-%	-%	*%	-%	-%	-%	-%	54%	-%	*%	-%	-%	*%
Quite high	(1)	9	2	4	3	*	-	2	4	*	-	6	*	6	3
		78%	53%	87%	96%	100%	-%	100%	97%	46%	-%	100%	40%	78%	79%
Very high	(2)	1	*	1	*	-	*	-	*	-	*	*	*	*	1
		7%	*%	13%	4%	-%	100%	-%	3%	-%	100%	*%	60%	*%	21%
NET: High		10	2	5	3	*	*	2	4	*	*	6	*	6	4
		85%	54%	100%	100%	100%	100%	100%	100%	46%	100%	100%	100%	78%	100%
NET: Low		2	2	-	-	-	-	-	-	-	-	-	-	2	-
		15%	46%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	22%	-%
Answered		12	4	5	3	*	*	2	4	*	*	6	*	8	4
Mean score		.8	.1	1.1	1.0	1.0	2.0	1.0	1.0	.5	2.0	1.0	1.6	.6	1.2

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 233 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

			Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		15	5	8	1	5	5	4	1	7	11	9	2
Effective base		4	3	2	1	1	3	1	1	1	4	3	1
Weighted Base		12	8	3	4	2	8	3	4	2	11	9	3
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	-	-	2	-	-	-	2	-	-
		15%	22%	-%	-%	-%	22%	-%	-%	-%	16%	-%	-%
Neither low nor high	(0)	*	-	*	-	-	-	-	-	*	*	*	-
		*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	*%	-%
Quite high	(1)	9	6	3	4	2	6	3	4	2	9	9	3
		78%	78%	78%	100%	100%	78%	100%	100%	95%	78%	100%	100%
Very high	(2)	1	*	1	-	*	*	*	-	*	1	*	*
		7%	*%	21%	-%	*%	*%	*%	-%	5%	7%	*%	*%
NET: High		10	6	3	4	2	6	3	4	2	10	9	3
		85%	78%	100%	100%	100%	78%	100%	100%	100%	84%	100%	100%
NET: Low		2	2	-	-	-	2	-	-	-	2	-	-
		15%	22%	-%	-%	-%	22%	-%	-%	-%	16%	-%	-%
Answered		12	8	3	4	2	8	3	4	2	11	9	3
Mean score		.8	.6	1.2	1.0	1.0	.6	1.0	1.0	1.0	.8	1.0	1.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 233 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		15	7	4	2	7	5	1	8	4	5	8	5
Effective base		4	2	1	1	2	1	1	4	2	2	4	2
Weighted Base		12	5	3	3	6	4	*	11	5	6	11	7
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	-	-	-	-	-	2	-	-	2	-
		15%	-%	-%	-%	-%	-%	-%	17%	-%	-%	17%	-%
Neither low nor high	(0)	*	*	*	-	*	*	-	-	-	-	-	-
		*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%
Quite high	(1)	9	5	3	3	6	4	-	9	5	6	9	7
		78%	97%	100%	100%	98%	100%	-%	83%	100%	100%	83%	100%
Very high	(2)	1	*	*	*	*	-	*	*	*	*	*	*
		7%	3%	*%	*%	2%	-%	100%	*%	*%	*%	*%	*%
NET: High		10	5	3	3	6	4	*	9	5	6	9	7
		85%	100%	100%	100%	100%	100%	100%	83%	100%	100%	83%	100%
NET: Low		2	-	-	-	-	-	-	2	-	-	2	-
		15%	-%	-%	-%	-%	-%	-%	17%	-%	-%	17%	-%
Answered		12	5	3	3	6	4	*	11	5	6	11	7
Mean score		.8	1.0	1.0	1.0	1.0	1.0	2.0	.7	1.0	1.0	.7	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 233 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

			Use of RM postal services: parcels and packets				Types of services used to send standard letters:		RM product changes:			Mail received at your location				
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e
Unweighted Base		15	5	3	4	1	7	5	1	1	1	13	9	14	12	13
Effective base		4	2	1	2	1	3	1	1	1	1	4	2	4	3	3
Weighted Base		12	6	4	6	*	9	3	4	*	2	11	7	11	9	6
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	-	-	-	-	-	-	-	2	2	-	2	-	-
		15%	-%	-%	-%	-%	-%	-%	-%	-%	100%	15%	-%	15%	-%	-%
Neither low nor high	(0)	*	-	-	-	-	-	-	-	-	-	*	*	*	*	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%
Quite high	(1)	9	6	4	6	-	9	3	4	-	-	9	7	9	9	5
		78%	100%	100%	100%	-%	100%	100%	100%	-%	-%	78%	98%	78%	98%	86%
Very high	(2)	1	*	*	*	*	*	*	-	*	-	1	*	1	*	1
		7%	*%	*%	*%	100%	*%	*%	-%	100%	-%	7%	2%	7%	2%	14%
NET: High		10	6	4	6	*	9	3	4	*	-	10	7	10	9	6
		85%	100%	100%	100%	100%	100%	100%	100%	100%	-%	84%	100%	84%	100%	100%
NET: Low		2	-	-	-	-	-	-	-	-	2	2	-	2	-	-
		15%	-%	-%	-%	-%	-%	-%	-%	-%	100%	15%	-%	15%	-%	-%
Answered		12	6	4	6	*	9	3	4	*	2	11	7	11	9	6
Mean score		.8	1.0	1.0	1.0	2.0	1.0	1.0	1.0	2.0	-1.0	.8	1.0	.8	1.0	1.1

Columns Tested:: a,b,c,d - a,b - a,b,c - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 233 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

			Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%			*a	*b	*c		*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		15	10	11	5	9	4	6	14	1	5	10	2	9	4
Effective base		4	3	3	1	3	3	1	3	1	1	3	2	4	1
Weighted Base		12	8	10	3	9	6	4	10	2	2	10	*	7	4
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	2	-	-	-	2	-	-	2	2	-	-	2	-
		15%	22%	-%	-%	-%	27%	-%	-%	100%	98%	-%	-%	25%	-%
Neither low nor high	(0)	*	*	*	-	-	-	-	*	-	*	-	-	*	-
		*%	*%	*%	-%	-%	-%	-%	*%	-%	1%	-%	-%	*%	-%
Quite high	(1)	9	6	9	3	9	5	4	9	-	*	9	*	5	4
		78%	76%	92%	99%	100%	72%	99%	92%	-%	*%	92%	76%	66%	97%
Very high	(2)	1	*	1	*	*	*	*	1	-	*	1	*	1	*
		7%	2%	8%	1%	*%	*%	1%	8%	-%	1%	8%	24%	9%	3%
NET: High		10	6	10	3	9	5	4	10	-	*	10	*	5	4
		85%	78%	100%	100%	100%	73%	100%	100%	-%	1%	100%	100%	75%	100%
NET: Low		2	2	-	-	-	2	-	-	2	2	-	-	2	-
		15%	22%	-%	-%	-%	27%	-%	-%	100%	98%	-%	-%	25%	-%
Answered		12	8	10	3	9	6	4	10	2	2	10	*	7	4
Mean score		.8	.6	1.1	1.0	1.0	.5	1.0	1.1	-1.0	-1.0	1.1	1.2	.6	1.0

Columns Tested:: a,b,c - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 233 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Whistl on each of the following aspects: The quality of the postal services provided by Whistl in the last 12 months

Base: All those who use Whistl (QV4=15)

			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter				Half	
		Total base	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*d	*a	*b
Unweighted Base		15	3	4	6	9	6	1	8	4	2	9	6
Effective base		4	1	1	1	2	2	1	4	2	2	4	2
Weighted Base		12	2	2	5	4	8	*	11	*	*	11	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	2	-	2	-	2	-	-	2	-	-	2	-
		15%	-%	99%	-%	45%	-%	-%	16%	-%	-%	16%	-%
Neither low nor high	(0)	*	-	*	-	*	-	-	-	*	-	-	*
		*%	-%	1%	-%	*%	-%	-%	-%	3%	-%	-%	3%
Quite high	(1)	9	2	-	4	2	7	*	9	*	*	9	*
		78%	98%	-%	97%	52%	92%	100%	78%	88%	62%	78%	87%
Very high	(2)	1	*	*	*	*	1	-	1	*	*	1	*
		7%	2%	1%	3%	3%	8%	-%	7%	9%	38%	7%	11%
NET: High		10	2	*	5	2	8	*	10	*	*	10	*
		85%	100%	1%	100%	55%	100%	100%	84%	97%	100%	84%	97%
NET: Low		2	-	2	-	2	-	-	2	-	-	2	-
		15%	-%	99%	-%	45%	-%	-%	16%	-%	-%	16%	-%
Answered		12	2	2	5	4	8	*	11	*	*	11	*
Mean score		.8	1.0	-1.0	1.0	.1	1.1	1.0	.8	1.1	1.4	.8	1.1

Columns Tested:: a,b,c - a,b - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 234

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Citipost on each of the following aspects: The quality of the postal services provided by Citipost in the last 12 months

Base: All those who use Citipost (QV4=16)

			Method	Business Size 1				Business Size 2					Turnover		
		Total base	CAWI	0-9	50-99	100-249	10+	0	20 - 99	100 - 249	Micro (0-9)	Medium (50-249+)	£100,000 -£499,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%				*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c
Unweighted Base		4	4	1	1	2	3	1	1	2	1	3	1	2	1
Effective base		2	2	1	1	1	2	1	1	1	1	2	1	2	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	*	*	-	*	*	*	-	*	*	-	*	*	*	-
		16%	16%	-%	100%	1%	35%	-%	100%	1%	-%	35%	100%	34%	-%
Very high	(2)	*	*	*	-	*	*	*	-	*	*	*	-	*	*
		84%	84%	100%	-%	99%	65%	100%	-%	99%	100%	65%	-%	66%	100%
NET: High		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.8	1.8	2.0	1.0	2.0	1.7	2.0	1.0	2.0	2.0	1.7	1.0	1.7	2.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 234 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Citipost on each of the following aspects: The quality of the postal services provided by Citipost in the last 12 months

Base: All those who use Citipost (QV4=16)

			GOR (QC3)				Industry		Urbanity	Location	Internet connection	Role of mail services		
		Total base	Greater London	England	Wales	Northern Ireland	Retail/ Distribution	Non Financial	Urban	Head office	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c	*d	*a	*b				*a	*b	*c
Unweighted Base		4	1	1	2	1	1	3	4	4	4	1	2	1
Effective base		2	1	1	2	1	1	2	2	2	2	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	*	-	-	*	*	-	*	*	*	*	-	*	*
		16%	-%	-%	23%	100%	-%	23%	16%	16%	16%	-%	1%	100%
Very high	(2)	*	*	*	*	-	*	*	*	*	*	*	*	-
		84%	100%	100%	77%	-%	100%	77%	84%	84%	84%	100%	99%	-%
NET: High		*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.8	2.0	2.0	1.8	1.0	2.0	1.8	1.8	1.8	1.8	2.0	2.0	1.0

Columns Tested:: a,b,c,d - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 234 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Citipost on each of the following aspects: The quality of the postal services provided by Citipost in the last 12 months

Base: All those who use Citipost (QV4=16)

			Monthly postal spend							Monthly Postal Spend (size)		Types of mail sent					
		Total base	<£100	£100 -<£1000	£5000 -<£10,000	£100,000+	0-<£1000	£1000+	£5000+	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*a	*b	*c	*d	*e	*f
Unweighted Base		4	1	1	1	1	2	2	2	1	3	3	3	4	4	4	3
Effective base		2	1	1	1	1	1	2	2	1	2	2	2	2	2	2	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	*	*	-	-	*	*	*	*	*	*	*	*	*	*	*	*
		16%	100%	-%	-%	100%	1%	23%	23%	100%	16%	16%	35%	16%	16%	16%	16%
Very high	(2)	*	-	*	*	-	*	*	*	-	*	*	*	*	*	*	*
		84%	-%	100%	100%	-%	99%	77%	77%	-%	84%	84%	65%	84%	84%	84%	84%
NET: High		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.8	1.0	2.0	2.0	1.0	2.0	1.8	1.8	1.0	1.8	1.8	1.7	1.8	1.8	1.8	1.8

Columns Tested:: a,b,c,d,e,f,g - a,b - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 234 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Citipost on each of the following aspects: The quality of the postal services provided by Citipost in the last 12 months

Base: All those who use Citipost (QV4=16)

			Number of letters/ large letters sent			Number of packets and parcels sent				Frequency - letters/large letters sent		Frequency - parcels and packets			Use of parcels	Main Postal provider used: all items	
		Total base	100-249	500-4,999	5,000+	50-99	500-4,999	5,000+	250+	Less than once a week	Multiple times daily	Less than once a week	Once a day	Multiple times daily	Parcel post used for fulfillment	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*a	*b	*a	*b	*c		*a	*b
Unweighted Base		4	1	1	2	1	1	2	3	1	3	1	1	2	4	1	3
Effective base		2	1	1	2	1	1	2	2	1	2	1	1	1	2	1	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	*	-	*	*	-	*	*	*	-	*	-	-	*	*	-	*
		16%	-%	100%	23%	-%	100%	23%	23%	-%	35%	-%	-%	100%	16%	-%	35%
Very high	(2)	*	*	-	*	*	-	*	*	*	*	*	*	-	*	*	*
		84%	100%	-%	77%	100%	-%	77%	77%	100%	65%	100%	100%	-%	84%	100%	65%
NET: High		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.8	2.0	1.0	1.8	2.0	1.0	1.8	1.8	2.0	1.7	2.0	2.0	1.0	1.8	2.0	1.7

Columns Tested:: a,b,c - a,b,c,d - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 234 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Citipost on each of the following aspects: The quality of the postal services provided by Citipost in the last 12 months

Base: All those who use Citipost (QV4=16)

			Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		4	2	2	1	3	1	3	2	2	3	2	1
Effective base		2	2	1	1	2	1	2	2	1	2	2	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	*	-	*	-	*	-	*	*	*	*	*	*
		16%	-%	100%	-%	35%	-%	35%	23%	1%	16%	34%	100%
Very high	(2)	*	*	-	*	*	*	*	*	*	*	*	-
		84%	100%	-%	100%	65%	100%	65%	77%	99%	84%	66%	-%
NET: High		*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.8	2.0	1.0	2.0	1.7	2.0	1.7	1.8	2.0	1.8	1.7	1.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 234 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Citipost on each of the following aspects: The quality of the postal services provided by Citipost in the last 12 months

Base: All those who use Citipost (QV4=16)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Tracked services/ special delivery
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c	
Unweighted Base		4	3	1	2	4	1	1	2	2	1	3	2	1	1
Effective base		2	2	1	2	2	1	1	2	2	1	2	2	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	*	*	*	*	*	*	-	*	*	-	*	*	*	-
		16%	35%	100%	34%	16%	100%	-%	23%	34%	-%	16%	34%	100%	-%
Very high	(2)	*	*	-	*	*	-	*	*	*	*	*	*	-	*
		84%	65%	-%	66%	84%	-%	100%	77%	66%	100%	84%	66%	-%	100%
NET: High		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.8	1.7	1.0	1.7	1.8	1.0	2.0	1.8	1.7	2.0	1.8	1.7	1.0	2.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 234 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Citipost on each of the following aspects: The quality of the postal services provided by Citipost in the last 12 months

Base: All those who use Citipost (QV4=16)

			Types of services used to send standard letters:		RM product changes:		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)
		Total base	First class services	Second class services	Higher Cost	Lower Cost	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	Satisfied
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*c	*d	*e	*a	*b	*c		*a	
Unweighted Base		4	1	2	1	1	2	2	3	2	2	3	3	1	3	3	4
Effective base		2	1	2	1	1	2	1	2	2	1	2	2	1	2	2	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	*	-	*	-	-	*	*	*	-	*	*	*	*	*	*	*
		16%	-%	34%	-%	-%	23%	100%	23%	-%	1%	*%	35%	100%	16%	16%	16%
Very high	(2)	*	*	*	*	*	*	-	*	*	*	*	*	-	*	*	*
		84%	100%	66%	100%	100%	77%	-%	77%	100%	99%	100%	65%	-%	84%	84%	84%
NET: High		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.8	2.0	1.7	2.0	2.0	1.8	1.0	1.8	2.0	2.0	2.0	1.7	1.0	1.8	1.8	1.8

Columns Tested:: a,b - a,b - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 234 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Citipost on each of the following aspects: The quality of the postal services provided by Citipost in the last 12 months

Base: All those who use Citipost (QV4=16)

			Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM		Have moved to communication methods other than post		Quarter			Half	
		Total base	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	Yes	No	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%				*a	*b	*c	*a	*b	*a	*b	*a	*b	*c	*a	*b
Unweighted Base		4	4	2	1	1	2	2	2	2	1	1	2	1	3
Effective base		2	2	2	1	1	2	1	1	2	1	1	2	1	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	*	*	*	-	*	*	*	*	*	*	-	*	*	*
		16%	16%	23%	-%	100%	23%	1%	1%	34%	100%	-%	23%	100%	16%
Very high	(2)	*	*	*	*	-	*	*	*	*	-	*	*	-	*
		84%	84%	77%	100%	-%	77%	99%	99%	66%	-%	100%	77%	-%	84%
NET: High		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.8	1.8	1.8	2.0	1.0	1.8	2.0	2.0	1.7	1.0	2.0	1.8	1.0	1.8

Columns Tested:: a,b,c - a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 235

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

			Method	Business Size 1				Business Size 2					
		Total base	CAWI	0-9	10-49	100-249	10+	0	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%				*a	*b	*c	*d	*a	*b	*c	*d	*e	*f
Unweighted Base		10	10	4	1	5	6	4	1	5	4	1	5
Effective base		3	3	3	1	2	2	3	1	2	3	1	2
Weighted Base		4	4	4	*	*	*	4	*	*	4	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	2	2	2	*	*	*	2	*	*	2	*	*
		49%	49%	47%	100%	80%	86%	47%	100%	80%	47%	100%	80%
Very high	(2)	2	2	2	-	*	*	2	-	*	2	-	*
		51%	51%	53%	-%	20%	14%	53%	-%	20%	53%	-%	20%
NET: High		4	4	4	*	*	*	4	*	*	4	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	4	4	*	*	*	4	*	*	4	*	*
Mean score		1.5	1.5	1.5	1.0	1.2	1.1	1.5	1.0	1.2	1.5	1.0	1.2

Columns Tested:: a,b,c,d - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 235 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

			Turnover				GOR (QC3)						
		Total base	£0-£99,999	£100,000 -£499,999	£1,000,000 -£1,499,999	£1,500,000 +	Greater London	South East	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		10	4	1	1	4	1	1	2	4	2	1	3
Effective base		3	3	1	1	2	1	1	1	2	1	1	1
Weighted Base		4	4	*	*	*	*	1	2	4	1	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	2	2	-	*	*	*	1	-	2	1	-	*
		49%	50%	-%	100%	22%	100%	100%	-%	44%	99%	-%	94%
Very high	(2)	2	2	*	-	*	-	-	2	2	*	*	*
		51%	50%	100%	-%	78%	-%	-%	100%	56%	1%	100%	6%
NET: High		4	4	*	*	*	*	1	2	4	1	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	4	*	*	*	*	1	2	4	1	*	*
Mean score		1.5	1.5	2.0	1.0	1.8	1.0	1.0	2.0	1.6	1.0	2.0	1.1

Columns Tested:: a,b,c,d - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 235 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

			Industry			Urbanity		Location		Internet connection	Role of mail services		
		Total base	Construction	Retail/ Distribution	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b		*a	*b	*c
Unweighted Base		10	1	3	5	9	1	7	3	10	3	4	3
Effective base		3	1	1	3	2	1	3	1	3	1	2	2
Weighted Base		4	*	*	4	3	1	4	*	4	2	*	2
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	2	*	*	2	1	1	2	*	2	-	*	2
		49%	100%	83%	47%	26%	100%	49%	91%	49%	-%	96%	99%
Very high	(2)	2	-	*	2	2	-	2	*	2	2	*	*
		51%	-%	17%	53%	74%	-%	51%	9%	51%	100%	4%	1%
NET: High		4	*	*	4	3	1	4	*	4	2	*	2
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	*	*	4	3	1	4	*	4	2	*	2
Mean score		1.5	1.0	1.2	1.5	1.7	1.0	1.5	1.1	1.5	2.0	1.0	1.0

Columns Tested:: a,b,c - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 235 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

			Monthly postal spend								Monthly Postal Spend (size)		Types of mail sent					
		Total base	<£100	£100 -<£1000	£5000 -<£10,000	£10,000 -<£25,000	£100,000+	0-<£1000	£1000+	£5000+	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b	*c	*d	*e	*f
Unweighted Base		10	4	3	1	1	1	7	3	3	4	6	9	7	9	8	8	9
Effective base		3	2	2	1	1	1	3	1	1	2	3	2	2	2	3	2	3
Weighted Base		4	3	1	*	*	*	4	*	*	3	1	2	1	2	4	3	4
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	2	1	1	-	-	-	2	-	-	1	1	2	1	2	2	1	2
		49%	42%	100%	-%	-%	-%	53%	-%	-%	42%	75%	89%	96%	89%	50%	26%	50%
Very high	(2)	2	2	-	*	*	*	2	*	*	2	*	*	*	*	2	2	2
		51%	58%	-%	100%	100%	100%	47%	100%	100%	58%	25%	11%	4%	11%	50%	74%	50%
NET: High		4	3	1	*	*	*	4	*	*	3	1	2	1	2	4	3	4
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	3	1	*	*	*	4	*	*	3	1	2	1	2	4	3	4
Mean score		1.5	1.6	1.0	2.0	2.0	2.0	1.5	2.0	2.0	1.6	1.3	1.1	1.0	1.1	1.5	1.7	1.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 235 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

			Number of letters/ large letters sent							Number of packets and parcels sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	50-99	500-4,999	5,000+	250+
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base		10	2	1	1	1	2	1	1	4	1	2	1	3
Effective base		3	2	1	1	1	1	1	1	3	1	1	1	1
Weighted Base		4	2	*	*	*	*	*	*	4	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	2	2	*	-	*	-	-	-	2	*	-	-	-
		49%	100%	100%	-%	100%	-%	-%	-%	51%	100%	-%	-%	-%
Very high	(2)	2	-	-	*	-	*	*	*	2	-	*	*	*
		51%	-%	-%	100%	-%	100%	100%	100%	49%	-%	100%	100%	100%
NET: High		4	2	*	*	*	*	*	*	4	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	2	*	*	*	*	*	*	4	*	*	*	*
Mean score		1.5	1.0	1.0	2.0	1.0	2.0	2.0	2.0	1.5	1.0	2.0	2.0	2.0

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 235 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

			Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b
Unweighted Base		10	1	1	3	1	3	2	2	1	1	2	6	2
Effective base		3	1	1	2	1	1	1	1	1	1	1	2	1
Weighted Base		4	*	*	2	*	*	2	1	2	*	*	3	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	2	-	-	2	-	*	1	1	-	*	-	1	1
		49%	-%	-%	100%	-%	94%	86%	100%	-%	100%	-%	24%	100%
Very high	(2)	2	*	*	-	*	*	*	-	2	-	*	2	-
		51%	100%	100%	-%	100%	6%	14%	-%	100%	-%	100%	76%	-%
NET: High		4	*	*	2	*	*	2	1	2	*	*	3	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	*	*	2	*	*	2	1	2	*	*	3	1
Mean score		1.5	2.0	2.0	1.0	2.0	1.1	1.1	1.0	2.0	1.0	2.0	1.8	1.0

Columns Tested:: a,b,c,d,e - a,b,c,d,e - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 235 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		10	6	4	7	2	3	4	5	4	3	5	8	6	4
Effective base		3	2	1	2	2	1	2	2	2	2	1	2	2	1
Weighted Base		4	2	2	2	*	2	1	2	*	2	2	2	2	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	2	2	*	2	-	1	1	2	*	2	*	2	2	1
		49%	90%	6%	89%	-%	86%	96%	88%	98%	89%	9%	90%	99%	100%
Very high	(2)	2	*	2	*	*	*	*	*	*	*	2	*	*	*
		51%	10%	94%	11%	100%	14%	4%	12%	2%	11%	91%	10%	1%	*%
NET: High		4	2	2	2	*	2	1	2	*	2	2	2	2	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	2	2	2	*	2	1	2	*	2	2	2	2	1
Mean score		1.5	1.1	1.9	1.1	2.0	1.1	1.0	1.1	1.0	1.1	1.9	1.1	1.0	1.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 235 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		10	6	3	5	7	2	4	7	5	4	6	7	1
Effective base		3	2	1	2	2	2	1	2	2	2	2	2	1
Weighted Base		4	1	1	1	3	2	2	2	1	2	2	2	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	2	1	1	1	1	2	2	2	1	2	2	2	*
		49%	99%	96%	99%	26%	100%	100%	89%	96%	90%	89%	99%	100%
Very high	(2)	2	*	*	*	2	-	*	*	*	*	*	*	-
		51%	1%	4%	1%	74%	-%	*%	11%	4%	10%	11%	1%	-%
NET: High		4	1	1	1	3	2	2	2	1	2	2	2	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	1	1	1	3	2	2	2	1	2	2	2	*
Mean score		1.5	1.0	1.0	1.0	1.7	1.0	1.0	1.1	1.0	1.1	1.1	1.0	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 235 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:		
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*c
Unweighted Base		10	3	3	3	1	2	4	5	2	2	1
Effective base		3	2	2	2	1	1	1	2	2	1	1
Weighted Base		4	2	2	1	*	1	2	1	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	2	2	2	1	*	1	2	1	*	*	-
		49%	100%	100%	73%	100%	100%	99%	96%	24%	96%	-%
Very high	(2)	2	-	-	*	-	-	*	*	*	*	*
		51%	-%	-%	27%	-%	-%	1%	4%	76%	4%	100%
NET: High		4	2	2	1	*	1	2	1	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	2	2	1	*	1	2	1	*	*	*
Mean score		1.5	1.0	1.0	1.3	1.0	1.0	1.0	1.0	1.8	1.0	2.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 235 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Yes	No
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c		*a	*b		*a	*b
Unweighted Base		10	6	6	7	8	8	8	5	4	8	5	3	10	5	5
Effective base		3	2	2	2	2	3	2	2	2	2	3	2	3	2	3
Weighted Base		4	2	2	2	2	4	2	2	2	2	*	2	4	*	4
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	2	2	2	2	2	2	2	2	2	2	*	2	2	*	2
		49%	89%	99%	89%	89%	52%	86%	99%	100%	89%	46%	99%	49%	35%	51%
Very high	(2)	2	*	*	*	*	2	*	*	*	*	*	*	2	*	2
		51%	11%	1%	11%	11%	48%	14%	1%	*%	11%	54%	1%	51%	65%	49%
NET: High		4	2	2	2	2	4	2	2	2	2	*	2	4	*	4
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	2	2	2	2	4	2	2	2	2	*	2	4	*	4
Mean score		1.5	1.1	1.0	1.1	1.1	1.5	1.1	1.0	1.0	1.1	1.5	1.0	1.5	1.7	1.5

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 235 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

			Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			
		Total base	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*c	*d
Unweighted Base		10	3	4	3	4	1	4	5	5	3	3	1	3
Effective base		3	1	1	1	2	1	1	2	2	1	1	1	1
Weighted Base		4	2	2	1	1	*	2	1	4	1	2	*	2
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	2	-	2	1	1	*	1	1	2	1	-	*	1
		49%	-%	100%	96%	70%	100%	98%	73%	44%	95%	-%	100%	86%
Very high	(2)	2	2	*	*	*	-	*	*	2	*	2	-	*
		51%	100%	*%	4%	30%	-%	2%	27%	56%	5%	100%	-%	14%
NET: High		4	2	2	1	1	*	2	1	4	1	2	*	2
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	2	2	1	1	*	2	1	4	1	2	*	2
Mean score		1.5	2.0	1.0	1.0	1.3	1.0	1.0	1.3	1.6	1.0	2.0	1.0	1.1

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 235 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Amazon Logistics on each of the following aspects: The quality of the postal services provided by Amazon Logistics in the last 12 months

Base: All those who use Amazon Logistics (QV4=17)

			Half	
		Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b
Unweighted Base		10	6	4
Effective base		3	2	2
Weighted Base		4	3	2
Very low	(-2)	-	-	-
		-%	-%	-%
Quite low	(-1)	-	-	-
		-%	-%	-%
Neither low nor high	(0)	-	-	-
		-%	-%	-%
Quite high	(1)	2	1	2
		49%	22%	87%
Very high	(2)	2	2	*
		51%	78%	13%
NET: High		4	3	2
		100%	100%	100%
NET: Low		-	-	-
		-%	-%	-%
Answered		4	3	2
Mean score		1.5	1.8	1.1

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	*b	*c	*d	e
Unweighted Base		87	19	68	52	16	5	14	35
Effective base		33	7	27	30	10	4	11	16
Weighted Base		81	12	69	77	3	1	*	4
Very low	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	-	*	-	*	*
		*%	-%	*%	-%	1%	-%	10%	2%
Neither low nor high	(0)	9	1	8	8	1	*	*	1
		11%	7%	11%	10%	19%	42%	19%	24%
Quite high	(1)	20	3	17	19	1	*	*	1
		25%	22%	25%	24%	34%	23%	39%	32%
Very high	(2)	52	8	44	51	1	*	*	2
		64%	71%	63%	66%	46%	35%	32%	42%
NET: High		72	11	61	69	2	1	*	3
		89%	93%	89%	90%	80%	58%	71%	75%
NET: Low		*	-	*	-	*	-	*	*
		*%	-%	*%	-%	1%	-%	10%	2%
Answered		81	12	69	77	3	1	*	4
Mean score		1.5	1.6	1.5	1.6	1.3	.9	.9	1.2

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		87	28	15	9	4	17	14	52	16	19
Effective base		33	17	10	6	3	11	11	30	10	8
Weighted Base		81	48	23	6	1	3	*	77	3	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	-	*	*	-	*	*
		*%	-%	-%	-%	-%	1%	10%	-%	1%	3%
Neither low nor high	(0)	9	5	2	1	*	1	*	8	1	*
		11%	10%	9%	12%	31%	22%	19%	10%	19%	35%
Quite high	(1)	20	16	2	1	*	1	*	19	1	*
		25%	33%	7%	25%	43%	27%	39%	24%	34%	28%
Very high	(2)	52	28	20	4	*	1	*	51	1	*
		64%	57%	84%	62%	27%	51%	32%	66%	46%	34%
NET: High		72	43	21	5	1	2	*	69	2	1
		89%	90%	91%	88%	69%	77%	71%	90%	80%	62%
NET: Low		*	-	-	-	-	*	*	-	*	*
		*%	-%	-%	-%	-%	1%	10%	-%	1%	3%
Answered		81	48	23	6	1	3	*	77	3	1
Mean score		1.5	1.5	1.7	1.5	1.0	1.3	.9	1.6	1.3	.9

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	*b	*c	*d	*e
Unweighted Base		87	36	11	8	5	12
Effective base		33	20	6	4	3	6
Weighted Base		81	57	14	5	2	1
Very low	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	-	*
		*%	-%	-%	-%	-%	8%
Neither low nor high	(0)	9	8	-	*	*	*
		11%	14%	-%	2%	19%	53%
Quite high	(1)	20	11	5	2	-	*
		25%	20%	34%	40%	-%	32%
Very high	(2)	52	38	9	3	1	*
		64%	66%	66%	57%	81%	8%
NET: High		72	49	14	5	1	*
		89%	86%	100%	98%	81%	40%
NET: Low		*	-	-	-	-	*
		*%	-%	-%	-%	-%	8%
Answered		81	57	14	5	2	1
Mean score		1.5	1.5	1.7	1.6	1.6	.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted Base		87	6	7	10	2	7	10	5	4	2	53	11	15	8
Effective base		33	5	3	6	1	4	6	4	2	1	27	7	9	4
Weighted Base		81	11	8	12	2	5	21	11	2	*	73	5	2	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	*	-	-	-	-	-	-	*	-	*	-
		*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	1%	-%
Neither low nor high	(0)	9	-	*	2	-	*	2	3	*	*	8	1	*	*
		11%	-%	*%	14%	-%	4%	12%	24%	2%	93%	10%	14%	6%	25%
Quite high	(1)	20	1	1	2	2	3	6	2	*	-	17	1	1	1
		25%	11%	19%	19%	94%	63%	27%	16%	7%	-%	24%	12%	75%	52%
Very high	(2)	52	10	6	8	*	2	13	7	2	*	48	4	*	*
		64%	89%	81%	67%	6%	33%	62%	60%	91%	7%	66%	74%	18%	23%
NET: High		72	11	8	10	2	4	19	9	2	*	65	5	2	1
		89%	100%	100%	85%	100%	96%	88%	76%	98%	7%	90%	86%	93%	75%
NET: Low		*	-	-	*	-	-	-	-	-	-	*	-	*	-
		*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	1%	-%
Answered		81	11	8	12	2	5	21	11	2	*	73	5	2	1
Mean score		1.5	1.9	1.8	1.5	1.1	1.3	1.5	1.4	1.9	.1	1.6	1.6	1.1	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	h	a	*b	a	*b
Unweighted Base		87	4	8	2	7	19	5	2	35	72	15	77	10
Effective base		33	1	3	2	2	7	2	1	17	28	7	32	6
Weighted Base		81	4	7	*	5	23	3	*	32	73	8	80	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	-	*	-	-	-	-	*	-	*	-
		*%	-%	*%	-%	1%	-%	-%	-%	-%	*%	-%	*%	-%
Neither low nor high	(0)	9	*	1	-	*	3	-	-	2	9	*	8	*
		11%	*%	10%	-%	2%	14%	-%	-%	6%	12%	*%	11%	21%
Quite high	(1)	20	-	1	*	1	1	2	-	9	17	4	20	*
		25%	-%	20%	33%	17%	6%	97%	-%	29%	23%	47%	25%	46%
Very high	(2)	52	3	5	*	4	19	*	*	21	48	4	52	*
		64%	100%	69%	67%	79%	80%	3%	100%	65%	66%	53%	65%	32%
NET: High		72	3	6	*	4	20	3	*	31	65	8	72	1
		89%	100%	90%	100%	97%	86%	100%	100%	94%	88%	100%	89%	79%
NET: Low		*	-	*	-	*	-	-	-	-	*	-	*	-
		*%	-%	*%	-%	1%	-%	-%	-%	-%	*%	-%	*%	-%
Answered		81	4	7	*	5	23	3	*	32	73	8	80	1
Mean score		1.5	2.0	1.6	1.7	1.8	1.7	1.0	2.0	1.6	1.5	1.5	1.5	1.1

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Internet connection	Role of mail services		
		Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%				a	*b	c
Unweighted Base		87	87	32	22	33
Effective base		33	33	15	9	11
Weighted Base		81	81	32	15	34
Very low	(-2)	-	-	-	-	-
		-%	-%	-%	-%	-%
Quite low	(-1)	*	*	*	*	-
		*%	*%	*%	*%	-%
Neither low nor high	(0)	9	9	1	5	3
		11%	11%	2%	30%	10%
Quite high	(1)	20	20	13	1	6
		25%	25%	41%	7%	18%
Very high	(2)	52	52	19	10	24
		64%	64%	58%	63%	72%
NET: High		72	72	32	11	30
		89%	89%	98%	69%	90%
NET: Low		*	*	*	*	-
		*%	*%	*%	*%	-%
Answered		81	81	32	15	34
Mean score		1.5	1.5	1.6	1.3	1.6

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	c
Unweighted Base		87	38	30	6	4	5	1	1	2	68	19	13	11	27	49
Effective base		33	19	10	4	3	1	1	1	1	28	7	5	6	13	16
Weighted Base		81	52	21	6	1	1	*	*	*	74	7	2	22	30	29
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	-	-	*	-	-	-	*	*	*	-	-	*
		*%	-%	*%	-%	-%	3%	-%	-%	-%	*%	*%	1%	-%	-%	*%
Neither low nor high	(0)	9	5	2	*	-	1	-	*	*	7	1	1	-	5	4
		11%	10%	11%	3%	-%	87%	-%	100%	92%	10%	17%	60%	-%	17%	13%
Quite high	(1)	20	11	6	3	-	-	*	-	-	17	3	*	4	7	9
		25%	21%	31%	48%	-%	-%	100%	-%	-%	24%	37%	2%	17%	24%	32%
Very high	(2)	52	37	12	3	1	*	-	-	*	49	3	1	19	18	16
		64%	70%	58%	49%	100%	9%	-%	-%	8%	66%	46%	37%	83%	60%	55%
NET: High		72	47	19	5	1	*	*	-	*	66	6	1	22	25	25
		89%	90%	89%	97%	100%	9%	100%	-%	8%	90%	83%	38%	100%	83%	87%
NET: Low		*	-	*	-	-	*	-	-	-	*	*	*	-	-	*
		*%	-%	*%	-%	-%	3%	-%	-%	-%	*%	*%	1%	-%	-%	*%
Answered		81	52	21	6	1	1	*	*	*	74	7	2	22	30	29
Mean score		1.5	1.6	1.5	1.5	2.0	.2	1.0	-	.2	1.6	1.3	.7	1.8	1.4	1.4

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base		87	51	52	61	71	30	37	35	6	6	3	6	3	2
Effective base		33	21	24	27	26	11	15	20	3	1	1	2	2	1
Weighted Base		81	41	49	56	54	23	42	40	7	3	2	3	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	*	*	*	*	*	*	-	-	-	-	-	*	-
		*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	56%	-%
Neither low nor high	(0)	9	3	5	5	4	*	2	5	-	*	-	*	*	*
		11%	8%	11%	10%	8%	2%	5%	12%	-%	1%	-%	4%	5%	100%
Quite high	(1)	20	12	12	16	14	4	11	14	*	*	1	-	*	-
		25%	28%	25%	28%	25%	18%	26%	34%	2%	7%	84%	-%	39%	-%
Very high	(2)	52	26	31	35	36	18	29	22	7	3	*	3	-	*
		64%	64%	64%	63%	67%	80%	69%	54%	98%	92%	16%	96%	-%	*%
NET: High		72	38	43	51	49	22	40	35	7	3	2	3	*	*
		89%	92%	89%	90%	92%	98%	95%	88%	100%	99%	100%	96%	39%	*%
NET: Low		*	*	*	*	*	*	*	-	-	-	-	-	*	-
		*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	56%	-%
Answered		81	41	49	56	54	23	42	40	7	3	2	3	*	*
Mean score		1.5	1.6	1.5	1.5	1.6	1.8	1.6	1.4	2.0	1.9	1.2	1.9	-.2	*

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		87	42	8	8	3	4	4	2	10	13	3	28	13	4
Effective base		33	20	3	5	2	3	1	1	2	7	2	14	4	2
Weighted Base		81	45	3	2	1	*	2	*	3	17	6	28	3	2
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	*	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Neither low nor high	(0)	9	3	-	1	-	*	-	*	1	-	3	2	*	*
		11%	6%	-%	50%	-%	70%	-%	100%	20%	-%	48%	8%	4%	12%
Quite high	(1)	20	11	2	1	*	-	*	-	*	6	-	7	2	-
		25%	24%	56%	25%	24%	-%	13%	-%	9%	38%	-%	27%	55%	-%
Very high	(2)	52	31	1	*	1	*	2	*	2	10	3	18	1	2
		64%	70%	44%	24%	76%	30%	87%	*%	70%	62%	52%	65%	41%	88%
NET: High		72	42	3	1	1	*	2	*	2	17	3	26	3	2
		89%	94%	100%	48%	100%	30%	100%	*%	80%	100%	52%	92%	96%	88%
NET: Low		*	-	-	*	-	-	-	-	-	-	-	*	-	-
		*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
Answered		81	45	3	2	1	*	2	*	3	17	6	28	3	2
Mean score		1.5	1.6	1.4	.7	1.8	.6	1.9	*	1.5	1.6	1.0	1.6	1.4	1.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		87	11	12	25	12	11	51	6	12	57	30	56	5
Effective base		33	6	6	9	3	3	21	3	3	24	10	25	3
Weighted Base		81	15	13	16	7	3	41	7	5	50	31	47	8
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	-	*	*	-	-	*	*	*	-
		*%	-%	-%	-%	-%	1%	*%	-%	-%	*%	*%	*%	-%
Neither low nor high	(0)	9	*	*	3	1	1	4	-	*	6	3	5	-
		11%	*%	3%	16%	10%	19%	10%	-%	1%	11%	10%	11%	-%
Quite high	(1)	20	4	3	5	2	*	13	-	1	10	10	13	3
		25%	29%	23%	29%	22%	10%	31%	-%	18%	20%	32%	27%	32%
Very high	(2)	52	11	10	9	5	2	24	7	4	34	18	29	6
		64%	71%	75%	55%	68%	71%	59%	100%	81%	68%	58%	61%	68%
NET: High		72	15	12	13	6	2	37	7	5	45	28	42	8
		89%	100%	97%	84%	90%	81%	90%	100%	99%	89%	90%	89%	100%
NET: Low		*	-	-	-	-	*	*	-	-	*	*	*	-
		*%	-%	-%	-%	-%	1%	*%	-%	-%	*%	*%	*%	-%
Answered		81	15	13	16	7	3	41	7	5	50	31	47	8
Mean score		1.5	1.7	1.7	1.4	1.6	1.5	1.5	2.0	1.8	1.6	1.5	1.5	1.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	*b	*a	b	a	b	*c	a	b	*c
Unweighted Base		87	32	31	51	9	29	42	33	42	18	37	42	18
Effective base		33	15	11	25	2	14	13	14	17	9	16	19	10
Weighted Base		81	33	16	50	6	31	22	29	33	17	33	39	20
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	*	-	-	*	*	*	*	*	*	*
		*%	-%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
Neither low nor high	(0)	9	3	1	5	*	3	2	3	3	3	3	5	*
		11%	10%	4%	10%	2%	9%	7%	11%	9%	18%	9%	13%	2%
Quite high	(1)	20	5	8	12	3	5	8	8	9	7	9	12	8
		25%	15%	51%	25%	52%	18%	36%	27%	28%	40%	27%	30%	42%
Very high	(2)	52	25	7	32	3	23	13	18	21	7	21	22	11
		64%	75%	45%	65%	46%	74%	57%	63%	63%	41%	63%	56%	56%
NET: High		72	30	15	44	6	28	21	26	30	14	30	34	19
		89%	90%	96%	89%	98%	91%	93%	89%	91%	82%	91%	86%	98%
NET: Low		*	-	-	*	-	-	*	*	*	*	*	*	*
		*%	-%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%
Answered		81	33	16	50	6	31	22	29	33	17	33	39	20
Mean score		1.5	1.6	1.4	1.5	1.4	1.7	1.5	1.5	1.5	1.2	1.5	1.4	1.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	*c	a	b	c	a	b	*c
Unweighted Base		87	58	40	22	48	50	47	48	45	5
Effective base		33	21	16	10	20	23	18	21	20	1
Weighted Base		81	45	30	23	40	47	36	45	44	4
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	-	*	*	-	*	*	*
		*%	-%	*%	-%	*%	*%	-%	*%	*%	1%
Neither low nor high	(0)	9	4	1	1	3	5	4	5	3	*
		11%	9%	5%	5%	8%	11%	10%	12%	7%	8%
Quite high	(1)	20	12	8	5	12	12	7	11	14	-
		25%	26%	26%	22%	29%	25%	20%	25%	31%	-%
Very high	(2)	52	29	21	17	25	30	25	29	27	3
		64%	65%	69%	74%	63%	63%	70%	64%	62%	91%
NET: High		72	41	29	22	37	42	33	40	41	3
		89%	91%	95%	95%	92%	89%	90%	88%	93%	91%
NET: Low		*	-	*	-	*	*	-	*	*	*
		*%	-%	*%	-%	*%	*%	-%	*%	*%	1%
Answered		81	45	30	23	40	47	36	45	44	4
Mean score		1.5	1.6	1.6	1.7	1.6	1.5	1.6	1.5	1.5	1.8

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base		87	22	24	31	10	5	42	36	9	3	8	3
Effective base		33	11	11	12	6	4	18	15	5	1	4	2
Weighted Base		81	21	25	26	14	6	38	32	12	*	8	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	-	-	*	*	*	-	-	-
		*%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%
Neither low nor high	(0)	9	1	*	3	*	-	5	*	*	-	1	-
		11%	5%	1%	12%	2%	-%	14%	1%	3%	-%	11%	-%
Quite high	(1)	20	6	4	4	5	5	8	12	1	*	3	*
		25%	30%	16%	17%	33%	80%	22%	36%	12%	100%	39%	7%
Very high	(2)	52	14	21	18	9	1	25	20	10	*	4	*
		64%	65%	83%	71%	65%	20%	64%	63%	85%	*%	50%	93%
NET: High		72	20	25	23	13	6	33	32	11	*	7	*
		89%	95%	99%	88%	98%	100%	86%	99%	97%	100%	89%	100%
NET: Low		*	-	-	-	-	-	*	*	*	-	-	-
		*%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%
Answered		81	21	25	26	14	6	38	32	12	*	8	*
Mean score		1.5	1.6	1.8	1.6	1.6	1.2	1.5	1.6	1.8	1.0	1.4	1.9

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Mail received at your location						Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	c	a	*b	*a	b	a	*b
Unweighted Base		87	75	55	78	70	56	59	71	30	70	4	25	53	76	4
Effective base		33	29	23	30	31	25	25	29	17	29	4	13	20	28	2
Weighted Base		81	72	47	76	65	54	49	72	39	62	6	29	41	72	2
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
		*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	2%
Neither low nor high	(0)	9	7	4	7	6	3	3	6	6	6	2	1	8	8	*
		11%	9%	9%	9%	9%	6%	7%	9%	15%	10%	31%	3%	19%	10%	*%
Quite high	(1)	20	18	11	18	17	15	10	20	11	15	3	9	10	17	-
		25%	25%	24%	24%	27%	27%	21%	27%	27%	24%	44%	31%	25%	24%	-%
Very high	(2)	52	47	32	51	42	36	35	46	23	40	1	19	23	47	2
		64%	65%	67%	67%	64%	67%	72%	64%	58%	65%	25%	66%	56%	66%	98%
NET: High		72	66	43	69	59	51	45	66	33	55	4	28	33	64	2
		89%	91%	91%	91%	91%	94%	93%	91%	85%	90%	69%	97%	81%	90%	98%
NET: Low		*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
		*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	2%
Answered		81	72	47	76	65	54	49	72	39	62	6	29	41	72	2
Mean score		1.5	1.6	1.6	1.6	1.6	1.6	1.7	1.6	1.4	1.5	.9	1.6	1.4	1.6	1.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	b	*a	b	*c	*a	*b	c	a	b
Unweighted Base		87	29	58	29	40	18	22	15	46	35	52
Effective base		33	12	22	14	12	7	10	7	16	14	19
Weighted Base		81	24	57	28	35	18	23	11	43	30	52
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	-	*	*	-	-	*	*	-
		*%	-%	*%	-%	*%	*%	-%	-%	*%	*%	-%
Neither low nor high	(0)	9	2	7	6	3	*	1	1	7	1	8
		11%	7%	12%	20%	9%	*%	3%	6%	17%	2%	16%
Quite high	(1)	20	8	12	6	9	5	8	5	5	7	13
		25%	33%	21%	23%	25%	27%	34%	42%	11%	23%	26%
Very high	(2)	52	14	38	16	23	13	15	6	31	22	30
		64%	60%	66%	57%	66%	73%	63%	52%	72%	76%	58%
NET: High		72	22	50	23	32	17	23	11	36	29	43
		89%	93%	88%	80%	91%	100%	97%	94%	83%	98%	84%
NET: Low		*	-	*	-	*	*	-	-	*	*	-
		*%	-%	*%	-%	*%	*%	-%	-%	*%	*%	-%
Answered		81	24	57	28	35	18	23	11	43	30	52
Mean score		1.5	1.5	1.5	1.4	1.6	1.7	1.6	1.5	1.6	1.7	1.4

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 236 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DPD/DPD Local on each of the following aspects: The quality of the postal services provided by DPD/DPD Local in the last 12 months

Base: All those who use DPD/DPD Local (QV4=18)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	a	b
Unweighted Base		87	26	20	21	20	46	41
Effective base		33	12	7	8	10	18	17
Weighted Base		81	18	15	28	20	34	48
Very low	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	*	*	-	*
		*%	-%	-%	*%	*%	-%	*%
Neither low nor high	(0)	9	3	3	*	3	6	3
		11%	15%	20%	1%	13%	17%	6%
Quite high	(1)	20	7	5	3	5	12	8
		25%	37%	33%	13%	24%	35%	18%
Very high	(2)	52	9	7	24	12	16	36
		64%	48%	47%	87%	62%	48%	76%
NET: High		72	15	12	27	17	28	45
		89%	85%	80%	99%	87%	83%	94%
NET: Low		*	-	-	*	*	-	*
		*%	-%	-%	*%	*%	-%	*%
Answered		81	18	15	28	20	34	48
Mean score		1.5	1.3	1.3	1.9	1.5	1.3	1.7

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 237

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	*b	*a	*b	*c	*d	*e
Unweighted Base		36	31	5	19	7	2	8	17
Effective base		9	9	2	8	3	2	7	6
Weighted Base		27	18	9	25	1	*	*	2
Very low	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	*	*	-	*	-	-	*
		1%	1%	*%	-%	19%	-%	-%	14%
Neither low nor high	(0)	4	4	*	4	-	-	*	*
		16%	24%	1%	18%	-%	-%	13%	2%
Quite high	(1)	10	8	2	10	*	*	*	*
		37%	43%	25%	39%	1%	50%	14%	10%
Very high	(2)	12	6	6	11	1	*	*	1
		45%	32%	73%	43%	80%	50%	73%	74%
NET: High		22	13	9	20	1	*	*	2
		83%	75%	98%	82%	81%	100%	87%	84%
NET: Low		*	*	*	-	*	-	-	*
		1%	1%	*%	-%	19%	-%	-%	14%
Answered		27	18	9	25	1	*	*	2
Mean score		1.3	1.1	1.7	1.3	1.4	1.5	1.6	1.4

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 237 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		36	9	6	4	4	5	8	19	7	10
Effective base		9	4	3	3	3	3	7	8	3	5
Weighted Base		27	14	8	3	1	*	*	25	1	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	*	*	-	-	*	-
		1%	-%	-%	-%	19%	7%	-%	-%	19%	-%
Neither low nor high	(0)	4	3	1	-	-	-	*	4	-	*
		16%	21%	17%	-%	-%	-%	13%	18%	-%	6%
Quite high	(1)	10	4	5	*	-	*	*	10	*	*
		37%	30%	65%	9%	-%	39%	14%	39%	1%	35%
Very high	(2)	12	7	1	3	1	*	*	11	1	*
		45%	48%	18%	91%	81%	54%	73%	43%	80%	59%
NET: High		22	11	7	3	1	*	*	20	1	*
		83%	79%	83%	100%	81%	93%	87%	82%	81%	94%
NET: Low		*	-	-	-	*	*	-	-	*	-
		1%	-%	-%	-%	19%	7%	-%	-%	19%	-%
Answered		27	14	8	3	1	*	*	25	1	1
Mean score		1.3	1.3	1.0	1.9	1.4	1.4	1.6	1.3	1.4	1.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 237 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		36	7	1	2	1	5
Effective base		9	3	1	2	1	3
Weighted Base		27	11	4	2	*	*
Very low	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	-	*
		1%	-%	-%	-%	-%	17%
Neither low nor high	(0)	4	*	-	1	-	-
		16%	3%	-%	60%	-%	-%
Quite high	(1)	10	4	4	1	-	*
		37%	37%	100%	40%	-%	7%
Very high	(2)	12	7	-	-	*	*
		45%	60%	-%	-%	100%	75%
NET: High		22	11	4	1	*	*
		83%	97%	100%	40%	100%	83%
NET: Low		*	-	-	-	-	*
		1%	-%	-%	-%	-%	17%
Answered		27	11	4	2	*	*
Mean score		1.3	1.6	1.0	.4	2.0	1.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 237 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			GOR (QC3)											
		Total base	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		36	6	5	2	2	1	1	2	3	22	3	4	7
Effective base		9	4	2	1	2	1	1	1	2	7	2	3	4
Weighted Base		27	4	9	1	*	4	2	*	4	24	*	1	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	-	-	-	-	-	-	*	-	-	*
		1%	-%	3%	-%	-%	-%	-%	-%	-%	1%	-%	-%	3%
Neither low nor high	(0)	4	-	-	-	*	-	-	-	3	4	*	*	*
		16%	-%	-%	-%	39%	-%	-%	-%	99%	15%	69%	35%	32%
Quite high	(1)	10	2	-	-	-	4	2	*	-	9	*	*	*
		37%	56%	-%	-%	-%	100%	100%	84%	-%	38%	3%	35%	33%
Very high	(2)	12	2	8	1	*	-	-	*	*	11	*	*	*
		45%	44%	97%	100%	61%	-%	-%	16%	1%	47%	28%	30%	32%
NET: High		22	4	8	1	*	4	2	*	*	21	*	1	1
		83%	100%	97%	100%	61%	100%	100%	100%	1%	85%	31%	65%	65%
NET: Low		*	-	*	-	-	-	-	-	-	*	-	-	*
		1%	-%	3%	-%	-%	-%	-%	-%	-%	1%	-%	-%	3%
Answered		27	4	9	1	*	4	2	*	4	24	*	1	1
Mean score		1.3	1.4	1.9	2.0	1.2	1.0	1.0	1.2	*	1.3	.6	.9	1.0

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

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Table 237 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted Base		36	1	3	1	1	12	1	2	15	30	6	30	6
Effective base		9	1	2	1	1	3	1	1	5	6	3	8	3
Weighted Base		27	*	*	*	1	13	*	5	8	22	5	26	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	-	-	-	-	*	-	*	-	*	-
		1%	-%	15%	-%	-%	-%	-%	5%	-%	1%	-%	1%	-%
Neither low nor high	(0)	4	*	-	-	-	2	-	-	3	4	-	4	*
		16%	100%	-%	-%	-%	13%	-%	-%	33%	20%	-%	17%	11%
Quite high	(1)	10	-	*	-	1	*	-	4	4	5	5	10	*
		37%	-%	85%	-%	100%	3%	-%	95%	49%	25%	93%	39%	1%
Very high	(2)	12	-	-	*	-	11	*	-	1	12	*	11	1
		45%	-%	-%	100%	-%	83%	100%	-%	18%	54%	7%	44%	88%
NET: High		22	-	*	*	1	11	*	4	6	17	5	21	1
		83%	-%	85%	100%	100%	87%	100%	95%	67%	79%	100%	82%	89%
NET: Low		*	-	*	-	-	-	-	*	-	*	-	*	-
		1%	-%	15%	-%	-%	-%	-%	5%	-%	1%	-%	1%	-%
Answered		27	*	*	*	1	13	*	5	8	22	5	26	1
Mean score		1.3	-	.7	2.0	1.0	1.7	2.0	.9	.9	1.3	1.1	1.2	1.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

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Table 237 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			Internet connection	Role of mail services			Monthly postal spend								
		Total base	Yes	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%				*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		36	36	21	8	7	21	8	3	1	2	1	29	7	4
Effective base		9	9	6	6	2	7	4	1	1	2	1	8	2	1
Weighted Base		27	27	19	1	7	24	1	1	*	*	1	25	2	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	*	-	*	*	-	*	-	-	-	-	*	-	-
		1%	1%	-%	20%	*%	-%	25%	-%	-%	-%	-%	1%	-%	-%
Neither low nor high	(0)	4	4	4	-	*	4	*	-	-	*	-	4	*	*
		16%	16%	21%	-%	7%	17%	38%	-%	-%	50%	-%	18%	2%	5%
Quite high	(1)	10	10	5	1	4	10	*	*	-	-	-	10	*	-
		37%	37%	26%	44%	68%	40%	26%	1%	-%	-%	-%	40%	1%	-%
Very high	(2)	12	12	10	*	2	10	*	1	*	*	1	10	2	1
		45%	45%	53%	36%	25%	43%	11%	99%	100%	50%	100%	42%	98%	95%
NET: High		22	22	15	1	6	20	*	1	*	*	1	20	2	1
		83%	83%	79%	80%	93%	83%	37%	100%	100%	50%	100%	81%	98%	95%
NET: Low		*	*	-	*	*	-	*	-	-	-	-	*	-	-
		1%	1%	-%	20%	*%	-%	25%	-%	-%	-%	-%	1%	-%	-%
Answered		27	27	19	1	7	24	1	1	*	*	1	25	2	1
Mean score		1.3	1.3	1.3	.9	1.2	1.3	.2	2.0	2.0	1.0	2.0	1.2	2.0	1.9

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 237 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent				
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	250-499	500-4,999
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base		36	7	14	15	23	17	26	28	7	14	21	2	1	1	1
Effective base		9	2	6	4	4	6	6	8	3	5	5	1	1	1	1
Weighted Base		27	10	14	3	17	14	21	17	2	18	19	1	*	*	1
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	*	*	*	*	*	-	-	*	-	-	-	-
		1%	-%	-%	9%	2%	2%	1%	*%	-%	-%	1%	-%	-%	-%	-%
Neither low nor high	(0)	4	*	4	*	*	2	2	4	*	2	2	-	-	-	-
		16%	4%	26%	15%	1%	16%	11%	24%	2%	13%	12%	-%	-%	-%	-%
Quite high	(1)	10	3	7	*	8	7	8	9	1	6	7	-	*	-	-
		37%	26%	51%	10%	45%	50%	35%	52%	67%	33%	38%	-%	100%	-%	-%
Very high	(2)	12	7	3	2	9	4	11	4	1	10	9	1	-	*	1
		45%	70%	23%	66%	53%	32%	53%	24%	31%	55%	49%	100%	-%	100%	100%
NET: High		22	10	10	2	16	11	19	13	2	16	17	1	*	*	1
		83%	96%	74%	76%	98%	82%	88%	76%	98%	87%	87%	100%	100%	100%	100%
NET: Low		*	-	-	*	*	*	*	*	-	-	*	-	-	-	-
		1%	-%	-%	9%	2%	2%	1%	*%	-%	-%	1%	-%	-%	-%	-%
Answered		27	10	14	3	17	14	21	17	2	18	19	1	*	*	1
Mean score		1.3	1.7	1.0	1.3	1.5	1.1	1.4	1.0	1.3	1.4	1.3	2.0	1.0	2.0	2.0

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 237 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			Number of packets and parcels sent						Frequency - letters/large letters sent			
		Total base	1-24	25-49	100-249	250-499	500-4,999	250+	Less than once a week	Once a week	More than once a week and not daily	Daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d
Unweighted Base		36	23	1	2	1	1	2	8	7	5	6
Effective base		9	6	1	1	1	1	1	2	3	3	1
Weighted Base		27	15	*	1	*	1	1	10	2	5	5
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	*	-	-	-	-	-	-	*	-	-
		1%	*%	-%	-%	-%	-%	-%	-%	16%	-%	-%
Neither low nor high	(0)	4	4	*	*	-	-	-	-	*	2	-
		16%	24%	100%	3%	-%	-%	-%	-%	7%	49%	-%
Quite high	(1)	10	9	-	-	-	-	-	2	1	-	5
		37%	60%	-%	-%	-%	-%	-%	18%	68%	-%	88%
Very high	(2)	12	2	-	1	*	1	1	8	*	2	1
		45%	16%	-%	97%	100%	100%	100%	82%	9%	51%	12%
NET: High		22	11	-	1	*	1	1	10	1	2	5
		83%	76%	-%	97%	100%	100%	100%	100%	77%	51%	100%
NET: Low		*	*	-	-	-	-	-	-	*	-	-
		1%	*%	-%	-%	-%	-%	-%	-%	16%	-%	-%
Answered		27	15	*	1	*	1	1	10	2	5	5
Mean score		1.3	.9	-	1.9	2.0	2.0	2.0	1.8	.7	1.0	1.1

Columns Tested:: a,b,c,d,e,f - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 237 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		36	7	4	7	9	1	18	1	9	14	22	16	10
Effective base		9	4	3	3	3	1	6	1	2	5	6	5	4
Weighted Base		27	4	9	1	3	*	9	1	6	6	21	5	17
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	-	-	*	-	-	-	*	-	*	*	*
		1%	-%	-%	-%	1%	-%	-%	-%	*%	-%	1%	1%	1%
Neither low nor high	(0)	4	*	2	-	1	*	4	-	-	1	4	*	2
		16%	3%	24%	-%	39%	100%	44%	-%	-%	9%	19%	2%	13%
Quite high	(1)	10	2	7	*	-	-	3	1	4	3	7	*	7
		37%	57%	74%	28%	-%	-%	33%	100%	70%	48%	34%	5%	43%
Very high	(2)	12	1	*	1	2	-	2	-	2	3	9	4	7
		45%	40%	2%	72%	60%	-%	24%	-%	30%	44%	46%	92%	42%
NET: High		22	3	7	1	2	-	5	1	6	6	17	5	14
		83%	97%	76%	100%	60%	-%	56%	100%	100%	91%	80%	97%	85%
NET: Low		*	-	-	-	*	-	-	-	*	-	*	*	*
		1%	-%	-%	-%	1%	-%	-%	-%	*%	-%	1%	1%	1%
Answered		27	4	9	1	3	*	9	1	6	6	21	5	17
Mean score		1.3	1.4	.8	1.7	1.2	-	.8	1.0	1.3	1.4	1.2	1.9	1.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

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Table 237 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base		36	6	15	16	6	7	21	13	22	7	10	16	3
Effective base		9	3	3	5	3	3	7	3	4	2	2	6	1
Weighted Base		27	4	9	5	13	9	9	13	17	7	8	14	5
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	*	-	-	*	*	*	*	*	*	-
		1%	-%	*%	1%	-%	-%	*%	2%	*%	3%	3%	2%	-%
Neither low nor high	(0)	4	1	-	*	-	1	4	*	*	-	2	2	-
		16%	12%	-%	2%	-%	6%	41%	1%	1%	-%	28%	16%	-%
Quite high	(1)	10	2	6	1	7	7	2	5	8	5	5	7	5
		37%	60%	75%	13%	51%	81%	24%	35%	45%	70%	60%	50%	89%
Very high	(2)	12	1	2	4	7	1	3	8	9	2	1	4	1
		45%	28%	24%	84%	49%	13%	35%	62%	54%	26%	9%	32%	11%
NET: High		22	4	8	5	13	8	5	13	16	6	5	11	5
		83%	88%	100%	97%	100%	94%	58%	97%	99%	97%	69%	82%	100%
NET: Low		*	-	*	*	-	-	*	*	*	*	*	*	-
		1%	-%	*%	1%	-%	-%	*%	2%	*%	3%	3%	2%	-%
Answered		27	4	9	5	13	9	9	13	17	7	8	14	5
Mean score		1.3	1.2	1.2	1.8	1.5	1.1	.9	1.6	1.5	1.2	.7	1.1	1.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 237 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets			Types of services used to send standard letters:	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	First class services	Second class services	Tracked services/ special delivery	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		36	21	17	4	19	13	10	13	14	1	3	5	5	12	13
Effective base		9	5	6	2	4	4	4	5	2	1	2	3	1	5	3
Weighted Base		27	13	15	6	16	11	10	5	10	*	4	4	5	5	11
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	*	-	-	*	*	*	*	*	-	-	-	*	-	*
		1%	*%	-%	-%	*%	*%	*%	1%	*%	-%	-%	-%	1%	-%	*%
Neither low nor high	(0)	4	4	4	-	*	-	1	-	*	-	-	*	*	-	*
		16%	30%	24%	-%	1%	-%	5%	-%	1%	-%	-%	3%	8%	-%	1%
Quite high	(1)	10	8	8	5	7	7	8	3	1	*	4	2	5	3	2
		37%	56%	57%	74%	47%	64%	80%	46%	6%	100%	100%	61%	91%	47%	14%
Very high	(2)	12	2	3	2	8	4	2	3	9	-	-	1	*	3	9
		45%	14%	19%	26%	52%	36%	15%	53%	92%	-%	-%	37%	1%	53%	85%
NET: High		22	9	11	6	16	11	10	5	10	*	4	4	5	5	11
		83%	70%	76%	100%	99%	100%	95%	99%	99%	100%	100%	97%	92%	100%	99%
NET: Low		*	*	-	-	*	*	*	*	*	-	-	-	*	-	*
		1%	*%	-%	-%	*%	*%	*%	1%	*%	-%	-%	-%	1%	-%	*%
Answered		27	13	15	6	16	11	10	5	10	*	4	4	5	5	11
Mean score		1.3	.8	.9	1.3	1.5	1.4	1.1	1.5	1.9	1.0	1.0	1.3	.9	1.5	1.8

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 237 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			RM product changes:		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Lower Cost	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			*a	*b	a	*b	c	*d	*e	*a	b	*c	*a	*b	*a	*b
Unweighted Base		36	1	2	33	22	33	24	29	18	33	6	23	1	4	20
Effective base		9	1	1	8	7	8	8	8	5	8	3	5	1	2	4
Weighted Base		27	4	*	25	17	25	17	26	13	26	8	17	4	8	14
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	*	*	*	*	*	-	*	-	*	-	-	*
		1%	-%	7%	1%	1%	1%	*%	1%	-%	1%	-%	*%	-%	-%	*%
Neither low nor high	(0)	4	-	*	4	3	4	4	4	4	4	2	1	-	-	1
		16%	-%	93%	17%	21%	17%	22%	15%	31%	17%	27%	3%	-%	-%	4%
Quite high	(1)	10	4	-	10	9	10	9	10	5	10	5	5	4	7	3
		37%	100%	-%	39%	56%	39%	55%	39%	38%	38%	58%	31%	100%	86%	22%
Very high	(2)	12	-	-	11	4	11	4	12	4	11	1	11	-	1	10
		45%	-%	-%	42%	22%	42%	23%	45%	31%	44%	15%	66%	-%	14%	74%
NET: High		22	4	-	21	13	21	13	21	9	21	6	16	4	8	13
		83%	100%	-%	82%	78%	82%	77%	84%	69%	82%	73%	97%	100%	100%	96%
NET: Low		*	-	*	*	*	*	*	*	-	*	-	*	-	-	*
		1%	-%	7%	1%	1%	1%	*%	1%	-%	1%	-%	*%	-%	-%	*%
Answered		27	4	*	25	17	25	17	26	13	26	8	17	4	8	14
Mean score		1.3	1.0	-.1	1.2	1.0	1.2	1.0	1.3	1.0	1.2	.9	1.6	1.0	1.1	1.7

Columns Tested:: a,b - a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 237 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		36	29	2	10	26	9	16	11	9	3	23	25	11
Effective base		9	8	1	4	6	3	5	4	4	1	6	5	4
Weighted Base		27	25	*	5	21	5	6	15	5	*	21	19	7
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	*	-	-	*	-	*	-	-	*	-
		1%	-%	100%	5%	-%	-%	4%	-%	5%	-%	-%	1%	-%
Neither low nor high	(0)	4	3	-	4	*	4	*	-	*	*	4	1	3
		16%	11%	-%	72%	2%	75%	8%	-%	8%	9%	19%	7%	43%
Quite high	(1)	10	10	-	*	10	-	4	6	3	*	7	8	2
		37%	40%	-%	3%	46%	-%	64%	39%	64%	8%	31%	39%	31%
Very high	(2)	12	12	-	1	11	1	2	9	1	*	11	10	2
		45%	49%	-%	21%	52%	25%	24%	61%	23%	82%	50%	53%	25%
NET: High		22	22	-	1	21	1	5	15	4	*	17	18	4
		83%	89%	-%	23%	98%	25%	88%	100%	87%	91%	81%	92%	57%
NET: Low		*	-	*	*	-	-	*	-	*	-	-	*	-
		1%	-%	100%	5%	-%	-%	4%	-%	5%	-%	-%	1%	-%
Answered		27	25	*	5	21	5	6	15	5	*	21	19	7
Mean score		1.3	1.4	-1.0	.4	1.5	.5	1.1	1.6	1.0	1.7	1.3	1.4	.8

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 237 (continuation)

QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [Other provider from QV4] on each of the following aspects: The quality of the postal services provided by [Other provider from QV4] in the last 12 months

Base: All those who use Other (1st) (QV4=98)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		36	16	10	7	3	26	10
Effective base		9	6	4	2	1	8	2
Weighted Base		27	15	3	8	*	18	8
Very low	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	*	-	*	*	-	*	*
		1%	-%	1%	3%	-%	*%	3%
Neither low nor high	(0)	4	2	2	*	-	4	*
		16%	15%	48%	6%	-%	22%	6%
Quite high	(1)	10	9	1	*	*	10	*
		37%	63%	15%	2%	1%	54%	2%
Very high	(2)	12	3	1	7	*	4	8
		45%	22%	36%	89%	99%	25%	90%
NET: High		22	12	2	7	*	14	8
		83%	85%	51%	91%	100%	78%	92%
NET: Low		*	-	*	*	-	*	*
		1%	-%	1%	3%	-%	*%	3%
Answered		27	15	3	8	*	18	8
Mean score		1.3	1.1	.9	1.8	2.0	1.0	1.8

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 238

The quality of the postal services provided by [Other provider from QV4] in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate ^f('QV4_99_other')^ on each of the following aspects:)

Base: All those who use Other (2nd) (QV4=99)

			Method	Business Size 1			Business Size 2				Turnover	GOR (QC3)			Industry
		Total base	CATI	0-9	100-249	10+	5 - 9	100 - 249	Micro (0-9)	Medium (50-249+)	£1,500,000 +	Yorkshire and the Humber	England	Northern Ireland	Non Financial
Significance Level: 95%				*a	*b	*c	*a	*b	*c	*d		*a	*b	*c	
Unweighted Base		2	2	1	1	1	1	1	1	1	1	1	1	1	2
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: High		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b,c - a,b,c,d - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 238 (continuation)

The quality of the postal services provided by [Other provider from QV4] in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate ^f('QV4_99_other')^ on each of the following aspects:)

Base: All those who use Other (2nd) (QV4=99)

			Urbanity	Location	Internet connection	Role of mail services	Monthly postal spend					Monthly Postal Spend (size)	Types of mail sent				
		Total base	Urban	Head office	Yes	Core to business operations	£100 -<£1000	£5000 -<£10,000	0-<£1000	£1000+	£5000+	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings
Significance Level: 95%							*a	*b	*c	*d	*e		*a	*b	*c	*d	*e
Unweighted Base		2	2	2	2	2	1	1	1	1	1	2	2	1	2	2	2
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: High		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 238 (continuation)

The quality of the postal services provided by [Other provider from QV4] in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate ^f('QV4_99_other')^ on each of the following aspects:)

Base: All those who use Other (2nd) (QV4=99)

			Number of letters/ large letters sent		Number of packets and parcels sent			Frequency - letters/large letters sent	Frequency - parcels and packets	Use of parcels	Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters
		Total base	1-24	250-499	1-24	250-499	250+	Daily	Once a day	Parcel post used for fulfillment	Royal Mail	Provider other than Royal Mail	Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail
Significance Level: 95%			*a	*b	*a	*b	*c				*a	*b		*a	*b	
Unweighted Base		2	1	1	1	1	1	2	2	2	1	1	2	1	1	2
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: High		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 238 (continuation)

The quality of the postal services provided by [Other provider from QV4] in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate ^f('QV4_99_other')^ on each of the following aspects:)

Base: All those who use Other (2nd) (QV4=99)

			Main Postal provider: contract value - parcels and packets		Types of services used: letters	Types of services used: large letters		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters	Use of RM postal services: parcels and packets
		Total base	Royal Mail	Provider other than Royal Mail	Standard Delivery	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	Second class services	International tracked services/special delivery
Significance Level: 95%			*a	*b		*a	*b	*a	*b	*c	*a	*b	*c	*a	
Unweighted Base		2	1	1	2	1	1	1	1	1	2	1	1	2	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: High		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 238 (continuation)

The quality of the postal services provided by [Other provider from QV4] in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate ^f('QV4_99_other')^ on each of the following aspects:)

Base: All those who use Other (2nd) (QV4=99)

			Types of services used to send standard letters:		Mail received at your location					Types of services for received mail		Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail	
		Total base	First class services	Second class services	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	Satisfied	No	Satisfied	No	Stay the same	Decrease
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e	*a	*b					*a	*b
Unweighted Base		2	1	2	2	2	2	2	2	2	2	2	2	2	2	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very low	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: High		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b - a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 238 (continuation)

The quality of the postal services provided by [Other provider from QV4] in the last 12 months (QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate ^f('QV4_99_other')^ on each of the following aspects:)

Base: All those who use Other (2nd) (QV4=99)

			Considered trying provider other than RM	Have moved to communication methods other than post	Quarter	Half
		Total base	Yes - tried	Yes	Q1 2021	Q1-2 2021
Significance Level: 95%					*a	
Unweighted Base		2	2	2	2	2
Effective base		1	1	1	1	1
Weighted Base		*	*	*	*	*
Very low	(-2)	-	-	-	-	-
		-%	-%	-%	-%	-%
Quite low	(-1)	-	-	-	-	-
		-%	-%	-%	-%	-%
Neither low nor high	(0)	-	-	-	-	-
		-%	-%	-%	-%	-%
Quite high	(1)	-	-	-	-	-
		-%	-%	-%	-%	-%
Very high	(2)	*	*	*	*	*
		100%	100%	100%	100%	100%
NET: High		*	*	*	*	*
		100%	100%	100%	100%	100%
NET: Low		-	-	-	-	-
		-%	-%	-%	-%	-%
Answered		*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0

Columns Tested:: None

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	*c	d	e
Unweighted Base		149	38	111	55	38	15	41	94
Effective base		41	12	29	34	22	5	20	29
Weighted Base		93	29	65	85	7	1	1	9
Very dissatisfied	(-2)	*	-	*	-	*	-	-	*
		*%	-%	*%	-%	*%	-%	-%	*%
Fairly dissatisfied	(-1)	5	-	5	5	*	-	*	*
		6%	-%	8%	6%	1%	-%	1%	1%
Neither satisfied nor dissatisfied	(0)	19	8	11	19	*	*	*	*
		20%	29%	16%	22%	4%	2%	13%	4%
					e				
Fairly satisfied	(1)	38	8	30	33	4	*	*	5
		41%	29%	46%	39%	56%	21%	47%	52%
Very satisfied	(2)	30	11	19	27	2	*	*	3
		33%	39%	30%	32%	32%	54%	39%	35%
Don't Know (DO NOT READ OUT)		1	1	-	-	*	*	-	1
		1%	2%	-%	-%	7%	23%	-%	8%
NET: Satisfied		68	20	49	61	6	1	*	8
		73%	68%	75%	72%	88%	75%	86%	86%
NET: Dissatisfied		5	-	5	5	*	-	*	*
		6%	-%	8%	6%	2%	-%	1%	1%
Answered		93	28	65	85	7	1	1	8
Mean score		1.0	1.1	1.0	1.0	1.3	1.7	1.2	1.3

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	e	f	g	h	i
Unweighted Base		149	26	18	11	16	37	41	55	38	56
Effective base		41	17	12	7	10	16	20	34	22	12
Weighted Base		93	46	28	11	4	4	1	85	7	1
Very dissatisfied	(-2)	*	-	-	-	-	*	-	-	*	-
		*%	-%	-%	-%	-%	*%	-%	-%	*%	-%
Fairly dissatisfied	(-1)	5	3	-	2	-	*	*	5	*	*
		6%	6%	-%	23%	-%	2%	1%	6%	1%	*%
Neither satisfied nor dissatisfied	(0)	19	15	3	*	*	*	*	19	*	*
		20%	33%	10%	4%	6%	1%	13%	22% e	4%	6%
Fairly satisfied	(1)	38	14	16	4	2	2	*	33	4	*
		41%	29%	57%	38%	49%	54%	47%	39%	56%	31%
Very satisfied	(2)	30	14	9	4	2	1	*	27	2	1
		33%	31%	33%	34%	44%	26%	39%	32%	32%	48%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	1	-	-	*	*
		1%	-%	-%	-%	-%	16% g	-%	-%	7%	14%
NET: Satisfied		68	28	25	8	4	3	*	61	6	1
		73%	61%	90%	73%	94%	80%	86%	72%	88%	79%
NET: Dissatisfied		5	3	-	2	-	*	*	5	*	*
		6%	6%	-%	23%	-%	3%	1%	6%	2%	*%
Answered		93	46	28	11	4	4	1	85	7	1
Mean score		1.0	.9	1.2	.8	1.4	1.2	1.2	1.0	1.3	1.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	*c	*d	*e
Unweighted Base		149	45	37	11	4	29
Effective base		41	22	10	3	1	4
Weighted Base		93	59	15	3	*	9
Very dissatisfied	(-2)	*	-	*	-	-	-
		*%	-%	*%	-%	-%	-%
Fairly dissatisfied	(-1)	5	3	1	1	-	-
		6%	5%	7%	39%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	15	3	*	-	*
		20%	26%	19%	12%	-%	1%
Fairly satisfied	(1)	38	26	6	*	*	2
		41%	45%	43%	5%	97%	17%
Very satisfied	(2)	30	14	5	2	*	7
		33%	24%	31%	44%	3%	82%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	-
		1%	-%	-%	-%	-%	-%
NET: Satisfied		68	40	11	2	*	9
		73%	69%	74%	49%	100%	99%
NET: Dissatisfied		5	3	1	1	-	-
		6%	5%	8%	39%	-%	-%
Answered		93	59	15	3	*	9
Mean score		1.0	.9	1.0	.5	1.0	1.8

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted Base		149	9	9	18	4	14	9	1	8	4	76	21	6	46
Effective base		41	5	3	11	2	7	5	1	3	1	35	9	5	5
Weighted Base		93	11	9	32	2	15	10	*	2	4	85	5	1	2
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Fairly dissatisfied	(-1)	5	-	-	3	1	1	-	-	-	-	5	*	-	-
		6%	-%	-%	9%	35%	9%	-%	-%	-%	-%	6%	8%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	3	4	4	-	3	3	-	*	-	17	*	*	1
		20%	25%	47%	14%	-%	21%	28%	-%	9%	-%	20%	9%	15%	42%
Fairly satisfied	(1)	38	1	3	14	*	9	5	*	2	*	33	3	1	1
		41%	5%	33%	45%	6%	57%	48%	100%	71%	4%	39%	59%	63%	45%
Very satisfied	(2)	30	8	2	10	1	2	2	-	-	4	29	1	*	*
		33%	69%	20%	32%	59%	12%	24%	-%	-%	96%	34%	25%	22%	12%
Don't Know (DO NOT READ OUT)		1	-	-	-	-	*	-	-	*	-	1	-	-	-
		1%	-%	-%	-%	-%	1%	-%	-%	20%	-%	1%	-%	-%	-%
NET: Satisfied		68	8	5	24	2	10	7	*	2	4	62	4	1	1
		73%	75%	53%	77%	65%	69%	72%	100%	71%	100%	73%	83%	85%	57%
NET: Dissatisfied		5	-	-	3	1	1	-	-	-	-	5	*	-	*
		6%	-%	-%	9%	35%	9%	-%	-%	-%	-%	6%	8%	-%	1%
Answered		93	11	9	32	2	15	10	*	2	4	84	5	1	2
Mean score		1.0	1.4	.7	1.0	.9	.7	1.0	1.0	.9	2.0	1.0	1.0	1.1	.7

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	b	*c	*d	*e	*f	*g	h	a	*b	a	*b
Unweighted Base		149	3	30	4	9	28	2	4	64	133	16	124	25
Effective base		41	1	10	2	3	7	1	1	17	37	4	36	6
Weighted Base		93	*	25	1	7	15	*	1	39	86	7	85	9
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	*	*	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Fairly dissatisfied	(-1)	5	-	4	-	-	-	-	1	*	5	-	5	1
		6%	-%	17%	-%	-%	-%	-%	97%	*%	6%	-%	5%	10%
Neither satisfied nor dissatisfied	(0)	19	-	5	-	6	*	-	-	7	18	*	16	3
		20%	-%	20%	-%	84%	3%	-%	-%	19%	21%	6%	19%	32%
Fairly satisfied	(1)	38	*	13	*	1	7	*	*	12	32	5	35	3
		41%	18%	52%	26%	9%	47%	88%	3%	32%	38%	76%	41%	37%
Very satisfied	(2)	30	*	3	*	1	8	*	-	19	29	1	29	2
		33%	82%	12%	6%	7%	49%	12%	-%	49%	34%	18%	34%	19%
Don't Know (DO NOT READ OUT)		1	-	-	*	-	*	-	-	-	1	-	*	*
		1%	-%	-%	68%	-%	1%	-%	-%	-%	1%	-%	1%	2%
NET: Satisfied		68	*	16	*	1	15	*	*	32	62	7	63	5
		73%	100%	63%	32%	16%	96%	100%	3%	81%	71%	94%	75%	56%
NET: Dissatisfied		5	-	4	-	-	-	-	1	*	5	-	5	1
		6%	-%	17%	-%	-%	-%	-%	97%	*%	6%	-%	6%	10%
Answered		93	*	25	*	7	15	*	1	39	85	7	84	9
Mean score		1.0	1.8	.6	1.2	.2	1.5	1.1	-.9	1.3 b	1.0	1.1	1.0	.7

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	b	c
Unweighted Base		149	148	1	47	60	42
Effective base		41	41	1	13	14	14
Weighted Base		93	93	*	29	29	35
Very dissatisfied	(-2)	*	*	-	-	*	-
		*%	*%	-%	-%	*%	-%
Fairly dissatisfied	(-1)	5	5	-	*	1	4
		6%	6%	-%	*%	4%	12%
Neither satisfied nor dissatisfied	(0)	19	19	-	6	8	5
		20%	20%	-%	20%	27%	15%
Fairly satisfied	(1)	38	38	*	8	13	17
		41%	40%	100%	28%	44%	48%
Very satisfied	(2)	30	30	-	15	7	9
		33%	33%	-%	50%	24%	25%
Don't Know (DO NOT READ OUT)		1	1	-	*	*	-
		1%	1%	-%	2%	1%	-%
NET: Satisfied		68	68	*	23	20	26
		73%	73%	100%	78%	68%	73%
NET: Dissatisfied		5	5	-	*	1	4
		6%	6%	-%	*%	4%	12%
Answered		93	92	*	28	29	35
Mean score		1.0	1.0	1.0	1.3	.9	.9

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	b	c
Unweighted Base		149	64	51	12	5	5	8	2	2	115	34	22	18	46	85
Effective base		41	20	14	4	2	1	2	2	1	35	7	3	6	15	21
Weighted Base		93	47	35	7	1	1	*	*	3	81	12	5	13	33	47
Very dissatisfied	(-2)	*	-	-	-	-	*	-	-	-	-	*	*	-	-	*
		*%	-%	-%	-%	-%	2%	-%	-%	-%	-%	*%	*%	-%	-%	*%
Fairly dissatisfied	(-1)	5	3	*	2	-	-	*	-	-	3	2	*	-	3	3
		6%	6%	*%	30%	-%	-%	80%	-%	-%	4%	20%	5%	-%	9%	5%
Neither satisfied nor dissatisfied	(0)	19	8	8	*	-	*	*	-	3	16	3	3	5	3	11
		20%	17%	22%	6%	-%	1%	2%	-%	99%	19%	26%	56%	34%	10%	23%
Fairly satisfied	(1)	38	19	14	5	*	*	*	*	-	33	5	*	7	12	19
		41%	41%	40%	63%	71%	*%	9%	66%	-%	40%	41%	9%	53%	36%	40%
Very satisfied	(2)	30	16	13	*	*	1	*	*	*	29	2	1	2	14	14
		33%	35%	37%	1%	29%	98%	9%	34%	1%	36%	12%	29%	13%	43%	30%
Don't Know (DO NOT READ OUT)		1	*	*	-	-	-	-	-	-	1	-	-	-	*	*
		1%	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	*%
NET: Satisfied		68	35	26	5	1	1	*	*	*	62	7	2	9	27	33
		73%	76%	77%	64%	100%	98%	18%	100%	1%	76%	54%	38%	66%	79%	71%
NET: Dissatisfied		5	3	*	2	-	*	*	-	-	3	2	*	-	3	3
		6%	6%	*%	30%	-%	2%	80%	-%	-%	4%	20%	6%	-%	9%	5%
Answered		93	46	34	7	1	1	*	*	3	80	12	5	13	33	47
Mean score		1.0	1.1	1.1	.4	1.3	1.9	-.5	1.3	*	1.1	.5	.6	.8	1.2	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base		149	92	90	115	115	63	59	49	14	17	10	10	8	7
Effective base		41	19	28	31	32	9	16	19	8	4	3	3	3	3
Weighted Base		93	36	60	70	70	17	29	44	18	5	3	*	*	*
Very dissatisfied	(-2)	*	*	*	*	*	-	-	-	-	-	-	-	-	*
		*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	32%
Fairly dissatisfied	(-1)	5	1	5	5	5	*	2	*	3	-	2	-	-	-
		6%	2%	8%	7%	7%	1%	7%	*%	16%	-%	77%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	19	4	10	10	12	3	4	7	3	*	*	-	*	-
		20%	10%	16%	15%	17%	19%	15%	16%	15%	9%	2%	-%	17%	-%
Fairly satisfied	(1)	38	14	23	27	32	9	16	20	3	3	1	*	*	*
		41%	38%	39%	38%	45%	51%	56%	45%	16%	69%	21%	15%	66%	4%
Very satisfied	(2)	30	17	21	27	21	5	6	17	9	1	*	*	*	*
		33%	47%	36%	38%	30%	30%	22%	38%	53%	12%	1%	85%	17%	63%
Don't Know (DO NOT READ OUT)		1	1	1	1	1	-	-	*	-	*	-	-	-	-
		1%	2%	1%	1%	1%	-%	-%	*%	-%	10%	-%	-%	-%	-%
NET: Satisfied		68	31	45	53	53	14	23	36	12	4	1	*	*	*
		73%	86%	74%	77%	75%	80%	78%	83%	68%	81%	21%	100%	83%	68%
NET: Dissatisfied		5	1	5	5	5	*	2	*	3	-	2	-	-	*
		6%	2%	9%	7%	7%	1%	7%	*%	16%	-%	77%	-%	-%	32%
Answered		93	35	59	69	69	17	29	43	18	4	3	*	*	*
Mean score		1.0	1.3	1.0	1.1	1.0	1.1	.9	1.2	1.0	1.0	-.5	1.8	1.0	.7

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		149	59	16	5	7	3	16	9	28	19	25	29	23	19
Effective base		41	20	8	1	4	2	5	1	3	6	8	9	8	2
Weighted Base		93	49	14	3	1	2	*	1	3	14	23	17	12	3
Very dissatisfied	(-2)	*	-	-	-	*	-	-	-	-	-	*	-	-	-
		*%	-%	-%	-%	2%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Fairly dissatisfied	(-1)	5	*	5	-	-	-	-	-	-	*	-	-	5	-
		6%	*%	37%	-%	-%	-%	-%	-%	-%	*%	-%	-%	42%	-%
Neither satisfied nor dissatisfied	(0)	19	11	*	-	*	-	-	-	-	3	7	1	-	*
		20%	23%	*%	-%	4%	-%	-%	-%	-%	22%	29%	3%	-%	*%
Fairly satisfied	(1)	38	23	3	3	1	2	*	*	2	5	9	7	4	1
		41%	47%	25%	89%	63%	100%	28%	2%	56%	39%	38%	42%	35%	34%
Very satisfied	(2)	30	14	5	*	*	-	*	1	1	5	8	10	2	2
		33%	28%	37%	11%	31%	-%	72%	98%	44%	39%	33%	55%	17%	66%
Don't Know (DO NOT READ OUT)		1	1	-	-	-	-	-	-	-	-	-	-	1	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%
NET: Satisfied		68	37	9	3	1	2	*	1	3	11	16	17	6	3
		73%	75%	62%	100%	94%	100%	100%	100%	100%	78%	71%	97%	52%	100%
NET: Dissatisfied		5	*	5	-	*	-	-	-	-	*	*	-	5	-
		6%	*%	37%	-%	2%	-%	-%	-%	-%	*%	*%	-%	42%	-%
Answered		93	48	14	3	1	2	*	1	3	14	23	17	11	3
Mean score		1.0	1.0	.6	1.1	1.2	1.0	1.7	2.0	1.4	1.2	1.0	1.5	.3	1.7

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	c	*d	*e	a	*b	*c	a	b	a	b
Unweighted Base		149	21	20	37	19	18	79	11	24	71	78	78	37
Effective base		41	8	6	9	8	2	22	3	8	22	19	24	9
Weighted Base		93	16	15	23	15	2	52	8	10	50	44	44	25
Very dissatisfied	(-2)	*	-	*	-	-	-	*	-	-	*	-	*	-
		*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Fairly dissatisfied	(-1)	5	1	-	*	4	-	5	-	*	5	*	2	3
		6%	5%	-%	*%	28%	-%	10%	-%	*%	10%	1%	5%	12%
Neither satisfied nor dissatisfied	(0)	19	*	3	5	3	-	9	3	-	7	12	3	7
		20%	*%	22%	22%	21%	-%	17%	35%	-%	15%	26%	7%	29%
Fairly satisfied	(1)	38	9	8	10	2	1	26	*	5	21	17	21	6
		41%	58%	58%	44%	16%	94%	50%	6%	53%	43%	38%	46%	24%
Very satisfied	(2)	30	5	3	8	5	*	12	5	4	15	15	18	9
		33%	33%	20%	33%	33%	6%	24%	59%	40%	31%	34%	40%	35%
Don't Know (DO NOT READ OUT)		1	*	-	-	*	-	-	-	1	1	-	1	-
		1%	3%	-%	-%	1%	-%	-%	-%	7%	1%	-%	2%	-%
NET: Satisfied		68	14	11	18	8	2	38	5	9	37	32	38	15
		73%	91%	78%	78%	49%	100%	73%	65%	93%	74%	73%	87%	60%
NET: Dissatisfied		5	1	*	*	4	-	5	-	*	5	*	2	3
		6%	5%	*%	*%	28%	-%	10%	-%	*%	10%	1%	5%	12%
Answered		93	15	15	23	15	2	52	8	9	49	44	44	25
Mean score		1.0	1.2	1.0	1.1	.6	1.1	.9	1.2	1.4	1.0	1.1	1.2	.8

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base		149	40	67	72	39	42	73	72	69	37	75	62	38
Effective base		41	15	16	25	5	17	15	14	18	4	22	22	7
Weighted Base		93	35	33	53	13	40	30	24	24	11	49	44	17
Very dissatisfied	(-2)	*	*	-	*	-	*	-	*	-	-	*	-	*
		*%	*%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%	*%
Fairly dissatisfied	(-1)	5	1	4	5	-	4	1	1	1	-	5	5	4
		6%	4%	11%	10%	-%	11%	3%	3%	4%	-%	10%	12%	25%
Neither satisfied nor dissatisfied	(0)	19	3	8	7	3	3	9	3	1	3	7	6	4
		20%	10%	25%	13%	25%	7%	29%	14%	3%	25%	14%	13%	24%
Fairly satisfied	(1)	38	19	12	21	3	18	14	9	10	2	18	14	2
		41%	52%	37%	40%	26%	44%	47%	39%	44%	20%	36%	31%	15%
Very satisfied	(2)	30	11	9	18	6	14	7	10	11	6	19	19	6
		33%	32%	27%	35%	49%	36%	22%	40%	47%	55%	38%	43%	36%
Don't Know (DO NOT READ OUT)		1	1	-	1	-	1	-	1	1	-	1	1	-
		1%	2%	-%	1%	-%	2%	-%	3%	3%	-%	1%	2%	-%
NET: Satisfied		68	30	21	40	10	32	21	19	21	8	36	32	9
		73%	85%	64%	76%	75%	80%	69%	80%	90%	75%	74%	74%	51%
NET: Dissatisfied		5	1	4	5	-	4	1	1	1	-	5	5	4
		6%	4%	11%	10%	-%	11%	3%	4%	4%	-%	10%	12%	25%
Answered		93	35	33	52	13	39	30	23	23	11	48	43	17
Mean score		1.0	1.2	.8	1.0	1.2	1.1	.9	1.2	1.4	1.3	1.0	1.1	.6

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		149	102	55	46	77	70	64	78	60	7
Effective base		41	28	17	10	18	23	22	23	17	2
Weighted Base		93	64	29	22	33	50	48	41	36	*
Very dissatisfied	(-2)	*	*	-	-	-	*	-	-	*	-
		*%	*%	-%	-%	-%	*%	-%	-%	*%	-%
Fairly dissatisfied	(-1)	5	5	2	2	1	2	5	2	1	-
		6%	8%	7%	10%	3%	4%	11%	5%	4%	-%
Neither satisfied nor dissatisfied	(0)	19	11	6	3	1	7	4	1	7	*
		20%	17%	22%	15%	2%	14%	8%	2%	20%	13%
Fairly satisfied	(1)	38	29	7	8	14	21	22	18	13	*
		41%	46%	23%	36%	42%	42%	45%	44%	35%	22%
Very satisfied	(2)	30	18	13	9	17	19	17	20	14	*
		33%	28%	46%	39%	51%	39%	35%	47%	39%	66%
Don't Know (DO NOT READ OUT)		1	1	*	-	1	1	1	1	1	-
		1%	1%	2%	-%	2%	1%	1%	2%	2%	-%
NET: Satisfied		68	47	20	17	31	40	39	38	27	*
		73%	74%	69%	75%	93%	81%	80%	91%	74%	87%
NET: Dissatisfied		5	5	2	2	1	2	5	2	1	-
		6%	8%	7%	10%	3%	4%	11%	5%	4%	-%
Answered		93	63	29	22	32	49	48	41	35	*
Mean score		1.0	.9	1.1	1.0	1.4	1.2	1.1	1.4	1.1	1.5

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base		149	36	33	46	14	7	65	50	19	13	9	2
Effective base		41	14	12	14	6	2	19	14	5	2	2	1
Weighted Base		93	27	22	29	15	3	35	25	6	6	4	3
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	*	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Fairly dissatisfied	(-1)	5	5	5	2	2	1	5	1	2	*	-	3
		6%	19%	23%	7%	15%	46%	14%	5%	36%	2%	-%	99%
Neither satisfied nor dissatisfied	(0)	19	*	3	1	1	*	3	3	*	4	*	-
		20%	2%	14%	4%	4%	1%	10%	14%	1%	72%	1%	-%
Fairly satisfied	(1)	38	8	1	16	6	2	9	9	*	*	4	*
		41%	28%	5%	54% b	39%	52%	26%	35%	3%	1%	99%	1%
Very satisfied	(2)	30	13	12	9	6	-	17	11	4	1	*	-
		33%	50%	56%	32%	42%	-%	48%	43%	60%	25%	*%	-%
Don't Know (DO NOT READ OUT)		1	*	*	1	-	-	1	1	-	-	-	-
		1%	1%	1%	2%	-%	-%	2%	3%	-%	-%	-%	-%
NET: Satisfied		68	21	14	25	12	2	26	19	4	2	4	*
		73%	78%	61%	86%	82%	52%	74%	78%	63%	26%	99%	1%
NET: Dissatisfied		5	5	5	2	2	1	5	1	2	*	-	3
		6%	19%	23%	7%	15%	46%	14%	5%	36%	2%	-%	99%
Answered		93	26	22	29	15	3	34	24	6	6	4	3
Mean score		1.0	1.1	1.0	1.1	1.1	.1	1.1	1.2	.9	.5	1.0	-1.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base		149	112	95	128	110	93	106	107	57	101	5	49	63	120	9
Effective base		41	32	26	35	32	23	27	33	16	28	2	11	22	33	3
Weighted Base		93	65	54	73	68	51	59	69	36	61	3	30	42	64	9
Very dissatisfied	(-2)	*	-	-	-	*	-	*	-	-	-	*	*	-	-	*
		*%	-%	-%	-%	*%	-%	*%	-%	-%	-%	1%	*%	-%	-%	*%
Fairly dissatisfied	(-1)	5	2	2	2	2	4	2	2	2	2	-	4	1	2	4
		6%	3%	4%	3%	3%	8%	4%	3%	6%	4%	-%	15%	2%	3%	40%
Neither satisfied nor dissatisfied	(0)	19	11	9	14	11	10	11	11	9	4	-	7	1	7	5
		20%	17%	17%	19%	16%	20%	18%	16%	26%	7%	-%	23%	3%	11%	49%
Fairly satisfied	(1)	38	22	15	28	29	14	23	27	7	29	3	7	25	27	1
		41%	34%	29%	38%	43%	28%	38%	38%	20%	48%	98%	25%	59%	42%	8%
Very satisfied	(2)	30	29	26	29	25	22	23	29	17	25	*	11	15	29	*
		33%	44%	48%	39%	37%	43%	38%	41%	48%	41%	1%	38%	35%	45%	3%
Don't Know (DO NOT READ OUT)		1	1	1	1	1	*	1	1	-	1	-	-	1	-	-
		1%	1%	1%	1%	1%	*%	1%	1%	-%	1%	-%	-%	2%	-%	-%
NET: Satisfied		68	51	41	56	54	36	45	55	25	54	3	19	40	56	1
		73%	79%	77%	77%	80%	71%	77%	80%	68%	88%	99%	63%	93% a	87%	11%
NET: Dissatisfied		5	2	2	2	2	4	2	2	2	2	*	4	1	2	4
		6%	3%	4%	3%	3%	8%	4%	3%	6%	4%	1%	15%	2%	3%	40%
Answered		93	64	53	73	68	51	59	69	36	60	3	30	42	64	9
Mean score		1.0	1.2	1.2	1.1	1.1	1.1	1.1	1.2	1.1	1.3	1.0	.9	1.3	1.3	-.3

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	a	b	c	a	b	c	a	b
Unweighted Base		149	67	82	46	64	38	44	38	63	82	67
Effective base		41	12	29	13	15	13	12	8	21	20	22
Weighted Base		93	29	64	31	29	33	31	18	43	50	43
Very dissatisfied	(-2)	*	*	-	*	-	-	-	*	-	*	-
		*%	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%
Fairly dissatisfied	(-1)	5	5	-	2	*	3	3	1	1	4	2
		6%	19% b	-%	7%	1%	9%	9%	8%	3%	8%	4%
Neither satisfied nor dissatisfied	(0)	19	11	8	5	4	11	8	7	4	18	1
		20%	37%	13%	15%	12%	33%	24%	41%	9%	36% b	3%
Fairly satisfied	(1)	38	10	28	15	13	10	10	7	20	13	25
		41%	33%	44%	49%	44%	30%	32%	40%	46%	26%	57% a
Very satisfied	(2)	30	3	27	9	13	9	11	2	18	15	15
		33%	10%	43% a	29%	43%	27%	34%	10%	41%	30%	35%
Don't Know (DO NOT READ OUT)		1	*	*	-	-	1	-	*	*	*	*
		1%	1%	1%	-%	-%	2%	-%	1%	1%	*%	1%
NET: Satisfied		68	13	56	24	25	18	21	9	38	28	40
		73%	43%	87% a	78%	87%	56%	66%	50%	87% b	56%	93% a
NET: Dissatisfied		5	5	-	2	*	3	3	1	1	4	2
		6%	19% b	-%	7%	1%	9%	9%	8%	3%	8%	4%
Answered		93	29	64	31	29	32	31	18	43	50	43
Mean score		1.0	.3	1.3 a	1.0	1.3	.8	.9	.5	1.3 b	.8	1.3

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 239 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DHL

Base: All those who use DHL (QV4=2)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	b	*c	d	a	b
Unweighted Base		149	27	62	24	36	89	60
Effective base		41	10	11	7	15	20	22
Weighted Base		93	31	21	13	29	52	42
Very dissatisfied	(-2)	*	-	*	-	-	*	-
		*%	-%	*%	-%	-%	*%	-%
Fairly dissatisfied	(-1)	5	1	1	-	3	2	3
		6%	4%	4%	-%	11%	4%	8%
Neither satisfied nor dissatisfied	(0)	19	12	1	6	*	13	6
		20%	39%	3%	46%	1%	24%	15%
Fairly satisfied	(1)	38	12	8	6	13	19	18
		41%	39%	36%	44%	44%	38%	44%
Very satisfied	(2)	30	5	11	1	13	17	14
		33%	18%	53%	10%	44%	32%	33%
Don't Know (DO NOT READ OUT)		1	-	1	-	-	1	-
		1%	-%	3%	-%	-%	1%	-%
NET: Satisfied		68	17	19	7	25	36	32
		73%	57%	89%	54%	88%	70%	77%
NET: Dissatisfied		5	1	1	-	3	2	3
		6%	4%	5%	-%	11%	4%	8%
Answered		93	31	20	13	29	51	42
Mean score		1.0	.7	1.4	.6	1.2	1.0	1.0

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	*a	*b	*c	*d	e
Unweighted Base		64	3	61	21	10	7	26	43
Effective base		16	2	14	14	5	4	7	10
Weighted Base		31	2	29	29	2	*	*	2
Very dissatisfied	(-2)	*	-	*	-	-	*	-	*
		*%	-%	*%	-%	-%	37%	-%	6%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	-	6	5	*	-	*	1
		18%	-%	19%	17%	29%	-%	16%	22%
Fairly satisfied	(1)	17	1	16	15	1	*	*	1
		53%	44%	54%	54%	52%	22%	60%	49%
Very satisfied	(2)	9	1	8	8	*	*	*	1
		29%	56%	27%	29%	19%	41%	24%	23%
NET: Satisfied		25	2	23	24	1	*	*	2
		82%	100%	81%	83%	71%	63%	84%	72%
NET: Dissatisfied		*	-	*	-	-	*	-	*
		*%	-%	*%	-%	-%	37%	-%	6%
Answered		31	2	29	29	2	*	*	2
Mean score		1.1	1.6	1.1	1.1	.9	.3	1.1	.8

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base		64	10	5	6	3	14	26	21	10	33
Effective base		16	6	5	4	3	5	7	14	5	10
Weighted Base		31	17	8	4	1	1	*	29	2	1
Very dissatisfied	(-2)	*	-	-	-	-	*	-	-	-	*
		*%	-%	-%	-%	-%	13%	-%	-%	-%	17%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	3	2	*	*	-	*	5	*	*
		18%	18%	21%	7%	50%	-%	16%	17%	29%	9%
Fairly satisfied	(1)	17	11	3	1	*	1	*	15	1	*
		53%	66%	40%	31%	25%	66%	60%	54%	52%	43%
Very satisfied	(2)	9	3	3	2	*	*	*	8	*	*
		29%	16%	39%	62%	26%	21%	24%	29%	19%	32%
NET: Satisfied		25	14	7	4	*	1	*	24	1	1
		82%	82%	79%	93%	50%	87%	84%	83%	71%	74%
NET: Dissatisfied		*	-	-	-	-	*	-	-	-	*
		*%	-%	-%	-%	-%	13%	-%	-%	-%	17%
Answered		31	17	8	4	1	1	*	29	2	1
Mean score		1.1	1.0	1.2	1.5	.8	.8	1.1	1.1	.9	.7

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		64	14	20	6	5	15
Effective base		16	7	4	3	2	4
Weighted Base		31	16	8	*	1	5
Very dissatisfied	(-2)	*	*	-	-	-	-
		*%	1%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	3	2	-	*	-
		18%	19%	26%	-%	67%	-%
Fairly satisfied	(1)	17	10	4	*	*	*
		53%	63%	57%	4%	31%	8%
Very satisfied	(2)	9	3	1	*	*	5
		29%	17%	16%	96%	3%	92%
NET: Satisfied		25	13	6	*	*	5
		82%	81%	74%	100%	33%	100%
NET: Dissatisfied		*	*	-	-	-	-
		*%	1%	-%	-%	-%	-%
Answered		31	16	8	*	1	5
Mean score		1.1	1.0	.9	2.0	.4	1.9

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			GOR (QC3)											
		Total base	East of England	East Midlands	Greater London	North East	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		64	7	4	5	2	6	1	1	2	28	5	5	26
Effective base		16	4	1	3	1	3	1	1	1	13	3	3	10
Weighted Base		31	7	5	6	1	5	*	2	2	28	1	1	*
Very dissatisfied	(-2)	*	*	-	-	-	-	-	-	-	*	-	-	-
		*%	2%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	*	-	5	-	*	-	-	-	5	*	-	*
		18%	1%	-%	80%	-%	*%	-%	-%	-%	18%	22%	-%	22%
Fairly satisfied	(1)	17	2	4	*	1	4	-	2	2	15	1	*	*
		53%	22%	95%	2%	100%	75%	-%	100%	100%	54%	78%	34%	22%
Very satisfied	(2)	9	5	*	1	-	1	*	-	-	8	-	1	*
		29%	75%	5%	18%	-%	24%	100%	-%	-%	28%	-%	66%	56%
NET: Satisfied		25	7	5	1	1	5	*	2	2	23	1	1	*
		82%	97%	100%	20%	100%	100%	100%	100%	100%	81%	78%	100%	78%
NET: Dissatisfied		*	*	-	-	-	-	-	-	-	*	-	-	-
		*%	2%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Answered		31	7	5	6	1	5	*	2	2	28	1	1	*
Mean score		1.1	1.7	1.1	.4	1.0	1.2	2.0	1.0	1.0	1.1	.8	1.7	1.3

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	h	a	*b	a	*b
Unweighted Base		64	2	8	1	4	10	2	1	32	56	8	55	9
Effective base		16	2	4	1	2	2	2	1	9	14	2	16	3
Weighted Base		31	*	11	*	3	*	1	*	13	28	3	31	*
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	*	*	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	*	3	-	-	-	-	-	2	6	-	5	*
		18%	52%	27%	-%	-%	-%	-%	-%	18%	20%	-%	18%	31%
Fairly satisfied	(1)	17	-	7	*	-	*	1	*	6	17	*	17	*
		53%	-%	62%	100%	-%	88%	100%	100%	44%	59%	1%	54%	20%
Very satisfied	(2)	9	*	1	-	3	*	-	-	5	6	3	9	*
		29%	48%	12%	-%	100%	12%	-%	-%	37%	20%	99%	28%	49%
NET: Satisfied		25	*	8	*	3	*	1	*	10	22	3	25	*
		82%	48%	73%	100%	100%	100%	100%	100%	81%	80%	100%	82%	69%
NET: Dissatisfied		*	-	-	-	-	-	-	-	*	*	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	1%	*%	-%	*%	-%
Answered		31	*	11	*	3	*	1	*	13	28	3	31	*
Mean score		1.1	1.0	.8	1.0	2.0	1.1	1.0	1.0	1.2	1.0	2.0	1.1	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	*b	a	*b	*c
Unweighted Base		64	63	1	30	24	10
Effective base		16	15	1	10	4	3
Weighted Base		31	29	2	16	9	6
Very dissatisfied	(-2)	*	*	-	*	-	-
		*%	*%	-%	1%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	6	-	2	*	3
		18%	19%	-%	14%	3%	49%
Fairly satisfied	(1)	17	17	-	7	9	1
		53%	57%	-%	45%	96%	12%
Very satisfied	(2)	9	7	2	6	*	2
		29%	24%	100%	40%	1%	40%
NET: Satisfied		25	23	2	14	9	3
		82%	81%	100%	85%	97%	51%
NET: Dissatisfied		*	*	-	*	-	-
		*%	*%	-%	1%	-%	-%
Answered		31	29	2	16	9	6
Mean score		1.1	1.0	2.0	1.2	1.0	.9

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	*b	c
Unweighted Base		64	27	5	5	2	10	7	6	2	32	32	27	6	21	37
Effective base		16	8	2	1	1	4	1	2	1	9	7	6	3	6	8
Weighted Base		31	20	2	*	*	6	2	*	2	21	10	10	8	12	12
Very dissatisfied	(-2)	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-
		*%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	3	-	-	-	2	*	-	-	3	2	2	*	3	2
		18%	18%	-%	-%	-%	32%	16%	-%	-%	16%	20%	21%	1%	29%	18%
Fairly satisfied	(1)	17	14	1	*	-	*	*	*	*	16	1	*	7	7	2
		53%	72%	99%	89%	-%	6%	2%	12%	3%	74% j	9%	5%	92%	60%	21%
Very satisfied	(2)	9	2	*	*	*	3	1	*	2	2	7	7	1	1	7
		29%	9%	1%	11%	100%	62%	82%	88%	97%	9%	71% i	74%	7%	11%	62%
NET: Satisfied		25	16	2	*	*	4	1	*	2	18	8	7	8	8	9
		82%	82%	100%	100%	100%	68%	84%	100%	100%	83%	80%	79%	99%	70%	82%
NET: Dissatisfied		*	*	-	-	-	-	-	-	-	*	-	-	-	*	-
		*%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%
Answered		31	20	2	*	*	6	2	*	2	21	10	10	8	12	12
Mean score		1.1	.9	1.0	1.1	2.0	1.3	1.7	1.9	2.0	.9	1.5	1.5	1.1	.8	1.4

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		64	44	42	53	43	35	23	10	5	5	7	10	5	11
Effective base		16	7	8	10	10	6	4	4	3	3	2	1	3	1
Weighted Base		31	10	18	22	15	11	6	11	5	*	*	2	*	2
Very dissatisfied	(-2)	*	*	-	*	-	-	-	-	-	*	-	-	-	-
		*%	1%	-%	1%	-%	-%	-%	-%	-%	30%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	2	3	5	3	*	*	1	3	-	-	-	-	2
		18%	23%	19%	24%	24%	1%	7%	5%	56%	-%	-%	-%	-%	83%
Fairly satisfied	(1)	17	5	12	13	8	5	5	10	*	*	*	2	*	*
		53%	51%	66%	58%	53%	45%	82%	90%	*%	5%	95%	94%	46%	6%
Very satisfied	(2)	9	2	3	4	3	6	1	1	2	*	*	*	*	*
		29%	24%	15%	17%	23%	54%	11%	5%	44%	64%	5%	6%	54%	11%
NET: Satisfied		25	7	15	16	11	11	6	10	2	*	*	2	*	*
		82%	75%	81%	75%	76%	99%	93%	95%	44%	70%	100%	100%	100%	17%
NET: Dissatisfied		*	*	-	*	-	-	-	-	-	*	-	-	-	-
		*%	1%	-%	1%	-%	-%	-%	-%	-%	30%	-%	-%	-%	-%
Answered		31	10	18	22	15	11	6	11	5	*	*	2	*	2
Mean score		1.1	1.0	1.0	.9	1.0	1.5	1.0	1.0	.9	.7	1.1	1.1	1.5	.3

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		64	10	5	3	2	1	10	12	23	9	16	7	6	15
Effective base		16	6	3	2	2	1	3	2	3	3	3	3	2	3
Weighted Base		31	5	7	*	1	*	*	2	2	4	7	5	4	1
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	1	3	-	-	-	-	-	-	2	*	*	3	*
		18%	10%	43%	-%	-%	-%	-%	-%	-%	46%	7%	*%	68%	8%
Fairly satisfied	(1)	17	4	3	*	1	-	*	*	*	*	7	5	*	1
		53%	79%	39%	93%	100%	-%	41%	19%	19%	*%	89%	99%	1%	85%
Very satisfied	(2)	9	1	1	*	-	*	*	1	2	2	*	*	1	*
		29%	11%	18%	7%	-%	100%	59%	81%	81%	51%	4%	*%	31%	7%
NET: Satisfied		25	5	4	*	1	*	*	2	2	2	7	5	1	1
		82%	90%	57%	100%	100%	100%	100%	100%	100%	51%	93%	100%	32%	92%
NET: Dissatisfied		*	-	-	-	-	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%
Answered		31	5	7	*	1	*	*	2	2	4	7	5	4	1
Mean score		1.1	1.0	.7	1.1	1.0	2.0	1.6	1.8	1.8	.9	1.0	1.0	.6	1.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*c	*a	b	*a	b
Unweighted Base		64	5	8	9	8	13	33	6	3	19	45	23	30
Effective base		16	3	2	4	2	3	7	1	3	6	10	8	4
Weighted Base		31	2	1	6	5	*	10	3	2	14	17	9	13
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-	*	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	*	-	*	3	-	3	*	*	5	*	2	3
		18%	22%	-%	*%	58%	-%	28%	2%	29%	36%	2%	26%	23%
Fairly satisfied	(1)	17	1	1	5	1	*	5	2	1	6	10	3	9
		53%	42%	97%	80%	17%	69%	46%	98%	36%	44%	61%	36%	74%
Very satisfied	(2)	9	1	*	1	1	*	3	*	1	3	6	3	*
		29%	35%	3%	19%	25%	31%	27%	1%	35%	20%	36%	38%	2%
NET: Satisfied		25	2	1	6	2	*	8	3	1	9	16	7	10
		82%	78%	100%	100%	42%	100%	72%	98%	71%	64%	98%	74%	76%
NET: Dissatisfied		*	-	-	-	-	-	-	-	-	-	*	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%
Answered		31	2	1	6	5	*	10	3	2	14	17	9	13
Mean score		1.1	1.1	1.0	1.2	.7	1.3	1.0	1.0	1.1	.8	1.3	1.1	.8

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	b	*a	b	*a	*b	a	*b	*c	a	*b	*c
Unweighted Base		64	11	30	16	35	16	27	40	24	21	37	27	22
Effective base		16	5	4	6	4	6	5	5	3	2	6	7	4
Weighted Base		31	4	7	14	6	9	5	8	5	4	15	13	12
Very dissatisfied	(-2)	*	-	-	-	*	-	-	*	-	-	-	-	-
		*%	-%	-%	-%	2%	-%	-%	2%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	*	3	5	*	3	*	2	1	*	3	3	3
		18%	12%	40%	38%	1%	32%	8%	24%	10%	12%	20%	26%	25%
Fairly satisfied	(1)	17	2	2	7	4	4	4	3	5	3	9	7	9
		53%	55%	33%	51%	61%	39%	78%	43%	87%	84%	61%	55%	74%
Very satisfied	(2)	9	1	2	1	2	3	1	2	*	*	3	3	*
		29%	34%	27%	11%	36%	29%	13%	31%	3%	4%	19%	19%	1%
NET: Satisfied		25	4	4	9	6	6	5	6	5	3	12	10	9
		82%	88%	60%	62%	97%	68%	92%	74%	90%	88%	80%	74%	75%
NET: Dissatisfied		*	-	-	-	*	-	-	*	-	-	-	-	-
		*%	-%	-%	-%	2%	-%	-%	2%	-%	-%	-%	-%	-%
Answered		31	4	7	14	6	9	5	8	5	4	15	13	12
Mean score		1.1	1.2	.9	.7	1.3	1.0	1.1	1.0	.9	.9	1.0	.9	.8

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	*b	*c	*a	*b	*c	a	*b	*c
Unweighted Base		64	39	19	18	24	26	23	30	23	3
Effective base		16	8	5	4	6	6	6	8	6	2
Weighted Base		31	12	6	1	9	13	10	12	14	*
Very dissatisfied	(-2)	*	-	-	-	*	-	-	*	-	-
		*%	-%	-%	-%	1%	-%	-%	1%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	3	*	*	2	1	3	2	*	-
		18%	29%	*%	7%	25%	4%	31%	20%	4%	-%
Fairly satisfied	(1)	17	5	3	*	5	10	4	6	10	*
		53%	42%	54%	71%	49%	75%	41%	48%	76%	100%
Very satisfied	(2)	9	3	3	*	2	3	3	4	3	-
		29%	29%	46%	22%	25%	21%	28%	30%	21%	-%
NET: Satisfied		25	8	6	1	7	12	7	9	13	*
		82%	71%	100%	93%	74%	96%	69%	79%	96%	100%
NET: Dissatisfied		*	-	-	-	*	-	-	*	-	-
		*%	-%	-%	-%	1%	-%	-%	1%	-%	-%
Answered		31	12	6	1	9	13	10	12	14	*
Mean score		1.1	1.0	1.5	1.2	1.0	1.2	1.0	1.1	1.2	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted Base		64	12	12	16	2	2	21	20	10	10	8	2
Effective base		16	4	5	4	1	1	6	5	2	2	3	1
Weighted Base		31	8	8	4	1	*	11	8	2	6	5	3
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	*	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	3	3	*	-	*	3	1	-	*	2	3
		18%	38%	35%	1%	-%	96%	31%	7%	-%	*%	41%	99%
Fairly satisfied	(1)	17	2	3	3	1	-	5	6	2	4	*	*
		53%	31%	36%	91%	98%	-%	47%	76%	78%	75%	5%	1%
Very satisfied	(2)	9	2	2	*	*	*	3	1	*	1	2	-
		29%	31%	29%	8%	2%	4%	22%	18%	15%	25%	54%	-%
NET: Satisfied		25	5	5	4	1	*	8	7	2	6	3	*
		82%	62%	65%	99%	100%	4%	69%	93%	93%	100%	59%	1%
NET: Dissatisfied		*	-	-	-	-	-	-	-	*	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%
Answered		31	8	8	4	1	*	11	8	2	6	5	3
Mean score		1.1	.9	.9	1.1	1.0	.1	.9	1.1	1.0	1.2	1.1	*

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	*c	*d	a	*b	a	*b
Unweighted Base		64	42	32	50	46	42	49	38	25	1	33	3	32	8
Effective base		16	8	7	10	10	10	10	8	4	1	8	2	8	4
Weighted Base		31	16	11	18	19	18	18	16	6	*	11	1	19	3
Very dissatisfied	(-2)	*	*	-	*	-	-	*	-	-	-	-	*	*	-
		*%	1%	-%	1%	-%	-%	1%	-%	-%	-%	-%	14%	1%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	1	2	2	1	4	2	1	*	*	1	-	5	*
		18%	3%	21%	13%	3%	20%	13%	3%	8%	100%	5%	-%	25%	17%
Fairly satisfied	(1)	17	12	6	12	13	8	10	12	5	-	7	-	10	1
		53%	74%	52%	67%	70%	43%	56%	75%	89%	-%	62%	-%	52%	35%
Very satisfied	(2)	9	4	3	4	5	7	6	3	*	-	4	1	4	1
		29%	22%	26%	20%	28%	37%	31%	21%	2%	-%	33%	86%	22%	48%
NET: Satisfied		25	16	8	16	19	14	16	15	6	-	10	1	14	2
		82%	96%	79%	86%	97%	80%	87%	97%	92%	-%	95%	86%	74%	83%
NET: Dissatisfied		*	*	-	*	-	-	*	-	-	-	-	*	*	-
		*%	1%	-%	1%	-%	-%	1%	-%	-%	-%	-%	14%	1%	-%
Answered		31	16	11	18	19	18	18	16	6	*	11	1	19	3
Mean score		1.1	1.2	1.0	1.0	1.2	1.2	1.2	1.2	.9	-	1.3	1.4	.9	1.3

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	*b	a	*b	*c	a	*b	*c	a	*b
Unweighted Base		64	54	5	52	12	30	27	7	35	19	8	44	20
Effective base		16	12	2	10	6	6	7	4	9	5	2	10	7
Weighted Base		31	18	5	23	9	9	12	11	14	13	2	22	9
Very dissatisfied	(-2)	*	-	*	*	-	*	-	-	*	-	-	*	-
		*%	-%	3%	1%	-%	2%	-%	-%	1%	-%	-%	1%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	1	5	5	*	2	1	3	5	*	*	5	*
		18%	3%	97%	22%	5%	21%	7%	27%	35%	2%	26%	23%	5%
Fairly satisfied	(1)	17	10	-	10	6	2	10	5	4	9	1	10	7
		53%	55%	-%	46%	72%	26%	83%	43%	26%	71%	64%	45%	74%
Very satisfied	(2)	9	8	*	7	2	4	1	3	5	3	*	7	2
		29%	42%	1%	31%	23%	51%	10%	30%	39%	26%	10%	32%	20%
NET: Satisfied		25	18	*	17	8	7	11	8	9	13	1	17	9
		82%	97%	1%	77%	95%	78%	93%	73%	64%	98%	74%	77%	95%
NET: Dissatisfied		*	-	*	*	-	*	-	-	*	-	-	*	-
		*%	-%	3%	1%	-%	2%	-%	-%	1%	-%	-%	1%	-%
Answered		31	18	5	23	9	9	12	11	14	13	2	22	9
Mean score		1.1	1.4	*	1.1	1.2	1.3	1.0	1.0	1.0	1.2	.8	1.1	1.2

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 240 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UK Mail

Base: All those who use UK Mail (QV4=4)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	b	*c	*d	a	*b
Unweighted Base		64	12	33	7	12	45	19
Effective base		16	3	5	2	5	8	7
Weighted Base		31	8	9	5	10	17	14
Very dissatisfied	(-2)	*	-	*	-	-	*	-
		*%	-%	1%	-%	-%	1%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	6	1	*	-	5	1	5
		18%	9%	1%	-%	49%	5%	33%
Fairly satisfied	(1)	17	7	4	4	1	11	6
		53%	84%	48%	94%	14%	65%	40%
Very satisfied	(2)	9	1	4	*	4	5	4
		29%	8%	49%	6%	37%	30%	27%
NET: Satisfied		25	7	9	5	5	16	10
		82%	91%	97%	100%	51%	95%	67%
NET: Dissatisfied		*	-	*	-	-	*	-
		*%	-%	1%	-%	-%	1%	-%
Answered		31	8	9	5	10	17	14
Mean score		1.1	1.0	1.4	1.1	.9	1.2	.9

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	*b	*c	*d	e
Unweighted Base		78	22	56	42	8	5	23	36
Effective base		27	10	18	26	5	3	10	9
Weighted Base		76	25	51	74	2	*	*	2
Very dissatisfied	(-2)	4	4	-	4	-	-	-	-
		5%	16%	-%	5%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	1	1	3	-	-	-	-
		4%	5%	3%	4%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	1	2	3	*	*	*	*
		4%	4%	4%	4%	16%	2%	7%	13%
Fairly satisfied	(1)	22	8	15	22	*	*	*	1
		29%	31%	28%	29%	22%	5%	47%	23%
Very satisfied	(2)	39	11	28	38	1	*	*	2
		52%	44%	55%	51%	62%	93%	46%	64%
Don't Know (DO NOT READ OUT)		5	-	5	5	-	-	-	-
		6%	-%	9%	6%	-%	-%	-%	-%
NET: Satisfied		62	19	43	60	2	*	*	2
		81%	75%	84%	81%	84%	98%	93%	87%
NET: Dissatisfied		7	5	1	7	-	-	-	-
		9%	21%	3%	9%	-%	-%	-%	-%
Answered		72	25	46	69	2	*	*	2
Mean score		1.3	.8	1.5	1.3	1.5	1.9	1.4	1.5

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Business Size 2									Turnover			
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*f	g	*h	*i	*a	*b	*c	*d
Unweighted Base		78	21	10	11	5	8	23	42	8	28	25	20	5	17
Effective base		27	14	8	7	3	4	10	26	5	8	17	4	3	4
Weighted Base		76	47	20	7	1	1	*	74	2	1	56	8	3	2
Very dissatisfied	(-2)	4	4	-	-	-	-	-	4	-	-	4	-	-	-
		5%	8%	-%	-%	-%	-%	-%	5%	-%	-%	7%	-%	-%	-%
Fairly dissatisfied	(-1)	3	1	-	1	-	-	-	3	-	-	-	-	-	-
		4%	3%	-%	18%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	3	-	*	-	*	*	3	*	*	3	-	*	*
		4%	6%	-%	2%	-%	27%	7%	4%	16%	5%	5%	-%	4%	13%
Fairly satisfied	(1)	22	9	11	2	*	*	*	22	*	*	15	3	1	*
		29%	19%	53%	30%	39%	1%	47%	29%	22%	24%	28%	37%	51%	12%
Very satisfied	(2)	39	25	10	4	1	1	*	38	1	*	29	5	1	2
		52%	53%	47%	50%	61%	72%	46%	51%	62%	71%	53%	63%	45%	75%
Don't Know (DO NOT READ OUT)		5	5	-	-	-	-	-	5	-	-	4	-	-	-
		6%	10%	-%	-%	-%	-%	-%	6%	-%	-%	8%	-%	-%	-%
NET: Satisfied		62	34	20	6	1	1	*	60	2	1	45	8	3	2
		81%	72%	100%	80%	100%	73%	93%	81%	84%	95%	80%	100%	96%	87%
NET: Dissatisfied		7	5	-	1	-	-	-	7	-	-	4	-	-	-
		9%	12%	-%	18%	-%	-%	-%	9%	-%	-%	7%	-%	-%	-%
Answered		72	42	20	7	1	1	*	69	2	1	51	8	3	2
Mean score		1.3	1.2	1.5	1.1	1.6	1.4	1.4	1.3	1.5	1.7	1.3	1.6	1.4	1.6

Columns Tested:: a,b,c,d,e,f,g,h,i - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			GOR (QC3)											
		Total base	East of England	East Midlands	Greater London	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*l
Unweighted Base		78	2	5	12	7	4	2	5	5	42	10	6	20
Effective base		27	1	2	6	5	2	1	5	3	23	5	5	3
Weighted Base		76	1	2	22	14	8	5	12	5	70	3	2	1
Very dissatisfied	(-2)	4	-	-	-	3	-	-	-	-	3	1	-	-
		5%	-%	-%	-%	23%	-%	-%	-%	-%	5%	24%	-%	-%
Fairly dissatisfied	(-1)	3	-	1	-	-	-	-	-	1	3	-	-	-
		4%	-%	74%	-%	-%	-%	-%	-%	26%	4%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	-	*	2	-	-	-	-	*	2	*	1	1
		4%	-%	15%	8%	-%	-%	-%	-%	*%	3%	4%	24%	51%
Fairly satisfied	(1)	22	*	*	*	7	3	4	3	4	21	1	*	*
		29%	12%	3%	1%	50%	34%	82%	24%	74%	31%	23%	8%	2%
Very satisfied	(2)	39	1	*	20	4	1	1	9	*	37	1	1	*
		52%	88%	8%	91%	28%	14%	18%	76%	*%	52%	33%	68%	47%
Don't Know (DO NOT READ OUT)		5	-	-	-	-	4	-	-	-	4	1	-	-
		6%	-%	-%	-%	-%	52%	-%	-%	-%	6%	17%	-%	-%
NET: Satisfied		62	1	*	20	11	4	5	12	4	58	2	2	*
		81%	100%	11%	92%	77%	48%	100%	100%	74%	83%	55%	76%	49%
NET: Dissatisfied		7	-	1	-	3	-	-	-	1	6	1	-	-
		9%	-%	74%	-%	23%	-%	-%	-%	26%	8%	24%	-%	-%
Answered		72	1	2	22	14	4	5	12	5	66	3	2	1
Mean score		1.3	1.9	-.6	1.8	.6	1.3	1.2	1.8	.5	1.3	.5	1.4	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	h	a	*b	a	*b
Unweighted Base		78	3	6	1	4	26	1	1	33	70	8	70	8
Effective base		27	2	2	1	1	10	1	1	13	24	3	24	3
Weighted Base		76	7	2	*	4	35	3	*	19	66	10	70	7
Very dissatisfied	(-2)	4	-	-	-	3	1	-	-	-	4	-	4	-
		5%	-%	-%	-%	90%	2%	-%	-%	-%	6%	-%	6%	-%
Fairly dissatisfied	(-1)	3	-	-	-	-	1	-	-	1	1	1	3	-
		4%	-%	-%	-%	-%	4%	-%	-%	8%	2%	14%	4%	-%
Neither satisfied nor dissatisfied	(0)	3	-	*	-	-	1	-	-	2	3	-	3	-
		4%	-%	23%	-%	-%	1%	-%	-%	12%	5%	-%	5%	-%
Fairly satisfied	(1)	22	*	1	*	-	9	3	-	2	19	3	17	6
		29%	1%	63%	100%	-%	27%	100%	-%	11%	29%	30%	24%	81%
Very satisfied	(2)	39	3	*	-	*	23	-	*	12	38	2	38	1
		52%	41%	14%	-%	10%	66%	-%	100%	66%	57%	16%	55%	19%
Don't Know (DO NOT READ OUT)		5	4	-	-	-	-	-	-	1	1	4	5	-
		6%	59%	-%	-%	-%	-%	-%	-%	3%	1%	41%	7%	-%
NET: Satisfied		62	3	2	*	*	32	3	*	15	57	5	55	7
		81%	41%	77%	100%	10%	93%	100%	100%	78%	86%	46%	79%	100%
NET: Dissatisfied		7	-	-	-	3	2	-	-	1	5	1	7	-
		9%	-%	-%	-%	90%	6%	-%	-%	8%	8%	14%	10%	-%
Answered		72	3	2	*	4	35	3	*	18	66	6	65	7
Mean score		1.3	2.0	.9	1.0	-1.6	1.5	1.0	2.0	1.4	1.3	.8	1.3	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Internet connection	Role of mail services		
		Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%				*a	*b	*c
Unweighted Base		78	78	24	26	28
Effective base		27	27	8	6	14
Weighted Base		76	76	30	12	34
Very dissatisfied	(-2)	4	4	1	3	-
		5%	5%	3%	26%	-%
Fairly dissatisfied	(-1)	3	3	-	-	3
		4%	4%	-%	-%	8%
Neither satisfied nor dissatisfied	(0)	3	3	1	2	1
		4%	4%	3%	15%	2%
Fairly satisfied	(1)	22	22	6	3	13
		29%	29%	21%	27%	38%
Very satisfied	(2)	39	39	17	4	18
		52%	52%	58%	32%	53%
Don't Know (DO NOT READ OUT)		5	5	5	-	-
		6%	6%	16%	-%	-%
NET: Satisfied		62	62	24	7	31
		81%	81%	79%	59%	91%
NET: Dissatisfied		7	7	1	3	3
		9%	9%	3%	26%	8%
Answered		72	72	25	12	34
Mean score		1.3	1.3	1.6	.4	1.4

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	c
Unweighted Base		78	27	27	8	4	2	5	4	1	54	24	16	4	23	51
Effective base		27	10	13	4	3	2	2	1	1	23	5	3	3	7	17
Weighted Base		76	27	40	7	*	2	*	*	*	67	9	2	9	18	49
Very dissatisfied	(-2)	4	-	4	-	-	-	-	-	-	4	-	-	-	-	4
		5%	-%	10%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%	-%	8%
Fairly dissatisfied	(-1)	3	-	3	-	-	-	-	-	-	3	-	-	-	-	3
		4%	-%	7%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	6%
Neither satisfied nor dissatisfied	(0)	3	3	-	1	*	-	-	-	-	3	1	*	-	3	1
		4%	10%	-%	7%	12%	-%	-%	-%	-%	4%	6%	1%	-%	15%	1%
Fairly satisfied	(1)	22	6	11	4	-	1	*	*	-	17	5	1	2	5	16
		29%	23%	27%	64%	-%	38%	89%	15%	-%	25%	57%	34%	17%	25%	33%
Very satisfied	(2)	39	14	22	2	*	1	*	*	*	36	3	1	3	11	26
		52%	50%	56%	28%	88%	62%	11%	85%	100%	54%	37%	65%	32%	60%	52%
Don't Know (DO NOT READ OUT)		5	5	-	-	-	-	-	-	-	5	-	-	5	-	-
		6%	17%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	51%	-%	-%
NET: Satisfied		62	20	33	6	*	2	*	*	*	53	9	2	4	15	42
		81%	73%	83%	93%	88%	100%	100%	100%	100%	79%	94%	99%	49%	85%	85%
NET: Dissatisfied		7	-	7	-	-	-	-	-	-	7	-	-	-	-	7
		9%	-%	17%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%	-%	14%
Answered		72	23	40	7	*	2	*	*	*	63	9	2	4	18	49
Mean score		1.3	1.5	1.1	1.2	1.8	1.6	1.1	1.8	2.0	1.3	1.3	1.6	1.7	1.4	1.2

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		78	47	44	57	69	35	37	25	4	5	5	8	5	5
Effective base		27	12	14	18	23	7	13	12	2	2	1	2	2	5
Weighted Base		76	33	36	46	65	18	38	35	2	6	1	2	*	*
Very dissatisfied	(-2)	4	-	-	-	4	-	4	-	-	-	-	-	-	-
		5%	-%	-%	-%	6%	-%	10%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	-	1	1	3	-	-	1	-	-	-	-	-	-
		4%	-%	4%	3%	4%	-%	-%	4%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	1	1	1	1	*	3	1	-	-	*	*	-	-
		4%	3%	3%	2%	2%	*%	7%	2%	-%	-%	1%	18%	-%	-%
Fairly satisfied	(1)	22	10	21	21	19	8	11	17	-	3	1	*	*	*
		29%	29%	60%	46%	30%	43%	29%	48%	-%	50%	99%	*%	40%	58%
Very satisfied	(2)	39	18	12	18	34	10	16	12	2	3	-	1	*	*
		52%	54%	34%	39%	52%	57%	42%	33%	100%	50%	-%	82%	60%	42%
Don't Know (DO NOT READ OUT)		5	5	-	5	4	-	4	5	-	-	-	-	-	-
		6%	14%	-%	10%	6%	-%	11%	13%	-%	-%	-%	-%	-%	-%
NET: Satisfied		62	27	33	39	53	18	27	29	2	6	1	1	*	*
		81%	83%	94%	85%	81%	100%	71%	81%	100%	100%	99%	82%	100%	100%
NET: Dissatisfied		7	-	1	1	7	-	4	1	-	-	-	-	-	-
		9%	-%	4%	3%	10%	-%	10%	4%	-%	-%	-%	-%	-%	-%
Answered		72	28	36	42	61	18	34	31	2	6	1	2	*	*
Mean score		1.3	1.6	1.2	1.3	1.2	1.6	1.0	1.3	2.0	1.5	1.0	1.6	1.6	1.4

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		78	36	8	2	4	3	11	5	19	6	9	20	14	8
Effective base		27	18	4	1	1	1	4	1	3	3	3	9	4	2
Weighted Base		76	55	7	1	*	1	*	1	2	9	9	22	7	*
Very dissatisfied	(-2)	4	3	1	-	-	-	-	-	-	-	-	-	-	-
		5%	6%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	3	-	-	-	-	-	-	-	-	-	-	1	-
		4%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%	-%
Neither satisfied nor dissatisfied	(0)	3	1	1	-	*	*	-	-	*	-	*	1	*	-
		4%	1%	8%	-%	84%	2%	-%	-%	1%	-%	1%	4%	*%	-%
Fairly satisfied	(1)	22	17	1	1	*	-	*	*	*	-	9	8	4	*
		29%	31%	21%	100%	5%	-%	19%	*%	2%	-%	98%	37%	64%	13%
Very satisfied	(2)	39	27	4	*	*	1	*	1	2	4	*	13	1	*
		52%	50%	59%	*%	11%	98%	81%	100%	98%	45%	1%	59%	15%	87%
Don't Know (DO NOT READ OUT)		5	4	-	-	-	-	-	-	-	5	-	-	-	-
		6%	8%	-%	-%	-%	-%	-%	-%	-%	55%	-%	-%	-%	-%
NET: Satisfied		62	44	5	1	*	1	*	1	2	4	9	21	5	*
		81%	81%	80%	100%	16%	98%	100%	100%	99%	45%	99%	96%	80%	100%
NET: Dissatisfied		7	6	1	-	-	-	-	-	-	-	-	-	1	-
		9%	11%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%	-%
Answered		72	51	7	1	*	1	*	1	2	4	9	22	7	*
Mean score		1.3	1.2	1.2	1.0	.3	2.0	1.8	2.0	2.0	2.0	1.0	1.6	.7	1.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		78	10	8	26	13	12	59	3	7	30	48	40	17
Effective base		27	5	3	10	6	3	20	1	3	13	15	16	2
Weighted Base		76	15	5	32	13	*	59	*	6	42	34	42	4
Very dissatisfied	(-2)	4	1	-	-	3	-	4	-	-	-	4	-	-
		5%	5%	-%	-%	25%	-%	7%	-%	-%	-%	12%	-%	-%
Fairly dissatisfied	(-1)	3	-	1	-	1	-	3	-	-	1	1	1	-
		4%	-%	26%	-%	10%	-%	5%	-%	-%	3%	4%	3%	-%
Neither satisfied nor dissatisfied	(0)	3	*	*	1	*	-	1	*	-	*	3	*	1
		4%	1%	9%	3%	*%	-%	2%	86%	-%	*%	9%	*%	19%
Fairly satisfied	(1)	22	6	2	6	5	*	17	-	2	16	6	18	3
		29%	40%	41%	20%	37%	14%	30%	-%	31%	38%	18%	44%	72%
Very satisfied	(2)	39	4	1	25	3	*	29	*	4	20	19	18	*
		52%	27%	24%	78%	28%	86%	50%	14%	69%	47%	57%	42%	9%
Don't Know (DO NOT READ OUT)		5	4	-	-	-	-	4	-	-	5	-	5	-
		6%	28%	-%	-%	-%	-%	7%	-%	-%	11%	-%	11%	-%
NET: Satisfied		62	10	3	31	8	*	47	*	6	36	25	36	3
		81%	67%	64%	97%	64%	100%	80%	14%	100%	86%	75%	85%	81%
NET: Dissatisfied		7	1	1	-	4	-	7	-	-	1	5	1	-
		9%	5%	26%	-%	35%	-%	11%	-%	-%	3%	16%	3%	-%
Answered		72	11	5	32	13	*	55	*	6	38	34	37	4
Mean score		1.3	1.1	.6	1.8	.3	1.9	1.2	.3	1.7	1.5	1.0	1.4	.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	b	a	*b	*a	b	a	b	*c	*a	*b	*c
Unweighted Base		78	19	48	33	24	17	52	32	30	21	27	29	20
Effective base		27	11	12	13	4	8	15	6	8	3	6	12	4
Weighted Base		76	35	27	36	10	28	37	17	22	7	17	27	9
Very dissatisfied	(-2)	4	-	4	-	-	-	4	-	-	-	-	-	-
		5%	-%	15%	-%	-%	-%	11%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	1	1	1	-	1	1	-	-	-	-	1	-
		4%	4%	5%	4%	-%	5%	4%	-%	-%	-%	-%	5%	-%
Neither satisfied nor dissatisfied	(0)	3	-	1	1	*	*	1	*	1	*	*	1	*
		4%	-%	5%	2%	3%	*%	4%	2%	3%	4%	2%	2%	3%
Fairly satisfied	(1)	22	11	9	16	5	10	9	5	5	*	12	14	2
		29%	31%	32%	44%	54%	36%	25%	29%	22%	3%	71%	50%	18%
Very satisfied	(2)	39	19	12	14	4	13	21	12	12	7	5	11	7
		52%	54%	43%	37%	43%	45%	57%	69%	56%	93%	27%	42%	79%
Don't Know (DO NOT READ OUT)		5	4	-	5	-	4	-	-	4	-	-	-	-
		6%	12%	-%	13%	-%	15%	-%	-%	19%	-%	-%	-%	-%
NET: Satisfied		62	29	20	30	10	23	30	17	17	7	16	25	9
		81%	84%	75%	82%	97%	81%	82%	98%	78%	96%	98%	93%	97%
NET: Dissatisfied		7	1	5	1	-	1	5	-	-	-	-	1	-
		9%	4%	20%	4%	-%	5%	15%	-%	-%	-%	-%	5%	-%
Answered		72	31	27	32	10	24	37	17	18	7	17	27	9
Mean score		1.3	1.5	.8	1.3	1.4	1.4	1.1	1.7	1.7	1.9	1.3	1.3	1.8

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	*c	a	b	c	a	*b	*c
Unweighted Base		78	57	44	29	39	35	38	40	26	2
Effective base		27	17	15	7	12	13	13	15	10	1
Weighted Base		76	42	46	16	33	34	37	40	24	*
Very dissatisfied	(-2)	4	4	3	1	-	-	-	-	-	-
		5%	9%	7%	5%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	1	1	-	-	1	1	1	-	-
		4%	3%	3%	-%	-%	4%	4%	3%	-%	-%
Neither satisfied nor dissatisfied	(0)	3	1	1	1	1	1	1	1	*	*
		4%	3%	1%	5%	2%	2%	3%	2%	*%	3%
Fairly satisfied	(1)	22	15	7	4	10	20	12	16	10	*
		29%	35%	16%	24%	29%	58%	34%	40%	44%	97%
Very satisfied	(2)	39	20	29	10	18	12	22	18	9	-
		52%	49%	64%	66%	54%	36%	60%	44%	39%	-%
Don't Know (DO NOT READ OUT)		5	-	4	-	5	-	-	5	4	-
		6%	-%	9%	-%	14%	-%	-%	12%	17%	-%
NET: Satisfied		62	35	37	14	27	32	34	33	20	*
		81%	84%	80%	90%	84%	94%	94%	83%	82%	97%
NET: Dissatisfied		7	5	4	1	-	1	1	1	-	-
		9%	13%	10%	5%	-%	4%	4%	3%	-%	-%
Answered		72	42	42	16	28	34	37	35	20	*
Mean score		1.3	1.1	1.4	1.5	1.6	1.3	1.5	1.4	1.5	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted Base		78	26	19	23	9	5	33	22	11	4	7	4
Effective base		27	8	7	6	3	2	12	6	4	1	4	2
Weighted Base		76	24	14	13	9	7	28	16	7	1	6	6
Very dissatisfied	(-2)	4	-	-	-	-	-	-	-	-	-	-	-
		5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	3	1	-	-	-	-	1	-	-	-	1	-
		4%	5%	-%	-%	-%	-%	5%	-%	-%	-%	22%	-%
Neither satisfied nor dissatisfied	(0)	3	1	*	1	1	*	1	*	*	-	-	-
		4%	2%	*%	4%	6%	*%	2%	*%	*%	-%	-%	-%
Fairly satisfied	(1)	22	4	7	2	2	2	8	7	2	*	3	3
		29%	16%	52%	12%	17%	22%	28%	45%	24%	*%	45%	46%
Very satisfied	(2)	39	18	7	11	7	6	14	5	5	1	2	3
		52%	77%	48%	85%	77%	78%	50%	29%	76%	100%	24%	54%
Don't Know (DO NOT READ OUT)		5	-	-	-	-	-	4	4	-	-	1	-
		6%	-%	-%	-%	-%	-%	15%	26%	-%	-%	9%	-%
NET: Satisfied		62	22	14	13	8	7	22	12	7	1	4	6
		81%	92%	100%	96%	94%	100%	79%	74%	100%	100%	69%	100%
NET: Dissatisfied		7	1	-	-	-	-	1	-	-	-	1	-
		9%	5%	-%	-%	-%	-%	5%	-%	-%	-%	22%	-%
Answered		72	24	14	13	9	7	24	12	7	1	6	6
Mean score		1.3	1.6	1.5	1.8	1.7	1.8	1.5	1.4	1.8	2.0	.8	1.5

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	*c	a	*b	*a	b	a	*b
Unweighted Base		78	57	52	69	62	58	56	60	27	44	6	29	31	65	3
Effective base		27	23	17	25	23	21	21	21	9	13	5	14	9	23	2
Weighted Base		76	58	42	63	63	54	43	60	18	38	10	36	28	65	4
Very dissatisfied	(-2)	4	4	3	4	4	4	3	4	3	-	-	-	-	3	1
		5%	7%	8%	6%	6%	7%	7%	7%	18%	-%	-%	-%	-%	5%	19%
Fairly dissatisfied	(-1)	3	3	3	3	3	1	3	3	-	1	1	1	1	3	-
		4%	5%	7%	4%	4%	2%	6%	5%	-%	3%	14%	4%	5%	4%	-%
Neither satisfied nor dissatisfied	(0)	3	1	*	1	3	3	3	1	3	1	2	1	2	2	-
		4%	1%	1%	1%	4%	5%	6%	1%	15%	1%	23%	1%	9%	3%	-%
Fairly satisfied	(1)	22	17	15	19	19	21	15	12	2	11	2	16	6	18	3
		29%	30%	35%	31%	30%	38%	34%	20%	13%	29%	22%	45%	21%	28%	74%
Very satisfied	(2)	39	28	20	31	34	25	19	36	10	25	4	13	18	38	*
		52%	49%	49%	50%	54%	46%	45%	60%	55%	66%	40%	37%	65%	58%	7%
Don't Know (DO NOT READ OUT)		5	5	1	5	1	1	1	5	-	-	-	5	-	1	-
		6%	8%	1%	7%	1%	1%	1%	8%	-%	-%	-%	13%	-%	1%	-%
NET: Satisfied		62	46	35	51	53	46	34	48	12	37	6	30	24	56	3
		81%	79%	83%	80%	84%	84%	79%	80%	68%	95%	63%	82%	86%	87%	81%
NET: Dissatisfied		7	7	6	7	7	5	6	7	3	1	1	1	1	6	1
		9%	12%	14%	11%	11%	10%	14%	11%	18%	3%	14%	4%	5%	9%	19%
Answered		72	53	41	58	63	54	43	55	18	38	10	32	28	64	4
Mean score		1.3	1.2	1.1	1.2	1.2	1.1	1.0	1.3	.9	1.6	.9	1.3	1.5	1.3	.5

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	*a	b	*c	a	*b	*c	a	b
Unweighted Base		78	35	43	29	34	15	38	15	21	39	39
Effective base		27	11	16	12	10	6	17	4	7	8	20
Weighted Base		76	30	47	26	35	15	43	6	25	17	59
Very dissatisfied	(-2)	4	3	1	-	1	3	4	-	-	3	1
		5%	11%	2%	-%	2%	21%	9%	-%	-%	19%	1%
Fairly dissatisfied	(-1)	3	1	1	1	1	-	1	-	-	-	3
		4%	5%	3%	5%	4%	-%	3%	-%	-%	-%	5%
Neither satisfied nor dissatisfied	(0)	3	1	2	2	1	*	1	*	2	*	3
		4%	3%	5%	9%	3%	*%	1%	5%	9%	3%	5%
Fairly satisfied	(1)	22	15	7	13	9	*	16	2	5	3	19
		29%	51%	16%	49%	27%	2%	37%	29%	18%	20%	32%
Very satisfied	(2)	39	9	30	10	18	11	17	4	18	9	30
		52%	31%	65%	37%	52%	77%	39%	67%	73%	55%	51%
Don't Know (DO NOT READ OUT)		5	-	5	-	5	-	5	-	-	1	4
		6%	-%	10%	-%	13%	-%	11%	-%	-%	3%	7%
NET: Satisfied		62	24	38	22	28	12	33	6	23	13	49
		81%	82%	80%	86%	78%	78%	76%	95%	91%	75%	82%
NET: Dissatisfied		7	5	2	1	2	3	5	-	-	3	4
		9%	16%	4%	5%	6%	21%	12%	-%	-%	19%	6%
Answered		72	30	42	26	31	15	39	6	25	16	55
Mean score		1.3	.9	1.5	1.2	1.4	1.1	1.0	1.6	1.6	1.0	1.4

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 241 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: UPS

Base: All those who use UPS (QV4=5)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	a	b
Unweighted Base		78	20	27	15	16	47	31
Effective base		27	9	7	4	7	16	11
Weighted Base		76	24	22	16	14	47	30
Very dissatisfied	(-2)	4	3	-	1	-	3	1
		5%	13%	-%	5%	-%	7%	3%
Fairly dissatisfied	(-1)	3	1	-	1	-	1	1
		4%	6%	-%	8%	-%	3%	4%
Neither satisfied nor dissatisfied	(0)	3	*	*	1	2	*	3
		4%	1%	*%	7%	13%	1%	10%
Fairly satisfied	(1)	22	11	3	5	4	14	9
		29%	44%	14%	30%	28%	29%	29%
Very satisfied	(2)	39	8	15	8	8	23	16
		52%	34%	68%	50%	59%	50%	54%
Don't Know (DO NOT READ OUT)		5	1	4	-	-	5	-
		6%	2%	19%	-%	-%	10%	-%
NET: Satisfied		62	19	18	13	12	37	25
		81%	78%	81%	80%	87%	79%	83%
NET: Dissatisfied		7	5	-	2	-	5	2
		9%	19%	-%	13%	-%	10%	7%
Answered		72	24	18	16	14	42	30
Mean score		1.3	.8	1.8	1.1	1.5	1.3	1.3

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	*a	*b	*c	*d	*e
Unweighted Base		44	4	40	18	13	2	11	26
Effective base		11	2	10	9	8	2	5	9
Weighted Base		20	1	19	18	2	*	*	2
Very dissatisfied	(-2)	1	-	1	1	-	-	-	-
		6%	-%	6%	6%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	*	1	1	*	*	*	*
		9%	36%	7%	8%	20%	70%	4%	19%
Fairly satisfied	(1)	12	1	12	11	1	*	*	1
		62%	63%	62%	61%	71%	30%	59%	70%
Very satisfied	(2)	5	*	5	5	*	-	*	*
		24%	1%	25%	25%	8%	-%	38%	10%
Don't Know (DO NOT READ OUT)		*	-	*	-	*	-	-	*
		*%	-%	*%	-%	*%	-%	-%	*%
NET: Satisfied		17	1	16	16	1	*	*	1
		86%	64%	87%	86%	79%	30%	96%	80%
NET: Dissatisfied		1	-	1	1	-	-	-	-
		6%	-%	6%	6%	-%	-%	-%	-%
Answered		20	1	19	18	2	*	*	2
Mean score		1.0	.6	1.0	1.0	.9	.3	1.3	.9

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		44	9	4	5	4	11	11	18	13	13
Effective base		11	5	2	3	3	5	5	9	8	6
Weighted Base		20	10	2	7	1	1	*	18	2	*
Very dissatisfied	(-2)	1	-	1	-	-	-	-	1	-	-
		6%	-%	65%	-%	-%	-%	-%	6%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	1	*	-	*	*	*	1	*	*
		9%	10%	22%	-%	41%	10%	4%	8%	20%	12%
Fairly satisfied	(1)	12	9	*	2	*	1	*	11	1	*
		62%	88%	13%	35%	41%	86%	59%	61%	71%	55%
Very satisfied	(2)	5	*	-	4	*	*	*	5	*	*
		24%	2%	-%	65%	19%	3%	38%	25%	8%	33%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	*	-	-	*	-
		*%	-%	-%	-%	-%	1%	-%	-%	*%	-%
NET: Satisfied		17	9	*	7	*	1	*	16	1	*
		86%	90%	13%	100%	59%	89%	96%	86%	79%	88%
NET: Dissatisfied		1	-	1	-	-	-	-	1	-	-
		6%	-%	65%	-%	-%	-%	-%	6%	-%	-%
Answered		20	10	2	7	1	1	*	18	2	*
Mean score		1.0	.9	-1.2	1.7	.8	.9	1.3	1.0	.9	1.2

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		44	14	11	7	4	7
Effective base		11	6	3	2	3	2
Weighted Base		20	9	5	5	*	2
Very dissatisfied	(-2)	1	-	1	-	-	-
		6%	-%	23%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	1	-	-	*	*
		9%	17%	-%	-%	63%	14%
Fairly satisfied	(1)	12	7	4	2	*	*
		62%	82%	75%	34%	6%	2%
Very satisfied	(2)	5	*	*	3	*	1
		24%	1%	2%	65%	31%	84%
Don't Know (DO NOT READ OUT)		*	-	-	*	-	-
		*%	-%	-%	*%	-%	-%
NET: Satisfied		17	7	4	5	*	1
		86%	83%	77%	100%	37%	86%
NET: Dissatisfied		1	-	1	-	-	-
		6%	-%	23%	-%	-%	-%
Answered		20	9	5	5	*	2
Mean score		1.0	.8	.3	1.7	.7	1.7

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			GOR (QC3)										
		Total base	East of England	East Midlands	Greater London	North West	South East	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted Base		44	1	1	2	3	5	2	3	17	7	4	16
Effective base		11	1	1	1	2	3	1	1	7	5	4	4
Weighted Base		20	*	*	1	2	7	3	2	15	3	1	*
Very dissatisfied	(-2)	1	-	-	-	-	1	-	-	1	-	-	-
		6%	-%	-%	-%	-%	16%	-%	-%	7%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	-	-	*	-	-	-	-	*	1	*	*
		9%	-%	-%	17%	-%	-%	-%	-%	2%	29%	37%	49%
Fairly satisfied	(1)	12	*	*	-	2	3	3	2	10	2	*	*
		62%	100%	100%	-%	100%	40%	100%	99%	63%	68%	40%	31%
Very satisfied	(2)	5	-	-	1	-	3	-	*	4	*	*	*
		24%	-%	-%	83%	-%	44%	-%	1%	28%	2%	23%	18%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
NET: Satisfied		17	*	*	1	2	6	3	2	14	2	1	*
		86%	100%	100%	83%	100%	84%	100%	100%	91%	71%	63%	49%
NET: Dissatisfied		1	-	-	-	-	1	-	-	1	-	-	-
		6%	-%	-%	-%	-%	16%	-%	-%	7%	-%	-%	-%
Answered		20	*	*	1	2	7	3	2	15	3	1	*
Mean score		1.0	1.0	1.0	1.7	1.0	1.0	1.0	1.0	1.0	.7	.9	.7

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted Base		44	1	5	1	3	9	2	3	17	39	5	38	6
Effective base		11	1	1	1	2	3	2	1	6	11	1	11	3
Weighted Base		20	*	2	*	1	8	1	*	6	20	*	19	1
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	1	1	-	1	-
		6%	-%	-%	-%	-%	-%	-%	-%	20%	6%	-%	6%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	*	*	-	1	-	-	*	*	2	-	2	-
		9%	100%	12%	-%	75%	-%	-%	93%	4%	9%	-%	9%	-%
Fairly satisfied	(1)	12	-	1	*	*	4	1	-	3	12	*	12	*
		62%	-%	87%	100%	17%	58%	100%	-%	51%	61%	93%	61%	77%
Very satisfied	(2)	5	-	*	-	*	3	-	-	1	5	*	5	*
		24%	-%	1%	-%	7%	42%	-%	-%	25%	24%	4%	24%	23%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	*	-	-	*	*	-
		*%	-%	-%	-%	-%	-%	-%	7%	-%	-%	3%	*%	-%
NET: Satisfied		17	-	1	*	*	8	1	-	4	17	*	17	1
		86%	-%	88%	100%	25%	100%	100%	-%	76%	86%	97%	85%	100%
NET: Dissatisfied		1	-	-	-	-	-	-	-	1	1	-	1	-
		6%	-%	-%	-%	-%	-%	-%	-%	20%	6%	-%	6%	-%
Answered		20	*	2	*	1	8	1	*	6	20	*	19	1
Mean score		1.0	-	.9	1.0	.3	1.4	1.0	-	.6	1.0	1.0	1.0	1.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Internet connection	Role of mail services		
		Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%				*a	*b	*c
Unweighted Base		44	44	19	12	13
Effective base		11	11	4	4	5
Weighted Base		20	20	9	3	8
Very dissatisfied	(-2)	1	1	-	1	-
		6%	6%	-%	45%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-
		-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	2	1	*	*
		9%	9%	13%	13%	2%
Fairly satisfied	(1)	12	12	4	1	7
		62%	62%	48%	37%	84%
Very satisfied	(2)	5	5	3	*	1
		24%	24%	38%	4%	14%
Don't Know (DO NOT READ OUT)		*	*	-	*	-
		*%	*%	-%	*%	-%
NET: Satisfied		17	17	8	1	8
		86%	86%	87%	42%	98%
NET: Dissatisfied		1	1	-	1	-
		6%	6%	-%	45%	-%
Answered		20	20	9	3	8
Mean score		1.0	1.0	1.2	-.4	1.1

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted Base		44	15	11	3	3	6	5	1	26	18	15	3	12	29
Effective base		11	6	4	1	1	2	2	1	9	3	2	3	4	6
Weighted Base		20	8	9	1	*	1	*	*	17	3	2	2	6	12
Very dissatisfied	(-2)	1	-	1	-	-	-	-	-	1	-	-	-	-	1
		6%	-%	13%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	9%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	1	*	-	-	*	-	-	2	*	*	1	*	*
		9%	17%	4%	-%	-%	1%	-%	-%	10%	1%	1%	68%	3%	3%
Fairly satisfied	(1)	12	7	4	1	*	*	*	-	11	2	*	1	6	6
		62%	82%	46%	95%	1%	21%	89%	-%	64%	53%	19%	32%	96%	48%
Very satisfied	(2)	5	*	3	*	*	1	*	*	3	1	1	-	*	5
		24%	1%	37%	5%	99%	78%	11%	100%	19%	46%	80%	-%	1%	39%
Don't Know (DO NOT READ OUT)		*	-	*	-	-	-	-	-	*	-	-	-	-	*
		*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%
NET: Satisfied		17	7	7	1	*	1	*	*	14	3	2	1	6	10
		86%	83%	83%	100%	100%	99%	100%	100%	83%	99%	99%	32%	97%	88%
NET: Dissatisfied		1	-	1	-	-	-	-	-	1	-	-	-	-	1
		6%	-%	13%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	9%
Answered		20	8	9	1	*	1	*	*	17	3	2	2	6	12
Mean score		1.0	.8	.9	1.1	2.0	1.8	1.1	2.0	.9	1.5	1.8	.3	1.0	1.1

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			*a	*b	c	d	*e	*f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		44	28	25	33	32	21	18	11	3	3	4	1	3	8
Effective base		11	6	7	8	9	4	6	5	1	2	2	1	2	1
Weighted Base		20	9	10	11	13	6	11	7	1	*	2	*	*	*
Very dissatisfied	(-2)	1	1	1	1	1	1	1	1	-	-	-	-	-	-
		6%	12%	11%	10%	8%	19%	10%	16%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	1	1	1	1	1	1	1	-	-	-	-	*	*
		9%	12%	11%	9%	9%	19%	10%	14%	-%	-%	-%	-%	27%	2%
Fairly satisfied	(1)	12	5	6	7	6	3	9	5	*	*	2	*	*	*
		62%	60%	65%	66%	47%	56%	77%	70%	2%	91%	96%	100%	73%	1%
Very satisfied	(2)	5	1	1	2	5	*	*	*	1	*	*	-	-	*
		24%	16%	13%	14%	36%	5%	2%	*%	98%	9%	4%	-%	-%	94%
Don't Know (DO NOT READ OUT)		*	*	*	*	-	*	-	-	-	-	-	-	-	*
		*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	3%
NET: Satisfied		17	7	8	9	11	4	9	5	1	*	2	*	*	*
		86%	76%	78%	80%	82%	62%	80%	70%	100%	100%	100%	100%	73%	95%
NET: Dissatisfied		1	1	1	1	1	1	1	1	-	-	-	-	-	-
		6%	12%	11%	10%	8%	19%	10%	16%	-%	-%	-%	-%	-%	-%
Answered		20	9	10	11	13	6	11	7	1	*	2	*	*	*
Mean score		1.0	.7	.7	.7	1.0	.3	.6	.4	2.0	1.1	1.0	1.0	.7	2.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Number of packets and parcels sent						Frequency - letters/large letters sent				
		Total base	1-24	25-49	100-249	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base		44	16	3	3	3	7	10	7	7	12	4	3
Effective base		11	6	1	2	2	2	2	2	2	4	2	1
Weighted Base		20	10	1	1	*	1	1	2	1	7	2	*
Very dissatisfied	(-2)	1	1	-	-	-	-	-	-	-	1	-	-
		6%	11%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	1	-	-	-	-	-	-	*	1	-	-
		9%	12%	-%	-%	-%	-%	-%	-%	2%	16%	-%	-%
Fairly satisfied	(1)	12	4	1	*	*	*	*	1	1	4	2	*
		62%	43%	98%	86%	58%	2%	3%	29%	93%	65%	99%	100%
Very satisfied	(2)	5	3	*	*	*	1	1	1	*	*	*	-
		24%	33%	2%	14%	42%	98%	97%	71%	5%	2%	1%	-%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	*	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%
NET: Satisfied		17	8	1	1	*	1	1	2	1	4	2	*
		86%	76%	100%	100%	100%	100%	100%	100%	98%	67%	100%	100%
NET: Dissatisfied		1	1	-	-	-	-	-	-	-	1	-	-
		6%	11%	-%	-%	-%	-%	-%	-%	-%	17%	-%	-%
Answered		20	10	1	1	*	1	1	2	1	7	2	*
Mean score		1.0	.9	1.0	1.1	1.4	2.0	2.0	1.7	1.0	.3	1.0	1.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		44	3	4	17	7	1	25	4	2	23	21	20	13
Effective base		11	2	1	6	2	1	8	1	2	9	5	7	2
Weighted Base		20	1	1	10	2	*	12	1	*	9	11	8	4
Very dissatisfied	(-2)	1	-	-	1	-	-	1	-	-	1	-	1	-
		6%	-%	-%	12%	-%	-%	9%	-%	-%	13%	-%	15%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	-	-	1	-	-	*	1	*	1	*	1	*
		9%	-%	-%	12%	-%	-%	1%	89%	50%	16%	3%	11%	7%
Fairly satisfied	(1)	12	1	1	3	2	*	6	*	*	5	8	4	3
		62%	78%	100%	30%	98%	100%	50%	2%	50%	53%	69%	55%	91%
Very satisfied	(2)	5	*	*	4	*	-	5	*	-	2	3	1	*
		24%	22%	*%	46%	2%	-%	39%	8%	-%	18%	28%	20%	2%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-	*	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%
NET: Satisfied		17	1	1	7	2	*	11	*	*	6	11	6	3
		86%	100%	100%	76%	100%	100%	89%	11%	50%	71%	97%	74%	93%
NET: Dissatisfied		1	-	-	1	-	-	1	-	-	1	-	1	-
		6%	-%	-%	12%	-%	-%	9%	-%	-%	13%	-%	15%	-%
Answered		20	1	1	10	2	*	12	1	*	9	11	8	4
Mean score		1.0	1.2	1.0	1.0	1.0	1.0	1.1	.2	.5	.6	1.3	.6	1.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base		44	16	14	16	15	16	16	22	17	11	20	20	9
Effective base		11	6	5	6	3	7	3	4	5	2	5	6	3
Weighted Base		20	7	3	6	5	7	6	6	8	5	7	9	6
Very dissatisfied	(-2)	1	1	-	1	-	1	-	-	1	-	-	1	-
		6%	17%	-%	20%	-%	16%	-%	-%	15%	-%	-%	12%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	*	1	-	1	*	1	1	1	*	1	1	*
		9%	3%	25%	-%	15%	2%	17%	17%	14%	5%	14%	11%	4%
Fairly satisfied	(1)	12	4	2	4	3	4	2	4	5	5	5	6	6
		62%	58%	73%	73%	62%	61%	30%	60%	70%	94%	68%	63%	96%
Very satisfied	(2)	5	1	*	*	1	1	3	1	*	*	1	1	*
		24%	22%	2%	7%	22%	20%	53%	23%	1%	1%	17%	14%	*%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	-	*	*	-	*	-	-
		*%	-%	-%	-%	*%	-%	-%	*%	*%	-%	*%	-%	-%
NET: Satisfied		17	5	2	4	5	6	5	5	5	5	6	7	6
		86%	80%	75%	80%	84%	82%	83%	83%	71%	95%	86%	77%	96%
NET: Dissatisfied		1	1	-	1	-	1	-	-	1	-	-	1	-
		6%	17%	-%	20%	-%	16%	-%	-%	15%	-%	-%	12%	-%
Answered		20	7	3	6	5	7	6	6	8	5	7	9	6
Mean score		1.0	.7	.8	.5	1.1	.7	1.4	1.1	.4	1.0	1.0	.7	1.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		44	29	19	9	19	17	25	21	11	1
Effective base		11	8	8	2	5	5	10	7	5	1
Weighted Base		20	12	8	2	8	9	9	10	7	*
Very dissatisfied	(-2)	1	-	1	-	1	1	1	1	1	-
		6%	-%	15%	-%	14%	13%	13%	12%	15%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	1	*	*	-	-	1	-	-	-
		9%	10%	3%	12%	-%	-%	11%	-%	-%	-%
Fairly satisfied	(1)	12	6	5	2	5	6	5	7	5	*
		62%	51%	67%	87%	68%	72%	60%	73%	68%	100%
Very satisfied	(2)	5	5	1	*	1	1	2	2	1	-
		24%	39%	16%	*%	18%	15%	17%	16%	16%	-%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		17	11	6	2	7	7	7	9	6	*
		86%	90%	82%	88%	86%	87%	77%	88%	85%	100%
NET: Dissatisfied		1	-	1	-	1	1	1	1	1	-
		6%	-%	15%	-%	14%	13%	13%	12%	15%	-%
Answered		20	12	8	2	8	9	9	10	7	*
Mean score		1.0	1.3	.7	.9	.8	.8	.7	.8	.7	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*c	*d
Unweighted Base		44	17	13	18	2	1	19	14	9	6	4	2
Effective base		11	8	6	7	1	1	7	4	3	2	1	1
Weighted Base		20	8	7	5	1	1	10	7	2	1	1	3
Very dissatisfied	(-2)	1	1	1	1	-	-	1	1	-	-	-	-
		6%	14%	17%	21%	-%	-%	11%	17%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	1	1	*	-	-	1	1	-	*	1	-
		9%	10%	12%	3%	-%	-%	8%	12%	-%	7%	96%	-%
Fairly satisfied	(1)	12	5	3	4	1	1	7	5	2	*	-	3
		62%	60%	52%	69%	100%	100%	67%	70%	86%	13%	-%	100%
Very satisfied	(2)	5	1	1	*	-	-	1	*	*	1	*	-
		24%	16%	19%	7%	-%	-%	13%	1%	14%	80%	4%	-%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	-	-	-	-	-	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		17	6	5	4	1	1	8	5	2	1	*	3
		86%	76%	71%	76%	100%	100%	80%	71%	100%	93%	4%	100%
NET: Dissatisfied		1	1	1	1	-	-	1	1	-	-	-	-
		6%	14%	17%	21%	-%	-%	11%	17%	-%	-%	-%	-%
Answered		20	8	7	5	1	1	10	7	2	1	1	3
Mean score		1.0	.6	.6	.4	1.0	1.0	.7	.4	1.1	1.7	.1	1.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			a	*b	c	d	e	a	b	*c	*a	*b	*a	*b	a	*b
Unweighted Base		44	36	24	40	34	30	34	30	15	28	2	23	12	38	1
Effective base		11	10	8	11	10	8	9	9	4	8	2	7	3	10	1
Weighted Base		20	19	11	19	16	14	12	18	9	13	*	11	5	18	*
Very dissatisfied	(-2)	1	1	1	1	1	1	1	1	1	1	-	1	-	1	-
		6%	6%	11%	6%	7%	8%	9%	6%	12%	9%	-%	11%	-%	6%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	2	2	2	1	1	1	2	*	1	-	1	1	1	-
		9%	9%	16%	9%	8%	6%	9%	9%	5%	10%	-%	9%	11%	8%	-%
Fairly satisfied	(1)	12	11	7	12	12	12	8	11	8	10	-	7	4	12	*
		62%	60%	63%	61%	74%	85%	69%	60%	82%	78%	-%	67%	86%	66%	100%
Very satisfied	(2)	5	5	1	5	2	*	2	4	*	*	*	1	*	4	-
		24%	26%	11%	25%	10%	1%	13%	24%	*%	3%	100%	13%	3%	20%	-%
Don't Know (DO NOT READ OUT)		*	*	-	*	*	*	*	-	*	-	-	-	-	*	-
		*%	*%	-%	*%	*%	*%	*%	-%	*%	-%	-%	-%	-%	*%	-%
NET: Satisfied		17	16	8	16	13	12	10	15	8	11	*	9	4	16	*
		86%	85%	74%	85%	84%	86%	81%	84%	83%	81%	100%	81%	89%	86%	100%
NET: Dissatisfied		1	1	1	1	1	1	1	1	1	1	-	1	-	1	-
		6%	6%	11%	6%	7%	8%	9%	6%	12%	9%	-%	11%	-%	6%	-%
Answered		20	19	11	19	16	14	12	18	9	13	*	11	5	18	*
Mean score		1.0	1.0	.6	1.0	.8	.7	.8	1.0	.6	.7	2.0	.7	.9	.9	1.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		44	25	19	14	25	5	17	15	11	18	26
Effective base		11	7	7	3	7	4	3	4	4	6	10
Weighted Base		20	6	14	8	9	2	5	8	4	2	18
Very dissatisfied	(-2)	1	1	-	-	1	-	-	-	1	-	1
		6%	19%	-%	-%	12%	-%	-%	-%	28%	-%	6%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	1	1	*	1	1	*	1	1	*	2
		9%	16%	6%	2%	8%	34%	*%	14%	14%	7%	9%
Fairly satisfied	(1)	12	2	10	5	6	2	5	2	2	1	11
		62%	42%	71%	55%	67%	66%	95%	30%	56%	78%	60%
Very satisfied	(2)	5	1	3	3	1	-	*	4	*	*	5
		24%	24%	24%	42%	14%	-%	5%	56%	2%	14%	25%
Don't Know (DO NOT READ OUT)		*	*	-	-	*	-	-	*	-	*	-
		*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
NET: Satisfied		17	4	13	8	8	2	5	7	2	2	16
		86%	65%	94%	98%	80%	66%	100%	85%	58%	93%	85%
NET: Dissatisfied		1	1	-	-	1	-	-	-	1	-	1
		6%	19%	-%	-%	12%	-%	-%	-%	28%	-%	6%
Answered		20	6	14	8	9	2	5	8	4	2	18
Mean score		1.0	.5	1.2	1.4	.7	.7	1.0	1.4	*	1.1	1.0

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 242 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Yodel

Base: All those who use Yodel (QV4=6)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		44	5	19	8	12	24	20
Effective base		11	3	4	6	3	7	4
Weighted Base		20	3	9	1	6	12	8
Very dissatisfied	(-2)	1	-	1	-	-	1	-
		6%	-%	12%	-%	-%	9%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	1	*	*	*	1	1
		9%	27%	3%	16%	6%	9%	8%
Fairly satisfied	(1)	12	2	7	1	2	9	4
		62%	73%	72%	80%	38%	72%	45%
Very satisfied	(2)	5	*	1	*	4	1	4
		24%	*%	12%	4%	56%	9%	47%
Don't Know (DO NOT READ OUT)		*	-	*	-	-	*	-
		*%	-%	*%	-%	-%	*%	-%
NET: Satisfied		17	2	8	1	6	10	7
		86%	73%	84%	84%	94%	82%	92%
NET: Dissatisfied		1	-	1	-	-	1	-
		6%	-%	12%	-%	-%	9%	-%
Answered		20	3	9	1	6	12	8
Mean score		1.0	.7	.7	.9	1.5	.7	1.4

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	b	*c	*d	e
Unweighted Base		189	27	162	115	36	11	27	74
Effective base		71	11	60	65	21	4	13	29
Weighted Base		176	26	150	167	7	1	1	8
Very dissatisfied	(-2)	1	1	*	1	*	-	-	*
		1%	5%	*%	1%	2%	-%	-%	1%
Fairly dissatisfied	(-1)	2	-	2	2	-	-	*	*
		1%	-%	1%	1%	-%	-%	*%	*%
Neither satisfied nor dissatisfied	(0)	18	2	16	17	1	-	*	1
		10%	8%	10%	10%	16%	-%	6%	14%
Fairly satisfied	(1)	61	13	48	56	3	1	*	4
		34%	51%	32%	34%	48%	48%	60%	49%
Very satisfied	(2)	95	9	85	92	2	1	*	3
		54%	36%	57%	55%	34%	52%	34%	36%
NET: Satisfied		155	22	133	148	5	1	1	7
		88%	87%	89%	88%	82%	100%	94%	85%
NET: Dissatisfied		3	1	2	3	*	-	*	*
		2%	5%	1%	2%	2%	-%	*%	1%
Answered		176	26	150	167	7	1	1	8
Mean score		1.4	1.1	1.4	1.4	1.1	1.5	1.3	1.2

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	*b	*c	*d	e	*f	g	h	i
Unweighted Base		189	70	29	16	17	30	27	115	36	38
Effective base		71	43	15	9	11	16	13	65	21	10
Weighted Base		176	111	46	10	4	4	1	167	7	2
Very dissatisfied	(-2)	1	-	-	1	-	*	-	1	*	-
		1%	-%	-%	12%	-%	3%	-%	1%	2%	-%
Fairly dissatisfied	(-1)	2	-	2	-	-	-	*	2	-	*
		1%	-%	3%	-%	-%	-%	*%	1%	-%	*%
Neither satisfied nor dissatisfied	(0)	18	10	7	-	1	*	*	17	1	*
		10%	9%	14%	-%	16%	12%	6%	10%	16%	2%
Fairly satisfied	(1)	61	42	8	7	2	1	*	56	3	1
		34%	38%	17%	66%	63%	33%	60%	34%	48%	52%
Very satisfied	(2)	95	59	30	2	1	2	*	92	2	1
		54%	53%	65%	23%	21%	52%	34%	55%	34%	45%
NET: Satisfied		155	101	38	9	3	3	1	148	5	2
		88%	91%	82%	88%	84%	85%	94%	88%	82%	98%
NET: Dissatisfied		3	-	2	1	-	*	*	3	*	*
		2%	-%	3%	12%	-%	3%	*%	2%	2%	*%
Answered		176	111	46	10	4	4	1	167	7	2
Mean score		1.4	1.4	1.4	.9	1.1	1.3	1.3	1.4	1.1	1.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	*b	*c	*d	*e
Unweighted Base		189	81	29	15	9	23
Effective base		71	48	9	7	2	4
Weighted Base		176	126	14	7	10	3
Very dissatisfied	(-2)	1	*	-	-	-	-
		1%	*%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	2	-	-	-	-
		1%	1%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	18	15	*	-	-	*
		10%	12%	1%	-%	-%	1%
Fairly satisfied	(1)	61	44	3	3	2	1
		34%	35%	20%	48%	24%	37%
Very satisfied	(2)	95	65	11	4	7	2
		54%	52%	79%	52%	76%	62%
NET: Satisfied		155	110	14	7	10	3
		88%	87%	99%	100%	100%	99%
NET: Dissatisfied		3	2	-	-	-	-
		2%	1%	-%	-%	-%	-%
Answered		176	126	14	7	10	3
Mean score		1.4	1.4	1.8	1.5	1.8	1.6

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted Base		189	11	10	21	5	10	13	8	11	7	96	29	29	35
Effective base		71	7	8	13	2	8	8	5	5	2	56	16	19	11
Weighted Base		176	18	18	38	5	15	17	23	13	7	154	11	8	2
Very dissatisfied	(-2)	1	-	-	1	-	-	-	-	-	-	1	*	-	-
		1%	-%	-%	3%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	-	-	-	-	-	-	2	-	*
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	*%
Neither satisfied nor dissatisfied	(0)	18	-	-	11	2	-	1	-	-	-	14	2	1	*
		10%	-%	-%	28%	42%	-%	8%	-%	-%	-%	9%	21%	10%	14%
Fairly satisfied	(1)	61	9	9	9	*	5	9	7	*	4	52	5	2	1
		34%	49%	51%	23%	3%	33%	52%	29%	3%	62%	34%	46%	25%	43%
Very satisfied	(2)	95	9	9	17	3	10	7	16	13	3	86	2	5	1
		54%	51%	49%	45%	55%	67%	40%	71%	97%	38%	56%	19%	65%	44%
NET: Satisfied		155	18	18	26	3	15	16	23	13	7	139	7	7	2
		88%	100%	100%	69%	58%	100%	92%	100%	100%	100%	90%	64%	90%	86%
NET: Dissatisfied		3	-	-	1	-	-	-	-	-	-	1	2	-	*
		2%	-%	-%	3%	-%	-%	-%	-%	-%	-%	1%	15%	-%	*%
Answered		176	18	18	38	5	15	17	23	13	7	154	11	8	2
Mean score		1.4	1.5	1.5	1.1	1.1	1.7	1.3	1.7	2.0	1.4	1.4	.7	1.6	1.3

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base		189	6	22	2	17	45	5	11	72	148	41	159	30
Effective base		71	2	9	1	5	17	2	5	30	57	15	64	7
Weighted Base		176	2	20	*	12	56	3	7	57	148	28	162	14
Very dissatisfied	(-2)	1	-	-	-	-	-	-	*	1	1	-	*	1
		1%	-%	-%	-%	-%	-%	-%	2%	2%	1%	-%	*%	9%
Fairly dissatisfied	(-1)	2	-	2	-	-	-	*	-	-	*	2	2	-
		1%	-%	8%	-%	-%	-%	*%	-%	-%	*%	6%	1%	-%
Neither satisfied nor dissatisfied	(0)	18	-	6	*	1	1	2	1	3	16	2	18	-
		10%	-%	29%	85%	7%	2%	63%	15%	4%	11%	6%	11%	-%
Fairly satisfied	(1)	61	2	5	*	7	21	1	2	18	49	12	57	4
		34%	75%	26%	15%	56%	38%	37%	25%	31%	33%	42%	35%	26%
Very satisfied	(2)	95	1	7	-	4	34	-	4	36	82	13	86	9
		54%	25%	37%	-%	37%	60%	-%	58%	63%	55%	46%	53%	65%
NET: Satisfied		155	2	12	*	11	55	1	6	54	131	24	143	12
		88%	100%	62%	15%	93%	98%	37%	83%	93%	88%	88%	88%	91%
NET: Dissatisfied		3	-	2	-	-	-	*	*	1	1	2	2	1
		2%	-%	8%	-%	-%	-%	*%	2%	2%	1%	6%	1%	9%
Answered		176	2	20	*	12	56	3	7	57	148	28	162	14
Mean score		1.4	1.3	.9	.1	1.3	1.6	.4	1.4	1.5	1.4	1.3	1.4	1.4

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Internet connection	Role of mail services		
		Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%				a	b	c
Unweighted Base		189	189	63	59	67
Effective base		71	71	23	17	33
Weighted Base		176	176	64	29	82
Very dissatisfied	(-2)	1	1	1	*	-
		1%	1%	2%	*%	-%
Fairly dissatisfied	(-1)	2	2	*	-	2
		1%	1%	*%	-%	2%
Neither satisfied nor dissatisfied	(0)	18	18	6	2	9
		10%	10%	10%	6%	11%
Fairly satisfied	(1)	61	61	27	8	25
		34%	34%	43%	27%	31%
Very satisfied	(2)	95	95	29	19	46
		54%	54%	46%	66%	56%
NET: Satisfied		155	155	57	27	71
		88%	88%	88%	93%	87%
NET: Dissatisfied		3	3	1	*	2
		2%	2%	2%	*%	2%
Answered		176	176	64	29	82
Mean score		1.4	1.4	1.3	1.6	1.4

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	i	j	*k	*a	b	c
Unweighted Base		189	93	59	24	5	1	1	3	3	152	37	13	28	65	96
Effective base		71	43	20	7	2	1	1	1	1	63	8	3	15	29	28
Weighted Base		176	105	47	11	10	1	*	*	3	151	25	14	33	71	71
Very dissatisfied	(-2)	1	-	1	-	-	-	-	-	-	1	-	-	-	-	1
		1%	-%	3%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	2%
Fairly dissatisfied	(-1)	2	2	-	*	-	-	-	-	-	2	*	-	-	2	*
		1%	2%	-%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	2%	*%
Neither satisfied nor dissatisfied	(0)	18	8	10	-	*	-	-	-	-	18	*	*	6	2	10
		10%	8%	21%	-%	1%	-%	-%	-%	-%	12%	*%	1%	17%	3%	14%
Fairly satisfied	(1)	61	43	14	3	-	-	*	*	-	57	3	*	8	35	18
		34%	41%	31%	31%	-%	-%	100%	3%	-%	38%	14%	*%	22%	50%	25%
Very satisfied	(2)	95	52	21	7	10	1	-	*	3	74	21	14	20	32	42
		54%	50%	46%	69%	99%	100%	-%	97%	100%	49%	86% i	99%	61%	45%	60%
NET: Satisfied		155	95	36	11	10	1	*	*	3	131	24	14	28	67	60
		88%	91%	76%	100%	99%	100%	100%	100%	100%	86%	100%	99%	83%	94%	84%
NET: Dissatisfied		3	2	1	*	-	-	-	-	-	3	*	-	-	2	1
		2%	2%	3%	*%	-%	-%	-%	-%	-%	2%	*%	-%	-%	2%	2%
Answered		176	105	47	11	10	1	*	*	3	151	25	14	33	71	71
Mean score		1.4	1.4	1.2	1.7	2.0	2.0	1.0	2.0	2.0	1.3	1.9 b	2.0	1.4	1.4	1.4

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base		189	125	115	151	159	59	93	91	18	10	10	6	10	6
Effective base		71	39	45	54	61	16	36	45	5	5	2	2	2	2
Weighted Base		176	100	105	141	147	37	93	111	15	1	9	2	2	*
Very dissatisfied	(-2)	1	-	-	-	1	1	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	1%	4%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	*	-	*	2	*	2	-	-	-	-	-	-	*
		1%	*%	-%	*%	1%	*%	2%	-%	-%	-%	-%	-%	-%	*%
Neither satisfied nor dissatisfied	(0)	18	8	8	14	16	1	5	13	-	-	-	-	1	-
		10%	8%	7%	10%	11%	3%	5%	12%	-%	-%	-%	-%	72%	-%
Fairly satisfied	(1)	61	32	39	51	55	7	33	47	1	1	2	*	*	*
		34%	32%	37%	36%	38%	19%	35%	42%	6%	54%	26%	*%	11%	8%
Very satisfied	(2)	95	60	58	76	74	27	54	52	14	1	7	2	*	*
		54%	60%	56%	54%	50%	75%	58%	46%	94%	46%	74%	100%	17%	91%
NET: Satisfied		155	92	97	127	129	34	86	98	15	1	9	2	1	*
		88%	92%	93%	90%	87%	94%	93%	88%	100%	100%	100%	100%	28%	100%
NET: Dissatisfied		3	*	-	*	3	1	2	-	-	-	-	-	-	*
		2%	*%	-%	*%	2%	4%	2%	-%	-%	-%	-%	-%	-%	*%
Answered		176	100	105	141	147	37	93	111	15	1	9	2	2	*
Mean score		1.4	1.5	1.5	1.4	1.3	1.6	1.5	1.3	1.9	1.5	1.7	2.0	.5	1.9

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	a	*b	c	d	*e
Unweighted Base		189	114	13	7	7	6	9	3	18	33	23	53	30	12
Effective base		71	53	4	3	2	5	1	2	4	18	10	18	7	2
Weighted Base		176	130	10	1	3	1	2	1	4	43	25	48	20	4
Very dissatisfied	(-2)	1	-	1	-	-	-	-	-	-	-	-	-	-	-
		1%	-%	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	2	-	-	-	-	-	-	-	-	*	-	-	-
		1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	18	16	*	-	-	*	-	-	*	6	*	3	5	-
		10%	12%	*%	-%	-%	14%	-%	-%	2%	15%	1%	6%	23%	-%
Fairly satisfied	(1)	61	49	2	1	2	1	*	-	1	17	11	16	7	*
		34%	38%	24%	74%	76%	71%	5%	-%	15%	38%	44%	33%	35%	5%
Very satisfied	(2)	95	63	6	*	1	*	2	1	3	20	14	29	9	4
		54%	49%	63%	26%	24%	15%	95%	100%	83%	47%	54%	61%	43%	95%
NET: Satisfied		155	112	9	1	3	1	2	1	4	37	25	45	16	4
		88%	87%	87%	100%	100%	86%	100%	100%	98%	85%	99%	94%	77%	100%
NET: Dissatisfied		3	2	1	-	-	-	-	-	-	-	*	-	-	-
		2%	1%	12%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Answered		176	130	10	1	3	1	2	1	4	43	25	48	20	4
Mean score		1.4	1.3	1.3	1.3	1.2	1.0	1.9	2.0	1.8	1.3	1.5	1.5	1.2	1.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	*b	c	*d	*e	a	*b	c	a	b	a	*b
Unweighted Base		189	38	26	54	28	13	115	7	33	134	55	131	20
Effective base		71	21	11	19	9	3	48	2	11	55	16	50	5
Weighted Base		176	52	28	41	19	8	119	1	25	128	47	130	12
Very dissatisfied	(-2)	1	-	-	1	-	-	-	-	1	-	1	-	-
		1%	-%	-%	3%	-%	-%	-%	-%	5%	-%	3%	-%	-%
Fairly dissatisfied	(-1)	2	-	2	-	-	-	2	-	-	2	-	*	-
		1%	-%	6%	-%	-%	-%	1%	-%	-%	1%	-%	*%	-%
Neither satisfied nor dissatisfied	(0)	18	5	*	5	5	1	14	1	1	10	8	14	-
		10%	9%	2%	11%	25%	13%	12%	61%	3%	8%	17%	11%	-%
Fairly satisfied	(1)	61	19	18	10	8	*	43	*	11	45	16	50	1
		34%	37%	65%	24%	42%	2%	36%	31%	44%	35%	33%	38%	10%
Very satisfied	(2)	95	28	8	25	6	7	61	*	12	72	22	65	10
		54%	54%	27%	62%	33%	85%	51%	8%	48%	56%	47%	51%	90%
NET: Satisfied		155	47	26	35	14	7	104	1	23	117	38	115	12
		88%	91%	93%	86%	75%	87%	87%	39%	92%	91%	80%	89%	100%
NET: Dissatisfied		3	-	2	1	-	-	2	-	1	2	1	*	-
		2%	-%	6%	3%	-%	-%	1%	-%	5%	1%	3%	*%	-%
Answered		176	52	28	41	19	8	119	1	25	128	47	130	12
Mean score		1.4	1.4	1.1	1.4	1.1	1.7	1.4	.5	1.3	1.5	1.2	1.4	1.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base		189	80	70	122	26	85	74	97	107	38	88	95	41
Effective base		71	37	22	51	4	37	24	30	36	8	35	35	12
Weighted Base		176	94	46	125	16	88	59	77	83	27	76	82	29
Very dissatisfied	(-2)	1	-	1	-	-	-	1	-	-	-	-	-	-
		1%	-%	3%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	2	-	*	-	2	-	*	-	-	-	-	-
		1%	2%	-%	*%	-%	2%	-%	*%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	18	9	7	14	1	9	7	6	6	*	3	6	5
		10%	9%	15%	11%	5%	10%	12%	8%	7%	*%	4%	8%	16%
Fairly satisfied	(1)	61	33	15	49	2	30	25	23	28	4	27	28	13
		34%	35%	32%	39%	10%	35%	42%	29%	34%	15%	35%	34%	43%
Very satisfied	(2)	95	51	23	62	13	47	26	48	49	23	46	48	12
		54%	54%	50%	50%	85%	54%	44%	62%	59%	85%	60%	59%	41%
NET: Satisfied		155	84	37	111	15	78	51	70	77	27	73	76	25
		88%	89%	82%	89%	95%	88%	86%	92%	93%	100%	96%	92%	84%
NET: Dissatisfied		3	2	1	*	-	2	1	*	-	-	-	-	-
		2%	2%	3%	*%	-%	2%	2%	*%	-%	-%	-%	-%	-%
Answered		176	94	46	125	16	88	59	77	83	27	76	82	29
Mean score		1.4	1.4	1.3	1.4	1.8	1.4	1.3	1.5	1.5	1.8	1.6	1.5	1.3

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		189	133	97	43	115	107	108	125	96	10
Effective base		71	48	39	12	37	42	45	44	35	2
Weighted Base		176	117	94	25	95	98	107	114	85	6
Very dissatisfied	(-2)	1	-	1	-	-	-	-	-	-	-
		1%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	2	2	2	*	-	2	*	-	-
		1%	1%	2%	6%	*%	-%	1%	*%	-%	-%
Neither satisfied nor dissatisfied	(0)	18	15	7	1	7	7	10	8	7	*
		10%	12%	7%	2%	8%	7%	9%	7%	9%	1%
Fairly satisfied	(1)	61	43	25	9	31	38	35	42	35	1
		34%	37%	26%	35%	32%	39%	32%	37%	41%	9%
Very satisfied	(2)	95	58	59	14	57	53	62	65	43	6
		54%	50%	63%	56%	60%	54%	57%	57%	50%	91%
NET: Satisfied		155	101	84	23	88	91	96	107	77	6
		88%	86%	90%	92%	92%	93%	90%	93%	91%	99%
NET: Dissatisfied		3	2	3	2	*	-	2	*	-	-
		2%	1%	3%	6%	*%	-%	1%	*%	-%	-%
Answered		176	117	94	25	95	98	107	114	85	6
Mean score		1.4	1.3	1.5	1.4	1.5	1.5	1.5	1.5	1.4	1.9

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base		189	61	62	77	21	12	106	86	20	11	7	4
Effective base		71	26	25	30	10	4	38	32	7	3	3	1
Weighted Base		176	63	60	70	23	9	90	78	16	4	9	3
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	-	*	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Fairly dissatisfied	(-1)	2	2	-	2	2	-	-	-	-	*	-	-
		1%	3%	-%	2%	7%	-%	-%	-%	-%	*%	-%	-%
Neither satisfied nor dissatisfied	(0)	18	7	1	6	1	1	6	6	1	*	5	*
		10%	11%	2%	8%	2%	5%	7%	8%	9%	11%	53%	3%
Fairly satisfied	(1)	61	20	18	19	12	3	36	30	2	2	3	*
		34%	31%	30%	27%	50%	27%	40%	39%	13%	54%	34%	1%
Very satisfied	(2)	95	35	40	45	9	6	48	42	13	1	1	3
		54%	56%	68%	63%	41%	68%	53%	53%	78%	32%	13%	96%
NET: Satisfied		155	55	58	63	21	9	84	72	15	4	4	3
		88%	87%	98%	90%	91%	95%	93%	92%	91%	86%	47%	97%
NET: Dissatisfied		3	2	-	2	2	-	-	-	-	*	-	-
		2%	3%	-%	2%	7%	-%	-%	-%	-%	3%	-%	-%
Answered		176	63	60	70	23	9	90	78	16	4	9	3
Mean score		1.4	1.4	1.7	1.5	1.2	1.6	1.5	1.5	1.7	1.1	.6	1.9

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base		189	162	121	172	156	131	131	167	43	151	8	67	100	163	7
Effective base		71	64	43	67	64	55	52	66	14	56	5	27	38	61	2
Weighted Base		176	156	94	160	154	127	110	158	27	136	13	61	98	153	4
Very dissatisfied	(-2)	1	1	1	1	1	-	*	1	-	-	-	*	-	1	-
		1%	1%	1%	1%	1%	-%	*%	1%	-%	-%	-%	*%	-%	1%	-%
Fairly dissatisfied	(-1)	2	2	*	2	2	2	2	2	-	-	2	2	-	*	-
		1%	1%	*%	1%	1%	1%	1%	1%	-%	-%	13%	3%	-%	*%	-%
Neither satisfied nor dissatisfied	(0)	18	15	8	16	17	7	6	16	2	6	7	12	5	12	*
		10%	10%	9%	10%	11%	6%	6%	10%	9%	4%	55%	20%	5%	8%	1%
Fairly satisfied	(1)	61	57	32	57	56	48	41	56	11	47	*	19	32	52	*
		34%	37%	33%	36%	36%	38%	37%	36%	42%	35%	*%	32%	33%	34%	7%
Very satisfied	(2)	95	80	53	84	79	70	61	83	13	83	4	28	60	88	4
		54%	52%	56%	53%	51%	55%	56%	53%	50%	61%	32%	45%	61%	58%	92%
NET: Satisfied		155	138	85	141	135	118	102	140	24	130	4	47	93	140	4
		88%	88%	90%	88%	87%	93%	93%	88%	91%	96%	32%	77%	95% a	92%	99%
NET: Dissatisfied		3	3	1	3	3	2	2	3	-	-	2	2	-	1	-
		2%	2%	1%	2%	2%	1%	2%	2%	-%	-%	13%	3%	-%	1%	-%
Answered		176	156	94	160	154	127	110	158	27	136	13	61	98	153	4
Mean score		1.4	1.4	1.4	1.4	1.4	1.5	1.5	1.4	1.4	1.6	.5	1.2	1.6 a	1.5	1.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	a	b	c	a	b	c	a	b
Unweighted Base		189	59	130	43	95	51	38	37	105	77	112
Effective base		71	16	54	16	33	22	17	9	44	24	48
Weighted Base		176	39	136	46	79	50	33	28	103	46	130
Very dissatisfied	(-2)	1	*	1	1	*	-	1	*	-	1	-
		1%	*%	1%	3%	*%	-%	4%	*%	-%	3%	-%
Fairly dissatisfied	(-1)	2	2	*	-	*	2	-	2	-	2	-
		1%	4%	*%	-%	*%	3%	-%	6%	-%	4%	-%
Neither satisfied nor dissatisfied	(0)	18	5	13	3	5	9	2	7	4	3	15
		10%	12%	10%	7%	7%	18%	7%	26% c	3%	6%	12%
Fairly satisfied	(1)	61	14	47	10	37	14	12	9	33	10	51
		34%	34%	34%	22%	46%	27%	37%	31%	32%	22%	39%
Very satisfied	(2)	95	19	75	31	37	26	17	11	67	30	65
		54%	50%	55%	68%	47%	52%	52%	37%	65%	66%	50%
NET: Satisfied		155	33	122	42	74	40	29	19	100	40	115
		88%	84%	90%	90%	93%	79%	89%	68%	97% b	88%	88%
NET: Dissatisfied		3	2	1	1	*	2	1	2	-	3	-
		2%	4%	1%	3%	*%	3%	4%	6%	-%	6%	-%
Answered		176	39	136	46	79	50	33	28	103	46	130
Mean score		1.4	1.3	1.4	1.5	1.4	1.3	1.3	1.0	1.6 b	1.4	1.4

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 243 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Parcelforce

Base: All those who use Parcelforce (QV4=7)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		189	45	63	41	40	108	81
Effective base		71	18	22	15	17	40	31
Weighted Base		176	41	61	41	33	102	74
Very dissatisfied	(-2)	1	-	*	-	1	*	1
		1%	-%	*%	-%	4%	*%	2%
Fairly dissatisfied	(-1)	2	-	2	-	-	2	-
		1%	-%	3%	-%	-%	2%	-%
Neither satisfied nor dissatisfied	(0)	18	6	7	2	2	13	4
		10%	15%	12%	5%	7%	13%	6%
Fairly satisfied	(1)	61	16	22	7	16	38	23
		34%	38%	36%	17%	49%	37%	31%
Very satisfied	(2)	95	19	30	32	13	49	45
		54%	47%	49%	78%	40%	48%	61%
					d			
NET: Satisfied		155	35	51	39	30	87	68
		88%	85%	85%	95%	89%	85%	92%
NET: Dissatisfied		3	-	2	-	1	2	1
		2%	-%	3%	-%	4%	2%	2%
Answered		176	41	61	41	33	102	74
Mean score		1.4	1.3	1.3	1.7	1.2	1.3	1.5

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	*b	*c	*d	e
Unweighted Base		145	22	123	109	18	5	13	36
Effective base		67	11	56	64	11	2	7	16
Weighted Base		173	28	145	169	3	*	*	4
Very dissatisfied	(-2)	8	1	6	7	*	-	-	*
		4%	4%	4%	4%	4%	-%	-%	3%
Fairly dissatisfied	(-1)	2	-	2	2	-	-	-	-
		1%	-%	1%	1%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	21	3	19	21	*	-	*	*
		12%	9%	13%	13%	5%	-%	9%	5%
Fairly satisfied	(1)	86	15	71	83	2	*	*	3
		50%	53%	49%	49%	65%	98%	70%	69%
Very satisfied	(2)	56	9	47	56	*	*	*	1
		33%	34%	32%	33%	16%	2%	22%	15%
Don't Know (DO NOT READ OUT)		*	-	*	-	*	-	-	*
		*%	-%	*%	-%	10%	-%	-%	8%
									a
NET: Satisfied		142	25	118	139	2	*	*	3
		82%	87%	81%	82%	81%	100%	91%	84%
NET: Dissatisfied		9	1	8	9	*	-	-	*
		5%	4%	6%	5%	4%	-%	-%	3%
Answered		173	28	144	169	3	*	*	3
Mean score		1.1	1.1	1.0	1.1	1.0	1.0	1.1	1.0

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		145	72	28	9	6	17	13	109	18	18
Effective base		67	46	15	6	3	10	7	64	11	7
Weighted Base		173	123	42	5	1	2	*	169	3	1
Very dissatisfied	(-2)	8	3	3	1	-	*	-	7	*	-
		4%	2%	7%	32%	-%	5%	-%	4%	4%	-%
Fairly dissatisfied	(-1)	2	-	2	-	-	-	-	2	-	-
		1%	-%	4%	-%	-%	-%	-%	1%	-%	-%
Neither satisfied nor dissatisfied	(0)	21	10	10	1	*	-	*	21	*	*
		12%	8%	24%	24%	15%	-%	9%	13%	5%	4%
Fairly satisfied	(1)	86	71	11	1	1	2	*	83	2	1
		50%	58%	27%	15%	78%	65%	70%	49%	65%	84%
Very satisfied	(2)	56	38	16	1	*	*	*	56	*	*
		33%	31%	39%	29%	7%	17%	22%	33%	16%	12%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	*	-	-	*	-
		*%	-%	-%	-%	-%	13%	-%	-%	10%	-%
NET: Satisfied		142	109	27	2	1	2	*	139	2	1
		82%	89%	65%	44%	85%	83%	91%	82%	81%	96%
NET: Dissatisfied		9	3	5	1	-	*	-	9	*	-
		5%	2%	11%	32%	-%	5%	-%	5%	4%	-%
Answered		173	123	42	5	1	2	*	169	3	1
Mean score		1.1	1.2	.9	.1	.9	1.0	1.1	1.1	1.0	1.1

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	*b	*c	*d	*e
Unweighted Base		145	88	23	6	5	11
Effective base		67	50	9	2	1	4
Weighted Base		173	131	19	3	7	2
Very dissatisfied	(-2)	8	4	3	-	-	-
		4%	3%	17%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	2	-	-
		1%	-%	-%	67%	-%	-%
Neither satisfied nor dissatisfied	(0)	21	17	4	*	-	*
		12%	13%	21%	15%	-%	1%
Fairly satisfied	(1)	86	72	7	*	*	1
		50%	55%	39%	18%	3%	51%
Very satisfied	(2)	56	38	4	-	7	1
		33%	29%	22%	-%	97%	48%
Don't Know (DO NOT READ OUT)		*	-	*	-	-	-
		*%	-%	2%	-%	-%	-%
NET: Satisfied		142	110	11	*	7	2
		82%	84%	61%	18%	100%	99%
NET: Dissatisfied		9	4	3	2	-	-
		5%	3%	17%	67%	-%	-%
Answered		173	131	18	3	7	2
Mean score		1.1	1.1	.5	-.5	2.0	1.5

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted Base		145	13	11	17	3	9	10	6	12	5	86	20	20	19
Effective base		67	9	7	10	3	7	7	5	8	3	55	14	14	6
Weighted Base		173	17	17	28	7	16	20	21	22	6	155	10	6	2
Very dissatisfied	(-2)	8	1	2	-	-	1	-	-	3	-	7	*	-	-
		4%	7%	9%	-%	-%	8%	-%	-%	14%	-%	5%	4%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	2	-	-	-	-	-	-	2	-	-	-
		1%	-%	-%	6%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	21	-	4	9	-	3	1	-	*	1	17	2	2	-
		12%	-%	23%	31%	-%	16%	5%	-%	*%	13%	11%	24%	29%	-%
Fairly satisfied	(1)	86	14	7	8	3	7	13	15	11	2	80	2	3	1
		50%	78%	41%	29%	47%	43%	62%	68%	52%	38%	51%	25%	41%	51%
Very satisfied	(2)	56	2	5	9	4	5	7	7	7	3	49	5	2	1
		33%	14%	26%	33%	53%	32%	33%	32%	34%	49%	32%	47%	30%	49%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	-	-	-	-	-	*	-	-	-
		*%	2%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
NET: Satisfied		142	16	12	17	7	12	19	21	19	5	129	7	5	2
		82%	92%	67%	62%	100%	76%	95%	100%	86%	87%	83%	72%	71%	100%
NET: Dissatisfied		9	1	2	2	-	1	-	-	3	-	9	*	-	-
		5%	7%	9%	6%	-%	8%	-%	-%	14%	-%	6%	4%	-%	-%
Answered		173	17	17	28	7	16	20	21	22	6	155	10	6	2
Mean score		1.1	.9	.7	.9	1.5	.9	1.3	1.3	.9	1.4	1.0	1.1	1.0	1.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	e	*f	*g	h	a	*b	a	*b
Unweighted Base		145	3	9	2	14	35	4	4	63	120	25	132	13
Effective base		67	1	5	1	6	16	3	3	38	54	14	63	4
Weighted Base		173	5	17	*	16	53	1	1	65	144	29	165	8
Very dissatisfied	(-2)	8	-	-	-	-	6	-	*	1	6	1	8	-
		4%	-%	-%	-%	-%	12%	-%	14%	2%	4%	4%	5%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	-	-	-	2	2	-	2	-
		1%	-%	-%	-%	-%	-%	-%	-%	3%	1%	-%	1%	-%
Neither satisfied nor dissatisfied	(0)	21	-	9	*	1	4	-	-	6	20	1	19	3
		12%	-%	56%	85%	7%	8%	-%	-%	9%	14%	4%	11%	31%
Fairly satisfied	(1)	86	*	7	*	14	23	1	1	27	72	13	82	3
		50%	1%	42%	15%	87%	43%	54%	86%	42%	50%	45%	50%	41%
Very satisfied	(2)	56	5	*	-	1	20	*	-	29	43	14	54	2
		33%	99%	2%	-%	6%	37%	20%	-%	45%	30%	46%	33%	28%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-	*	-	-	*	-	*	-
		*%	-%	-%	-%	-%	-%	26%	-%	-%	*%	-%	*%	-%
NET: Satisfied		142	5	7	*	15	43	1	1	56	115	27	136	6
		82%	100%	44%	15%	93%	80%	74%	86%	87%	80%	92%	83%	69%
NET: Dissatisfied		9	-	-	-	-	6	-	*	3	8	1	9	-
		5%	-%	-%	-%	-%	12%	-%	14%	5%	6%	4%	6%	-%
Answered		173	5	17	*	16	53	1	1	65	143	29	164	8
Mean score		1.1	2.0	.5	.1	1.0	.9	1.3	.6	1.2	1.0	1.3	1.1	1.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Internet connection	Role of mail services		
		Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%				a	b	c
Unweighted Base		145	145	57	39	49
Effective base		67	67	29	15	24
Weighted Base		173	173	77	34	62
Very dissatisfied	(-2)	8	8	1	2	5
		4%	4%	2%	5%	7%
Fairly dissatisfied	(-1)	2	2	-	2	-
		1%	1%	-%	5%	-%
Neither satisfied nor dissatisfied	(0)	21	21	6	7	8
		12%	12%	8%	21%	13%
Fairly satisfied	(1)	86	86	34	18	34
		50%	50%	45%	52%	54%
Very satisfied	(2)	56	56	35	5	16
		33%	33%	45%	15%	26%
				b		
Don't Know (DO NOT READ OUT)		*	*	-	*	-
		*%	*%	-%	1%	-%
NET: Satisfied		142	142	69	23	50
		82%	82%	90%	68%	80%
NET: Dissatisfied		9	9	1	4	5
		5%	5%	2%	10%	7%
Answered		173	173	77	34	62
Mean score		1.1	1.1	1.3	.7	.9
				b		

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Monthly postal spend									Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	h	*i	*j	*a	b	c
Unweighted Base		145	84	40	14	2	2	2	1	124	21	7	27	57	61
Effective base		67	46	19	4	1	1	1	1	64	4	2	16	30	22
Weighted Base		173	104	56	5	6	1	*	*	160	13	8	36	68	69
Very dissatisfied	(-2)	8	3	3	1	-	-	-	-	6	1	-	-	3	4
		4%	3%	6%	27%	-%	-%	-%	-%	4%	10%	-%	-%	5%	6%
Fairly dissatisfied	(-1)	2	-	-	2	-	-	-	-	-	2	-	-	-	2
		1%	-%	-%	36%	-%	-%	-%	-%	-%	14%	-%	-%	-%	3%
Neither satisfied nor dissatisfied	(0)	21	13	8	*	-	-	-	-	21	*	-	10	4	8
		12%	13%	14%	8%	-%	-%	-%	-%	13%	3%	-%	27%	5%	12%
Fairly satisfied	(1)	86	49	36	1	-	-	*	*	84	2	*	7	42	37
		50%	47%	64%	28%	-%	-%	79%	100%	53%	13%	3%	18%	62%	54%
Very satisfied	(2)	56	39	10	*	6	1	*	-	49	8	8	20	19	17
		33%	37%	17%	1%	100%	80%	21%	-%	30%	59%	93%	55%	28%	25%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	*	-	-	-	*	*	-	-	*
		*%	-%	-%	-%	-%	20%	-%	-%	-%	2%	4%	-%	-%	*%
NET: Satisfied		142	88	45	1	6	1	*	*	133	9	8	26	61	55
		82%	84%	81%	29%	100%	80%	100%	100%	83%	71%	96%	73%	90%	79%
NET: Dissatisfied		9	3	3	3	-	-	-	-	6	3	-	-	3	6
		5%	3%	6%	63%	-%	-%	-%	-%	4%	24%	-%	-%	5%	9%
Answered		173	104	56	5	6	1	*	*	160	13	8	36	68	69
Mean score		1.1	1.2	.9	-.6	2.0	2.0	1.2	1.0	1.1	1.0	2.0	1.3	1.1	.9

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base		145	73	77	103	125	43	58	65	9	13	6	1	6	3
Effective base		67	29	35	45	60	13	26	35	5	3	1	1	2	2
Weighted Base		173	73	92	122	146	28	74	90	11	5	8	2	6	*
Very dissatisfied	(-2)	8	7	7	7	7	1	1	7	-	-	-	-	-	-
		4%	10%	8%	6%	5%	5%	2%	8%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	2	2	2	2	2	2	-	-	-	-	2	-	-
		1%	2%	2%	1%	1%	6%	2%	-%	-%	-%	-%	100%	-%	-%
Neither satisfied nor dissatisfied	(0)	21	4	13	15	13	2	6	14	-	1	-	-	-	-
		12%	5%	14%	12%	9%	9%	8%	15%	-%	28%	-%	-%	-%	-%
Fairly satisfied	(1)	86	25	54	59	81	12	37	44	5	4	*	-	6	*
		50%	34%	59%	48%	56%	44%	51%	48%	44%	72%	2%	-%	100%	85%
Very satisfied	(2)	56	35	16	39	42	10	27	26	6	*	7	-	*	*
		33%	48%	17%	32%	29%	36%	36%	28%	56%	1%	94%	-%	*%	15%
			b												
Don't Know (DO NOT READ OUT)		*	-	*	*	*	*	*	-	-	-	*	-	-	-
		*%	-%	*%	*%	*%	1%	*%	-%	-%	-%	4%	-%	-%	-%
NET: Satisfied		142	60	70	98	123	22	64	69	11	4	8	-	6	*
		82%	83%	76%	80%	85%	79%	87%	77%	100%	72%	96%	-%	100%	100%
NET: Dissatisfied		9	9	9	9	9	3	3	7	-	-	-	2	-	-
		5%	12%	10%	7%	6%	11%	4%	8%	-%	-%	-%	100%	-%	-%
Answered		173	73	92	122	145	28	74	90	11	5	8	2	6	*
Mean score		1.1	1.1	.8	1.0	1.0	1.0	1.2	.9	1.6	.7	2.0	-1.0	1.0	1.2

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	c	*d	*e
Unweighted Base		145	93	8	7	6	4	4	3	11	19	16	44	13	11
Effective base		67	53	4	1	3	2	1	1	4	12	9	19	3	3
Weighted Base		173	130	5	5	1	1	2	1	5	25	28	49	11	10
Very dissatisfied	(-2)	8	7	-	-	-	-	-	-	-	-	3	4	-	-
		4%	6%	-%	-%	-%	-%	-%	-%	-%	-%	11%	9%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	-	2	-	2	-	-	-	-	2
		1%	-%	-%	-%	-%	-%	90%	-%	39%	-%	-%	-%	-%	18%
Neither satisfied nor dissatisfied	(0)	21	11	1	-	-	1	-	-	1	1	4	5	4	1
		12%	8%	18%	-%	-%	74%	-%	-%	18%	3%	16%	10%	37%	10%
Fairly satisfied	(1)	86	75	*	5	*	*	*	*	1	5	16	27	6	5
		50%	58%	2%	96%	39%	26%	9%	18%	16%	20%	58%	55%	54%	51%
Very satisfied	(2)	56	36	4	*	*	*	*	1	1	19	4	13	1	2
		33%	28%	80%	4%	14%	*%	*%	82%	26%	77%	16%	27%	9%	18%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	47%	-%	-%	-%	-%	-%	-%	-%	-%	3%
NET: Satisfied		142	112	4	5	*	*	*	1	2	24	20	40	7	7
		82%	86%	82%	100%	53%	26%	10%	100%	42%	97%	73%	82%	63%	69%
NET: Dissatisfied		9	7	-	-	-	-	2	-	2	-	3	4	-	2
		5%	6%	-%	-%	-%	-%	90%	-%	39%	-%	11%	9%	-%	18%
Answered		173	130	5	5	*	1	2	1	5	25	28	49	11	10
Mean score		1.1	1.0	1.6	1.0	1.3	.3	-.8	1.8	.3	1.7	.7	.9	.7	.7

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		145	28	29	41	19	8	99	9	17	96	49	87	16
Effective base		67	17	18	18	5	3	45	4	12	41	26	37	8
Weighted Base		173	40	42	46	14	3	113	5	28	102	71	103	20
Very dissatisfied	(-2)	8	-	-	7	-	-	6	-	1	7	*	7	-
		4%	-%	-%	16%	-%	-%	6%	-%	4%	7%	1%	7%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	2	2	-	-	2	-	2	-
		1%	-%	-%	-%	-%	51%	2%	-%	-%	2%	-%	2%	-%
Neither satisfied nor dissatisfied	(0)	21	2	1	2	7	1	10	1	1	12	9	10	5
		12%	5%	3%	4%	47%	28%	9%	17%	5%	12%	13%	9%	27%
Fairly satisfied	(1)	86	20	28	27	5	*	63	2	16	51	35	49	10
		50%	51%	67%	59%	36%	11%	56%	38%	59%	49%	50%	48%	48%
Very satisfied	(2)	56	18	13	9	2	*	31	2	9	31	26	35	5
		33%	45%	30%	20%	14%	10%	28%	45%	31%	30%	36%	34%	23%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	*	-	-	*	-	-	*
		*%	-%	-%	-%	2%	-%	*%	-%	-%	*%	-%	-%	1%
NET: Satisfied		142	38	41	37	7	1	94	4	25	81	61	84	14
		82%	95%	97%	80%	51%	20%	83%	83%	91%	79%	86%	82%	71%
NET: Dissatisfied		9	-	-	7	-	2	8	-	1	9	*	9	-
		5%	-%	-%	16%	-%	51%	7%	-%	4%	9%	1%	9%	-%
Answered		173	40	42	46	14	3	113	5	28	102	71	103	20
Mean score		1.1	1.4	1.3	.7	.7	-.2	1.0	1.3	1.1	.9	1.2	1.0	1.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	*b	a	b	a	b	*c	a	b	*c
Unweighted Base		145	62	55	82	17	62	63	51	60	24	51	61	24
Effective base		67	30	26	39	5	29	31	16	28	8	19	30	10
Weighted Base		173	69	66	101	17	67	79	45	58	25	48	75	29
Very dissatisfied	(-2)	8	7	*	7	-	7	*	3	6	1	3	6	1
		4%	10%	*%	7%	-%	11%	*%	6%	10%	5%	5%	8%	5%
Fairly dissatisfied	(-1)	2	-	2	2	-	-	2	2	2	2	2	2	-
		1%	-%	3%	2%	-%	-%	2%	4%	3%	7%	4%	2%	-%
Neither satisfied nor dissatisfied	(0)	21	6	7	13	2	3	9	4	3	1	5	9	8
		12%	8%	11%	13%	12%	5%	12%	9%	6%	3%	11%	12%	29%
Fairly satisfied	(1)	86	34	39	48	7	35	46	22	20	10	29	44	17
		50%	49%	59%	48%	41%	53%	58%	50%	35%	42%	61%	58%	59%
Very satisfied	(2)	56	22	18	31	8	20	22	14	27	11	9	14	2
		33%	32%	27%	31%	45%	31%	28%	32%	46%	42%	18%	19%	8%
Don't Know (DO NOT READ OUT)		*	*	-	-	*	*	-	-	-	-	*	-	-
		*%	*%	-%	-%	2%	*%	-%	-%	-%	-%	1%	-%	-%
NET: Satisfied		142	56	57	79	15	56	68	37	47	21	38	58	19
		82%	81%	86%	78%	86%	84%	86%	82%	81%	84%	79%	78%	67%
NET: Dissatisfied		9	7	2	9	-	7	2	4	8	3	4	8	1
		5%	10%	3%	9%	-%	11%	3%	10%	13%	12%	9%	10%	5%
Answered		173	68	66	101	17	66	79	45	58	25	47	75	29
Mean score		1.1	.9	1.1	.9	1.3	.9	1.1	1.0	1.0	1.1	.8	.8	.7

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	a	b	c	a	b	*c
Unweighted Base		145	97	79	34	67	72	79	73	73	6
Effective base		67	43	41	13	28	34	38	30	35	3
Weighted Base		173	106	98	25	71	88	88	84	86	1
Very dissatisfied	(-2)	8	4	6	1	7	7	7	3	5	-
		4%	4%	6%	5%	10%	8%	8%	3%	5%	-%
Fairly dissatisfied	(-1)	2	2	2	-	2	2	-	2	2	-
		1%	2%	2%	-%	2%	2%	-%	2%	2%	-%
Neither satisfied nor dissatisfied	(0)	21	10	3	1	3	13	5	1	14	*
		12%	9%	4%	4%	4%	14%	6%	1%	16% a	6%
Fairly satisfied	(1)	86	62	53	14	25	50	47	43	39	*
		50%	59%	55%	54%	35%	58%	54%	51%	46%	47%
Very satisfied	(2)	56	27	33	9	34	15	28	35	26	*
		33%	26%	34%	36%	48% b	18%	31%	42%	30%	3%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	*	*	*	*	*
		*%	*%	-%	-%	-%	*%	*%	*%	*%	45%
NET: Satisfied		142	89	86	23	59	66	75	78	65	*
		82%	85%	88%	91%	83%	75%	85%	93%	76%	50%
NET: Dissatisfied		9	6	8	1	9	9	7	4	6	-
		5%	6%	8%	5%	13%	10%	8%	5%	7%	-%
Answered		173	105	98	25	71	87	88	83	85	*
Mean score		1.1	1.0	1.1	1.2	1.1	.7	1.0	1.3	.9	.9

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base		145	36	49	45	19	10	57	64	17	9	20	3
Effective base		67	19	28	18	9	5	26	32	7	3	11	2
Weighted Base		173	47	67	31	20	12	64	78	15	8	23	6
Very dissatisfied	(-2)	8	2	5	1	1	1	1	5	-	*	-	-
		4%	3%	7%	5%	6%	11%	2%	6%	-%	1%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	-	-	2	-	2	-	-	-
		1%	-%	-%	-%	-%	-%	3%	-%	12%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	21	2	4	1	-	-	2	9	-	4	9	3
		12%	4%	6%	5%	-%	-%	4%	12%	-%	50%	40%	46%
Fairly satisfied	(1)	86	25	38	15	14	7	36	41	5	*	10	*
		50%	53%	56%	47%	70%	62%	55%	53%	37%	4%	42%	*%
Very satisfied	(2)	56	19	21	13	5	3	23	22	7	4	4	3
		33%	40%	31%	43%	23%	27%	36%	29%	49%	45%	17%	53%
Don't Know (DO NOT READ OUT)		*	-	-	*	-	-	-	-	*	-	-	-
		*%	-%	-%	1%	-%	-%	-%	-%	2%	-%	-%	-%
NET: Satisfied		142	43	59	28	19	10	59	64	13	4	14	3
		82%	93%	87%	90%	94%	89%	91%	82%	86%	49%	60%	54%
NET: Dissatisfied		9	2	5	1	1	1	3	5	2	*	-	-
		5%	3%	7%	5%	6%	11%	5%	6%	12%	1%	-%	-%
Answered		173	47	67	31	20	12	64	78	14	8	23	6
Mean score		1.1	1.3	1.0	1.2	1.0	.9	1.2	1.0	1.3	.9	.8	1.1

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base		145	114	92	127	120	87	90	120	32	1	104	12	67	64
Effective base		67	58	42	61	58	43	37	60	13	1	46	7	33	28
Weighted Base		173	143	105	151	140	96	83	148	32	2	114	18	85	72
Very dissatisfied	(-2)	8	7	6	8	5	6	3	8	1	-	6	1	4	3
		4%	5%	5%	5%	3%	6%	3%	5%	4%	-%	5%	7%	5%	4%
Fairly dissatisfied	(-1)	2	2	2	2	2	-	2	2	-	-	2	-	2	-
		1%	1%	2%	1%	1%	-%	2%	1%	-%	-%	2%	-%	2%	-%
Neither satisfied nor dissatisfied	(0)	21	19	12	19	20	11	14	14	3	-	6	6	18	3
		12%	13%	11%	12%	14%	11%	17%	10%	10%	-%	5%	35%	21% b	4%
Fairly satisfied	(1)	86	71	61	79	75	47	40	74	21	-	58	7	36	37
		50%	50%	58%	52%	53%	49%	49%	50%	66%	-%	51%	40%	43%	51%
Very satisfied	(2)	56	43	25	44	39	32	24	50	6	2	42	3	24	29
		33%	30%	23%	29%	28%	33%	29%	34%	20%	100%	37%	18%	28%	40%
Don't Know (DO NOT READ OUT)		*	*	-	*	*	*	*	-	-	-	*	-	*	-
		*%	*%	-%	*%	*%	*%	*%	-%	-%	-%	*%	-%	*%	-%
NET: Satisfied		142	114	86	123	114	79	64	124	28	2	101	11	61	66
		82%	80%	82%	81%	81%	82%	78%	84%	86%	100%	88%	58%	71%	91% a
NET: Dissatisfied		9	9	7	9	6	6	4	9	1	-	8	1	6	3
		5%	6%	7%	6%	4%	6%	5%	6%	4%	-%	7%	7%	7%	4%
Answered		173	142	105	151	140	95	83	148	32	2	114	18	85	72
Mean score		1.1	1.0	.9	1.0	1.0	1.0	1.0	1.1	1.0	2.0	1.1	.6	.9	1.2

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	*a	b	c	a	b	c	a	b
Unweighted Base		145	119	6	59	86	26	85	34	52	34	56	59	86
Effective base		67	56	4	24	44	11	38	18	30	10	26	25	44
Weighted Base		173	145	7	75	98	32	91	50	72	32	63	50	123
Very dissatisfied	(-2)	8	1	4	6	1	1	5	1	6	*	1	2	6
		4%	1%	62%	8%	1%	4%	6%	3%	8%	*%	2%	4%	5%
Fairly dissatisfied	(-1)	2	2	-	2	-	2	-	-	-	-	2	2	-
		1%	1%	-%	2%	-%	6%	-%	-%	-%	-%	3%	4%	-%
Neither satisfied nor dissatisfied	(0)	21	12	-	13	8	5	10	7	8	11	2	9	13
		12%	8%	-%	18%	8%	15%	11%	13%	11%	35% c	4%	17%	10%
Fairly satisfied	(1)	86	81	1	40	46	11	45	30	36	6	38	24	62
		50%	56%	14%	53%	47%	34%	50%	60%	50%	17%	61% b	47%	50%
Very satisfied	(2)	56	49	2	14	43	14	30	12	22	15	19	14	42
		33%	34%	25%	18%	44% a	42%	34%	24%	31%	46%	31%	28%	34%
Don't Know (DO NOT READ OUT)		*	*	-	-	*	-	*	-	-	*	-	-	*
		*%	*%	-%	-%	*%	-%	*%	-%	-%	1%	-%	-%	*%
NET: Satisfied		142	130	3	54	89	24	75	42	58	21	57	38	105
		82%	90%	38%	71%	90%	76%	83%	84%	81%	64%	91%	75%	85%
NET: Dissatisfied		9	3	4	8	1	3	5	1	6	*	3	4	6
		5%	2%	62%	11%	1%	9%	6%	3%	8%	*%	5%	7%	5%
Answered		173	145	7	75	98	32	90	50	72	32	63	50	123
Mean score		1.1	1.2	-.6	.7	1.3 a	1.1	1.1	1.0	.9	1.1	1.2	.9	1.1

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 244 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Hermes

Base: All those who use Hermes (QV4=8)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		145	38	36	39	32	74	71
Effective base		67	19	15	15	19	35	32
Weighted Base		173	48	42	46	38	89	84
Very dissatisfied	(-2)	8	3	3	2	-	6	2
		4%	5%	7%	4%	-%	6%	2%
Fairly dissatisfied	(-1)	2	-	-	-	2	-	2
		1%	-%	-%	-%	5%	-%	2%
Neither satisfied nor dissatisfied	(0)	21	8	6	4	4	13	8
		12%	17%	13%	9%	10%	15%	9%
Fairly satisfied	(1)	86	27	16	26	18	43	43
		50%	56%	38%	55%	47%	48%	52%
Very satisfied	(2)	56	10	17	14	15	27	29
		33%	21%	41%	31%	39%	31%	35%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	*	-
		*%	1%	-%	-%	-%	*%	-%
NET: Satisfied		142	37	33	40	32	70	72
		82%	77%	79%	86%	86%	78%	86%
NET: Dissatisfied		9	3	3	2	2	6	4
		5%	5%	7%	4%	5%	6%	4%
Answered		173	47	42	46	38	89	84
Mean score		1.1	.9	1.1	1.1	1.2	1.0	1.1

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	*a	*b	*c	*d	e
Unweighted Base		68	22	46	26	11	7	24	42
Effective base		21	12	9	17	7	3	12	11
Weighted Base		40	20	20	36	3	1	*	4
Very dissatisfied	(-2)	1	1	-	1	-	-	-	-
		1%	3%	-%	2%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	*	-	-	*	-	*	*
		1%	1%	-%	-%	8%	-%	6%	7%
Neither satisfied nor dissatisfied	(0)	2	2	*	1	1	-	*	1
		6%	11%	1%	3%	43%	-%	2%	31%
Fairly satisfied	(1)	16	4	11	14	1	1	*	2
		39%	22%	57%	39%	34%	67%	31%	41%
Very satisfied	(2)	17	10	7	16	*	*	*	1
		41%	47%	35%	43%	15%	15%	61%	19%
Don't Know (DO NOT READ OUT)		5	3	1	5	-	*	-	*
		12%	16%	7%	13%	-%	19%	-%	4%
NET: Satisfied		32	14	18	30	1	1	*	2
		80%	68%	92%	82%	49%	81%	92%	59%
NET: Dissatisfied		1	1	-	1	*	-	*	*
		2%	4%	-%	2%	8%	-%	6%	7%
Answered		36	17	19	32	3	1	*	4
Mean score		1.3	1.3	1.4	1.4	.6	1.2	1.5	.7

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i
Unweighted Base		68	14	7	5	4	14	24	26	11	31
Effective base		21	9	5	3	4	6	12	17	7	5
Weighted Base		40	19	12	5	1	2	*	36	3	1
Very dissatisfied	(-2)	1	1	-	-	-	-	-	1	-	-
		1%	3%	-%	-%	-%	-%	-%	2%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	-	*	*	-	*	*
		1%	-%	-%	-%	-%	11%	6%	-%	8%	2%
Neither satisfied nor dissatisfied	(0)	2	1	-	*	*	1	*	1	1	*
		6%	6%	-%	2%	32%	34%	2%	3%	43%	*%
Fairly satisfied	(1)	16	4	8	2	1	1	*	14	1	1
		39%	22%	66%	40%	44%	40%	31%	39%	34%	56%
Very satisfied	(2)	17	9	4	3	*	*	*	16	*	*
		41%	45%	34%	58%	24%	9%	61%	43%	15%	28%
Don't Know (DO NOT READ OUT)		5	5	-	-	-	*	-	5	-	*
		12%	24%	-%	-%	-%	7%	-%	13%	-%	13%
NET: Satisfied		32	13	12	5	1	1	*	30	1	1
		80%	67%	100%	98%	68%	48%	92%	82%	49%	84%
NET: Dissatisfied		1	1	-	-	-	*	*	1	*	*
		2%	3%	-%	-%	-%	11%	6%	2%	8%	2%
Answered		36	15	12	5	1	2	*	32	3	1
Mean score		1.3	1.4	1.3	1.6	.9	.5	1.5	1.4	.6	1.3

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		68	13	15	8	2	15
Effective base		21	8	4	5	2	3
Weighted Base		40	19	7	2	*	2
Very dissatisfied	(-2)	1	1	-	-	-	-
		1%	3%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	-	-
		1%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	-	-	-	*	2
		6%	-%	-%	-%	39%	70%
Fairly satisfied	(1)	16	6	6	1	-	1
		39%	32%	82%	70%	-%	24%
Very satisfied	(2)	17	8	1	*	*	*
		41%	42%	18%	30%	61%	6%
Don't Know (DO NOT READ OUT)		5	5	-	-	-	-
		12%	24%	-%	-%	-%	-%
NET: Satisfied		32	14	7	2	*	1
		80%	74%	100%	100%	61%	30%
NET: Dissatisfied		1	1	-	-	-	-
		2%	3%	-%	-%	-%	-%
Answered		36	15	7	2	*	2
Mean score		1.3	1.4	1.2	1.3	1.2	.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			GOR (QC3)											
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	i	*j	*k	*l
Unweighted Base		68	5	3	6	1	4	7	4	7	37	6	6	19
Effective base		21	2	1	3	1	2	4	2	5	18	4	4	3
Weighted Base		40	4	3	5	*	6	8	5	6	37	2	1	*
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	-	-	1	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	26%	-%	-%
Fairly dissatisfied	(-1)	*	*	-	-	*	-	-	-	-	*	-	-	-
		1%	6%	-%	-%	100%	-%	-%	-%	-%	1%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	-	-	*	-	-	1	-	1	2	-	*	*
		6%	-%	-%	10%	-%	-%	9%	-%	19%	6%	-%	13%	2%
Fairly satisfied	(1)	16	4	*	4	-	3	1	*	2	15	1	1	*
		39%	94%	1%	86%	-%	50%	13%	8%	35%	40%	26%	55%	15%
Very satisfied	(2)	17	-	3	*	-	*	4	5	3	15	1	*	*
		41%	-%	99%	1%	-%	*%	59%	92%	46%	41%	49%	32%	83%
Don't Know (DO NOT READ OUT)		5	-	-	*	-	3	1	-	-	5	-	-	-
		12%	-%	-%	3%	-%	49%	19%	-%	-%	13%	-%	-%	-%
NET: Satisfied		32	4	3	4	-	3	5	5	5	29	2	1	*
		80%	94%	100%	87%	-%	51%	72%	100%	81%	80%	74%	87%	98%
NET: Dissatisfied		1	*	-	-	*	-	-	-	-	*	1	-	-
		2%	6%	-%	-%	100%	-%	-%	-%	-%	1%	26%	-%	-%
Answered		36	4	3	4	*	3	6	5	6	32	2	1	*
Mean score		1.3	.9	2.0	.9	-1.0	1.0	1.6	1.9	1.3	1.4	.7	1.2	1.8

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Industry						Urbanity		Location		Internet connection
		Total base	Manufacturing	Utilities	Construction	Retail/ Distribution	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	f	a	*b	a	*b	
Unweighted Base		68	8	1	8	12	3	33	58	10	55	13	68
Effective base		21	3	1	4	5	1	9	17	4	18	3	21
Weighted Base		40	5	*	10	12	*	12	33	7	35	5	40
Very dissatisfied	(-2)	1	-	-	-	-	-	1	1	-	1	-	1
		1%	-%	-%	-%	-%	-%	5%	2%	-%	2%	-%	1%
Fairly dissatisfied	(-1)	*	*	-	-	-	-	*	*	*	*	-	*
		1%	5%	-%	-%	-%	-%	*%	*%	3%	1%	-%	1%
Neither satisfied nor dissatisfied	(0)	2	*	-	1	-	-	2	1	1	2	*	2
		6%	2%	-%	7%	-%	-%	14%	4%	16%	7%	1%	6%
Fairly satisfied	(1)	16	2	*	3	3	*	6	12	4	11	5	16
		39%	36%	100%	30%	29%	98%	51%	35%	57%	31%	93%	39%
Very satisfied	(2)	17	3	-	3	8	*	2	16	*	16	*	17
		41%	57%	-%	32%	71%	2%	17%	49%	4%	46%	6%	41%
Don't Know (DO NOT READ OUT)		5	-	-	3	-	-	2	3	1	5	-	5
		12%	-%	-%	32%	-%	-%	13%	10%	20%	14%	-%	12%
NET: Satisfied		32	4	*	6	12	*	8	28	4	27	5	32
		80%	93%	100%	61%	100%	100%	69%	84%	61%	77%	99%	80%
NET: Dissatisfied		1	*	-	-	-	-	1	1	*	1	-	1
		2%	5%	-%	-%	-%	-%	5%	2%	3%	2%	-%	2%
Answered		36	5	*	7	12	*	11	30	6	30	5	36
Mean score		1.3	1.4	1.0	1.4	1.7	1.0	.9	1.4	.8	1.4	1.1	1.3

Columns Tested:: a,b,c,d,e,f - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Role of mail services			Monthly postal spend									
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	h	*i	*j
Unweighted Base		68	18	27	23	29	18	9	2	4	4	2	47	21	12
Effective base		21	8	3	10	13	6	1	1	1	1	1	19	3	1
Weighted Base		40	15	6	20	21	12	3	*	*	*	3	34	7	3
Very dissatisfied	(-2)	1	-	-	1	1	-	-	-	-	-	-	1	-	-
		1%	-%	-%	3%	3%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Fairly dissatisfied	(-1)	*	*	*	-	*	*	-	-	-	-	-	*	-	-
		1%	2%	*%	-%	1%	*%	-%	-%	-%	-%	-%	1%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	1	*	1	2	*	*	-	-	-	-	2	*	-
		6%	8%	3%	6%	11%	*%	3%	-%	-%	-%	-%	7%	2%	-%
Fairly satisfied	(1)	16	7	2	7	6	3	3	*	*	*	3	9	6	3
		39%	45%	28%	38%	29%	25%	95%	98%	95%	4%	99%	28%	95%	96%
Very satisfied	(2)	17	6	1	9	10	6	*	*	*	*	*	16	*	*
		41%	44%	17%	46%	49%	48%	2%	2%	5%	96%	1%	49%	3%	4%
Don't Know (DO NOT READ OUT)		5	*	3	1	2	3	-	-	-	-	-	5	-	-
		12%	1%	53%	7%	7%	26%	-%	-%	-%	-%	-%	14%	-%	-%
NET: Satisfied		32	13	3	17	17	9	3	*	*	*	3	26	7	3
		80%	90%	44%	84%	78%	73%	97%	100%	100%	100%	100%	76%	98%	100%
NET: Dissatisfied		1	*	*	1	1	*	-	-	-	-	-	1	-	-
		2%	2%	*%	3%	4%	*%	-%	-%	-%	-%	-%	2%	-%	-%
Answered		36	15	3	18	20	9	3	*	*	*	3	29	7	3
Mean score		1.3	1.3	1.3	1.3	1.3	1.6	1.0	1.0	1.1	2.0	1.0	1.4	1.0	1.0

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent						
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			*a	*b	c	a	b	c	d	e	f	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		68	9	20	39	48	43	56	55	35	34	21	6	7	6	8	4	4
Effective base		21	7	7	9	10	9	14	16	6	10	10	2	3	1	2	2	4
Weighted Base		40	14	7	19	19	19	27	28	11	22	21	4	2	1	*	*	*
Very dissatisfied	(-2)	1	-	1	-	1	1	1	1	1	-	-	-	1	-	-	-	-
		1%	-%	8%	-%	3%	3%	2%	2%	5%	-%	-%	-%	27%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	*	*	*	*	*	*	-	*	*	-	-	-	-	-	-
		1%	-%	3%	*%	1%	1%	1%	*%	-%	*%	1%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	2	*	*	*	*	1	1	-	*	1	-	-	*	-	-	-
		6%	13%	7%	1%	1%	3%	2%	5%	-%	*%	3%	-%	-%	10%	-%	-%	-%
Fairly satisfied	(1)	16	5	1	10	9	11	14	13	6	9	9	3	2	*	*	*	*
		39%	36%	14%	50%	49%	59%	52%	45%	59%	42%	45%	77%	73%	86%	7%	41%	50%
Very satisfied	(2)	17	7	3	6	7	6	10	9	4	8	9	1	*	*	*	*	*
		41%	51%	45%	32%	38%	33%	37%	31%	35%	37%	43%	23%	*%	5%	93%	59%	50%
Don't Know (DO NOT READ OUT)		5	-	2	3	2	*	2	5	-	5	2	-	-	-	-	-	-
		12%	-%	22%	17%	8%	1%	6%	17%	-%	21%	8%	-%	-%	-%	-%	-%	-%
NET: Satisfied		32	13	4	16	17	17	24	21	10	17	18	4	2	*	*	*	*
		80%	87%	60%	82%	87%	92%	89%	76%	95%	79%	88%	100%	73%	90%	100%	100%	100%
NET: Dissatisfied		1	-	1	*	1	1	1	1	1	*	*	-	1	-	-	-	-
		2%	-%	11%	*%	4%	4%	3%	2%	5%	*%	1%	-%	27%	-%	-%	-%	-%
Answered		36	14	5	16	17	18	26	23	11	17	19	4	2	1	*	*	*
Mean score		1.3	1.4	1.1	1.4	1.3	1.2	1.3	1.2	1.2	1.5	1.4	1.2	.2	1.0	1.9	1.6	1.5

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		68	30	2	1	6	2	10	4	16	9	11	13	13	10
Effective base		21	13	1	1	3	1	4	4	3	5	2	4	4	1
Weighted Base		40	26	1	*	1	*	*	*	*	11	5	7	3	1
Very dissatisfied	(-2)	1	1	-	-	-	-	-	-	-	1	-	-	-	-
		1%	2%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	*	-	-	-	-	-	-	-	*	-	*	-	-
		1%	*%	-%	-%	-%	-%	-%	-%	-%	2%	-%	*%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	1	-	-	*	-	-	-	-	1	-	-	*	-
		6%	5%	-%	-%	1%	-%	-%	-%	-%	5%	-%	-%	2%	-%
Fairly satisfied	(1)	16	11	1	*	1	-	*	*	*	4	4	4	1	1
		39%	41%	100%	100%	78%	-%	37%	50%	19%	34%	89%	58%	27%	99%
Very satisfied	(2)	17	8	-	-	*	*	*	*	*	6	*	2	2	*
		41%	33%	-%	-%	21%	100%	63%	50%	81%	53%	8%	22%	71%	1%
Don't Know (DO NOT READ OUT)		5	5	-	-	-	-	-	-	-	-	*	1	-	-
		12%	19%	-%	-%	-%	-%	-%	-%	-%	-%	3%	19%	-%	-%
NET: Satisfied		32	19	1	*	1	*	*	*	*	9	5	6	3	1
		80%	74%	100%	100%	99%	100%	100%	100%	100%	87%	97%	81%	98%	100%
NET: Dissatisfied		1	1	-	-	-	-	-	-	-	1	-	*	-	-
		2%	2%	-%	-%	-%	-%	-%	-%	-%	7%	-%	*%	-%	-%
Answered		36	21	1	*	1	*	*	*	*	11	5	6	3	1
Mean score		1.3	1.3	1.0	1.0	1.2	2.0	1.6	1.5	1.8	1.3	1.1	1.3	1.7	1.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		68	8	9	12	15	11	40	3	11	32	36	35	21
Effective base		21	6	3	2	5	1	10	2	5	12	10	11	4
Weighted Base		40	11	1	5	10	1	20	*	8	19	21	17	10
Very dissatisfied	(-2)	1	1	-	-	-	-	-	-	1	1	-	1	-
		1%	5%	-%	-%	-%	-%	-%	-%	7%	3%	-%	3%	-%
Fairly dissatisfied	(-1)	*	-	-	*	-	-	*	-	-	*	*	*	*
		1%	-%	-%	*%	-%	-%	*%	-%	-%	1%	*%	1%	*%
Neither satisfied nor dissatisfied	(0)	2	*	-	-	1	-	1	-	1	2	1	*	*
		6%	4%	-%	-%	9%	-%	4%	-%	6%	9%	4%	3%	1%
Fairly satisfied	(1)	16	5	1	5	1	1	9	*	3	9	6	10	4
		39%	49%	38%	90%	14%	87%	46%	48%	44%	49%	31%	59%	40%
Very satisfied	(2)	17	3	1	*	4	*	7	*	2	6	11	4	6
		41%	28%	52%	9%	45%	13%	34%	52%	23%	31%	51%	24%	58%
Don't Know (DO NOT READ OUT)		5	1	*	-	3	-	3	-	2	2	3	2	-
		12%	13%	10%	-%	33%	-%	16%	-%	20%	8%	15%	9%	-%
NET: Satisfied		32	8	1	5	6	1	16	*	5	15	17	14	10
		80%	77%	90%	100%	58%	100%	80%	100%	67%	79%	81%	83%	99%
NET: Dissatisfied		1	1	-	*	-	-	*	-	1	1	*	1	*
		2%	5%	-%	*%	-%	-%	*%	-%	7%	4%	*%	5%	*%
Answered		36	9	1	5	6	1	17	*	6	18	18	16	10
Mean score		1.3	1.1	1.6	1.1	1.5	1.1	1.4	1.5	.9	1.1	1.5	1.1	1.6

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	b	*a	*b	*a	b	a	b	*c	a	b	*c
Unweighted Base		68	14	35	28	26	15	40	40	35	24	34	36	19
Effective base		21	7	6	11	4	7	9	8	8	5	7	8	3
Weighted Base		40	13	10	19	8	14	14	16	13	10	15	15	3
Very dissatisfied	(-2)	1	-	1	1	-	-	1	1	1	1	-	1	-
		1%	-%	5%	3%	-%	-%	4%	4%	4%	5%	-%	4%	-%
Fairly dissatisfied	(-1)	*	-	*	*	*	-	*	*	*	-	*	*	-
		1%	-%	*%	1%	*%	-%	*%	*%	2%	-%	*%	2%	-%
Neither satisfied nor dissatisfied	(0)	2	-	*	*	*	*	1	*	*	*	*	*	*
		6%	-%	5%	2%	1%	3%	6%	1%	*%	*%	3%	*%	1%
Fairly satisfied	(1)	16	7	5	11	3	7	6	8	6	5	9	8	1
		39%	54%	49%	56%	43%	51%	39%	48%	48%	52%	64%	52%	43%
Very satisfied	(2)	17	5	1	5	4	5	4	6	4	3	5	6	2
		41%	35%	9%	29%	56%	35%	28%	38%	33%	28%	33%	41%	55%
Don't Know (DO NOT READ OUT)		5	1	3	2	-	1	3	1	2	1	-	*	-
		12%	10%	32%	8%	-%	10%	23%	9%	12%	14%	-%	1%	-%
NET: Satisfied		32	12	6	16	8	12	10	14	10	8	14	14	3
		80%	90%	58%	85%	99%	86%	67%	87%	81%	80%	96%	93%	99%
NET: Dissatisfied		1	-	1	1	*	-	1	1	1	1	*	1	-
		2%	-%	6%	4%	*%	-%	4%	4%	6%	5%	*%	5%	-%
Answered		36	12	7	17	8	12	11	15	11	9	15	15	3
Mean score		1.3	1.4	.8	1.2	1.6	1.4	1.1	1.3	1.2	1.1	1.3	1.3	1.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	*c	a	b	*c	a	*b	*c
Unweighted Base		68	48	34	26	38	31	29	40	24	6
Effective base		21	12	8	7	10	8	9	12	7	2
Weighted Base		40	23	15	9	16	14	17	22	14	4
Very dissatisfied	(-2)	1	1	-	1	1	1	1	1	-	-
		1%	2%	-%	6%	3%	4%	3%	3%	-%	-%
Fairly dissatisfied	(-1)	*	*	-	-	*	*	-	*	-	-
		1%	*%	-%	-%	1%	2%	-%	1%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	1	*	*	*	*	*	*	*	-
		6%	6%	*%	*%	*%	4%	3%	2%	*%	-%
Fairly satisfied	(1)	16	11	4	5	7	7	9	10	6	1
		39%	48%	30%	60%	41%	46%	56%	45%	42%	18%
Very satisfied	(2)	17	7	6	1	7	6	5	9	7	3
		41%	29%	38%	17%	44%	44%	29%	42%	47%	82%
Don't Know (DO NOT READ OUT)		5	3	5	1	2	*	1	2	1	-
		12%	14%	32%	16%	10%	1%	9%	7%	10%	-%
NET: Satisfied		32	18	10	7	14	13	14	19	13	4
		80%	78%	68%	77%	85%	90%	85%	87%	90%	100%
NET: Dissatisfied		1	1	-	1	1	1	1	1	-	-
		2%	3%	-%	6%	5%	6%	3%	4%	-%	-%
Answered		36	20	10	7	15	14	15	21	13	4
Mean score		1.3	1.2	1.5	1.0	1.3	1.3	1.2	1.3	1.5	1.8

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*a	*b	*c	*d
Unweighted Base		68	21	19	18	5	5	33	22	10	6	3	3
Effective base		21	6	4	4	2	2	10	3	3	3	2	1
Weighted Base		40	11	7	7	1	2	16	6	1	*	3	3
Very dissatisfied	(-2)	1	1	-	-	-	-	1	-	-	-	-	-
		1%	5%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	-	-	*	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	*	*	*	-	*	*	*	-	-	-	-
		6%	*%	1%	7%	-%	2%	*%	1%	-%	-%	-%	-%
Fairly satisfied	(1)	16	4	2	3	1	*	7	2	1	*	1	*
		39%	40%	35%	45%	88%	22%	44%	30%	91%	57%	49%	1%
Very satisfied	(2)	17	5	3	3	*	*	7	4	*	*	1	3
		41%	42%	45%	48%	12%	4%	41%	69%	9%	43%	51%	99%
Don't Know (DO NOT READ OUT)		5	1	1	-	-	1	2	-	-	-	-	-
		12%	13%	20%	-%	-%	72%	10%	-%	-%	-%	-%	-%
NET: Satisfied		32	9	6	7	1	1	14	6	1	*	3	3
		80%	82%	80%	93%	100%	26%	85%	99%	100%	100%	100%	100%
NET: Dissatisfied		1	1	-	-	-	-	1	-	-	-	-	-
		2%	5%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%
Answered		36	10	6	7	1	1	14	6	1	*	3	3
Mean score		1.3	1.3	1.6	1.4	1.1	1.1	1.3	1.7	1.1	1.4	1.5	2.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	c	a	*b	*a	*b	a	*b
Unweighted Base		68	54	48	63	55	45	57	54	31	46	1	21	28	60	2
Effective base		21	18	12	19	16	16	17	17	8	14	1	5	13	19	2
Weighted Base		40	35	24	38	33	34	35	34	17	26	1	4	26	37	2
Very dissatisfied	(-2)	1	-	-	-	-	-	-	-	-	1	-	-	1	-	1
		1%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	2%	-%	33%
Fairly dissatisfied	(-1)	*	*	*	*	*	-	*	*	-	*	-	-	*	-	-
		1%	1%	1%	1%	1%	-%	1%	1%	-%	1%	-%	-%	1%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	2	1	2	1	1	1	2	1	*	-	-	2	1	1
		6%	7%	5%	6%	4%	4%	4%	7%	7%	2%	-%	-%	6%	2%	67%
Fairly satisfied	(1)	16	13	9	16	13	13	14	12	6	11	-	2	11	16	-
		39%	37%	35%	41%	39%	38%	40%	34%	37%	43%	-%	53%	41%	41%	-%
Very satisfied	(2)	17	15	10	15	14	15	15	15	5	12	1	2	11	17	-
		41%	42%	39%	39%	42%	45%	42%	44%	29%	46%	100%	47%	44%	44%	-%
Don't Know (DO NOT READ OUT)		5	5	5	5	5	5	5	5	5	2	-	-	2	5	-
		12%	14%	19%	12%	14%	14%	13%	14%	27%	6%	-%	-%	6%	13%	-%
NET: Satisfied		32	28	18	31	27	28	29	26	11	23	1	4	22	32	-
		80%	79%	75%	80%	81%	83%	83%	78%	66%	89%	100%	100%	84%	86%	-%
NET: Dissatisfied		1	*	*	*	*	-	*	*	-	1	-	-	1	-	1
		2%	1%	1%	1%	1%	-%	1%	1%	-%	3%	-%	-%	3%	-%	33%
Answered		36	30	20	33	29	29	31	29	13	24	1	4	24	33	2
Mean score		1.3	1.4	1.4	1.4	1.4	1.5	1.4	1.4	1.3	1.4	2.0	1.5	1.3	1.5	-.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	b	*a	*b	*c	*a	*b	*c	a	b
Unweighted Base		68	31	37	17	29	22	25	14	26	38	30
Effective base		21	4	17	4	9	9	8	3	9	10	11
Weighted Base		40	7	33	10	13	17	20	6	13	20	21
Very dissatisfied	(-2)	1	1	-	-	-	1	-	-	1	1	-
		1%	8%	-%	-%	-%	3%	-%	-%	4%	3%	-%
Fairly dissatisfied	(-1)	*	*	*	*	*	-	*	-	-	*	*
		1%	*%	1%	*%	2%	-%	*%	-%	-%	*%	1%
Neither satisfied nor dissatisfied	(0)	2	1	2	-	*	2	-	*	2	2	1
		6%	11%	5%	-%	1%	14%	-%	2%	17%	10%	3%
Fairly satisfied	(1)	16	2	13	4	6	6	3	5	7	10	6
		39%	34%	40%	39%	48%	33%	17%	96%	52%	51%	28%
Very satisfied	(2)	17	*	16	6	5	5	13	*	2	4	13
		41%	2%	49%	61%	39%	31%	67%	2%	15%	20%	61%
Don't Know (DO NOT READ OUT)		5	3	2	-	1	3	3	-	2	3	1
		12%	44%	5%	-%	11%	19%	16%	-%	12%	17%	7%
NET: Satisfied		32	3	30	10	11	11	16	5	9	14	19
		80%	36%	90%	100%	87%	64%	84%	98%	67%	70%	89%
				a								
NET: Dissatisfied		1	1	*	*	*	1	*	-	1	1	*
		2%	8%	1%	*%	2%	3%	*%	-%	4%	3%	1%
Answered		36	4	32	10	12	14	17	6	12	16	19
Mean score		1.3	.4	1.5	1.6	1.4	1.1	1.8	1.0	.8	1.0	1.6

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 245 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: FedEx

Base: All those who use FedEx (QV4=9)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	a	*b
Unweighted Base		68	16	25	13	14	41	27
Effective base		21	5	4	5	6	10	12
Weighted Base		40	11	10	9	11	21	19
Very dissatisfied	(-2)	1	1	-	-	-	1	-
		1%	5%	-%	-%	-%	3%	-%
Fairly dissatisfied	(-1)	*	*	-	*	-	*	*
		1%	*%	-%	3%	-%	*%	1%
Neither satisfied nor dissatisfied	(0)	2	*	1	*	1	1	1
		6%	4%	7%	1%	11%	6%	7%
Fairly satisfied	(1)	16	3	*	7	6	3	13
		39%	26%	*%	79%	57%	14%	67%
Very satisfied	(2)	17	4	9	1	2	13	3
		41%	35%	92%	15%	19%	63%	17%
Don't Know (DO NOT READ OUT)		5	3	-	*	1	3	2
		12%	29%	-%	2%	13%	15%	8%
NET: Satisfied		32	7	9	8	8	16	16
		80%	61%	93%	94%	76%	76%	84%
NET: Dissatisfied		1	1	-	*	-	1	*
		2%	5%	-%	3%	-%	3%	1%
Answered		36	8	10	9	9	18	18
Mean score		1.3	1.2	1.9	1.1	1.1	1.6	1.1

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 246

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Secured Mail

Base: All those who use Secured Mail (QV4=10)

		Method	Business Size 1					Business Size 2						
	Total base	CAWI	0-9	10-49	50-99	100-249	10+	0	1 - 4	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*f	*g
Unweighted Base	8	8	2	1	1	4	6	1	1	2	4	2	1	5
Effective base	2	2	1	1	1	4	1	1	1	1	4	1	1	1
Weighted Base	2	2	1	*	*	*	*	*	1	*	*	1	*	*
Very dissatisfied (-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied (-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied (0)	1	1	1	-	-	*	*	-	1	-	*	1	-	*
	61%	61%	81%	-%	-%	30%	1%	-%	100%	-%	30%	81%	-%	3%
Fairly satisfied (1)	*	*	-	*	*	*	*	-	-	*	*	-	*	*
	24%	24%	-%	100%	100%	39%	99%	-%	-%	100%	39%	-%	100%	93%
Very satisfied (2)	*	*	*	-	-	*	*	*	-	-	*	*	-	*
	15%	15%	19%	-%	-%	31%	1%	100%	-%	-%	31%	19%	-%	3%
NET: Satisfied	1	1	*	*	*	*	*	*	-	*	*	*	*	*
	39%	39%	19%	100%	100%	70%	99%	100%	-%	100%	70%	19%	100%	97%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	2	2	1	*	*	*	*	*	1	*	*	1	*	*
Mean score	.5	.5	.4	1.0	1.0	1.0	1.0	2.0	-	1.0	1.0	.4	1.0	1.0

Columns Tested:: a,b,c,d,e - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 246 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Secured Mail

Base: All those who use Secured Mail (QV4=10)

			Turnover			GOR (QC3)					Industry			Urbanity
		Total base	£0-£99,999	£100,000 -£499,999	£1,000,000 -£1,499,999	North West	South East	England	Wales	Northern Ireland	Manufacturing	Retail/ Distribution	Non Financial	Urban
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*a	*b	*c	
Unweighted Base		8	3	4	1	1	1	2	2	4	1	2	4	8
Effective base		2	2	4	1	1	1	2	2	4	1	1	2	2
Weighted Base		2	2	*	*	*	1	1	*	*	*	*	*	2
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	1	*	-	-	1	1	-	*	*	-	-	1
		61%	64%	30%	-%	-%	100%	76%	-%	30%	100%	-%	-%	61%
Fairly satisfied	(1)	*	*	*	*	*	-	*	*	*	-	*	*	*
		24%	21%	39%	100%	100%	-%	24%	23%	39%	-%	99%	23%	24%
Very satisfied	(2)	*	*	*	-	-	-	-	*	*	-	*	*	*
		15%	15%	31%	-%	-%	-%	-%	77%	31%	-%	1%	77%	15%
NET: Satisfied		1	1	*	*	*	-	*	*	*	-	*	*	1
		39%	36%	70%	100%	100%	-%	24%	100%	70%	-%	100%	100%	39%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	2	*	*	*	1	1	*	*	*	*	*	2
Mean score		.5	.5	1.0	1.0	1.0	-	.2	1.8	1.0	-	1.0	1.8	.5

Columns Tested:: a,b,c - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 246 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Secured Mail

Base: All those who use Secured Mail (QV4=10)

			Location		Internet connection	Role of mail services		Monthly postal spend							Monthly Postal Spend (size)	
		Total base	Head office	Branch / local office	Yes	Critical for communications	Core to business operations	<£100	£100 -<£1000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+	Medium	Large
Significance Level: 95%			*a	*b		*a	*b	*a	*b	*c	*d	*e	*f	*g	*a	*b
Unweighted Base		8	7	1	8	7	1	5	1	1	1	6	2	2	5	3
Effective base		2	2	1	2	2	1	2	1	1	1	2	1	1	2	1
Weighted Base		2	1	*	2	2	*	2	*	*	*	2	*	*	2	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	1	-	1	1	-	1	-	-	-	1	-	-	1	-
		61%	76%	-%	61%	64%	-%	64%	-%	-%	-%	64%	-%	-%	64%	-%
Fairly satisfied	(1)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		24%	6%	100%	24%	21%	100%	21%	100%	100%	100%	21%	100%	100%	21%	100%
Very satisfied	(2)	*	*	-	*	*	-	*	-	-	-	*	-	-	*	-
		15%	18%	-%	15%	15%	-%	15%	-%	-%	-%	15%	-%	-%	15%	-%
NET: Satisfied		1	*	*	1	1	*	1	*	*	*	1	*	*	1	*
		39%	24%	100%	39%	36%	100%	36%	100%	100%	100%	36%	100%	100%	36%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	1	*	2	2	*	2	*	*	*	2	*	*	2	*
Mean score		.5	.4	1.0	.5	.5	1.0	.5	1.0	1.0	1.0	.5	1.0	1.0	.5	1.0

Columns Tested:: a,b - a,b - a,b,c,d,e,f,g - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 246 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Secured Mail

Base: All those who use Secured Mail (QV4=10)

			Types of mail sent						Number of letters/ large letters sent				Number of packets and parcels sent					
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	50-99	100-249	250-499	5,000+	1-24	25-49	50-99	500-4,999	5,000+	250+
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*a	*b	*c	*d	*e	*f
Unweighted Base		8	5	5	7	7	6	4	2	2	2	1	1	1	1	2	2	4
Effective base		2	1	1	2	2	2	2	1	1	2	1	1	1	1	2	1	1
Weighted Base		2	1	*	1	1	1	1	1	*	*	*	*	1	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	1	*	1	1	1	1	1	-	*	-	-	1	-	*	-	*
		61%	93%	1%	72%	76%	76%	72%	100%	-%	50%	-%	-%	100%	-%	50%	-%	3%
Fairly satisfied	(1)	*	*	*	*	*	*	*	*	*	-	*	-	-	*	-	*	*
		24%	7%	99%	28%	6%	6%	28%	*%	100%	-%	100%	-%	-%	100%	-%	100%	93%
Very satisfied	(2)	*	*	*	*	*	*	-	-	-	*	-	*	-	-	*	-	*
		15%	*%	1%	*%	18%	18%	-%	-%	-%	50%	-%	100%	-%	-%	50%	-%	4%
NET: Satisfied		1	*	*	*	*	*	*	*	*	*	*	*	-	*	*	*	*
		39%	7%	99%	28%	24%	24%	28%	*%	100%	50%	100%	100%	-%	100%	50%	100%	97%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	1	*	1	1	1	1	1	*	*	*	*	1	*	*	*	*
Mean score		.5	.1	1.0	.3	.4	.4	.3	*	1.0	1.0	1.0	2.0	-	1.0	1.0	1.0	1.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 246 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Secured Mail

Base: All those who use Secured Mail (QV4=10)

			Frequency - letters/large letters sent			Frequency - parcels and packets			Use of parcels		Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Once a week	More than once a week and not daily	Multiple times daily	Once a week	More than once a week but not every day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*a	*b
Unweighted Base		8	2	1	4	1	2	4	6	1	2	6	1	6
Effective base		2	1	1	1	1	1	1	2	1	1	2	1	2
Weighted Base		2	*	*	1	*	*	1	1	*	*	1	*	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	-	-	1	-	-	1	1	-	-	1	-	1
		61%	-%	-%	93%	-%	-%	93%	76%	-%	-%	72%	-%	72%
Fairly satisfied	(1)	*	*	*	*	*	*	*	*	*	*	*	*	*
		24%	100%	100%	6%	100%	1%	6%	5%	100%	1%	28%	100%	28%
Very satisfied	(2)	*	-	-	*	-	*	*	*	-	*	*	-	*
		15%	-%	-%	*%	-%	99%	*%	18%	-%	99%	*%	-%	*%
NET: Satisfied		1	*	*	*	*	*	*	*	*	*	*	*	*
		39%	100%	100%	7%	100%	100%	7%	24%	100%	100%	28%	100%	28%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	*	*	1	*	*	1	1	*	*	1	*	1
Mean score		.5	1.0	1.0	.1	1.0	2.0	.1	.4	1.0	2.0	.3	1.0	.3

Columns Tested:: a,b,c - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 246 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Secured Mail

Base: All those who use Secured Mail (QV4=10)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base		8	2	5	2	5	2	5	5	3	4	5	2	3
Effective base		2	1	1	1	1	2	1	1	1	1	1	1	1
Weighted Base		2	1	*	1	*	*	1	1	1	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	1	*	1	*	-	1	1	1	-	*	-	-
		61%	81%	3%	100%	1%	-%	99%	93%	93%	-%	1%	-%	-%
Fairly satisfied	(1)	*	-	*	*	*	*	*	*	*	*	*	*	*
		24%	-%	93%	*%	99%	23%	*%	7%	7%	96%	99%	100%	96%
Very satisfied	(2)	*	*	*	-	*	*	*	*	-	*	*	-	*
		15%	19%	3%	-%	1%	77%	*%	*%	-%	4%	1%	-%	4%
NET: Satisfied		1	*	*	*	*	*	*	*	*	*	*	*	*
		39%	19%	97%	*%	99%	100%	1%	7%	7%	100%	99%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	1	*	1	*	*	1	1	1	*	*	*	*
Mean score		.5	.4	1.0	*	1.0	1.8	*	.1	.1	1.0	1.0	1.0	1.0

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 246 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Secured Mail

Base: All those who use Secured Mail (QV4=10)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets			Types of services used to send standard letters:	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	First class services	Second class services	Tracked services/ special delivery	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		8	7	4	4	3	2	3	2	3	1	2	2	3	2	2
Effective base		2	2	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		2	1	*	1	1	*	*	*	1	*	*	*	*	1	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	1	*	1	1	-	-	-	1	-	-	-	-	1	-
		61%	76%	1%	99%	93%	-%	-%	-%	93%	-%	-%	-%	-%	100%	-%
Fairly satisfied	(1)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		24%	6%	1%	*%	7%	100%	1%	100%	7%	100%	1%	1%	1%	*%	100%
Very satisfied	(2)	*	*	*	*	-	-	*	-	-	-	*	*	*	-	-
		15%	18%	98%	*%	-%	-%	99%	-%	-%	-%	99%	99%	99%	-%	-%
NET: Satisfied		1	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		39%	24%	99%	1%	7%	100%	100%	100%	7%	100%	100%	100%	100%	*%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	1	*	1	1	*	*	*	1	*	*	*	*	1	*
Mean score		.5	.4	2.0	*	.1	1.0	2.0	1.0	.1	1.0	2.0	2.0	2.0	*	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 246 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Secured Mail

Base: All those who use Secured Mail (QV4=10)

			RM product changes:		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)
		Total base	Lower Cost	Changed from RM to new provider	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e	*a	*b	*c		*a	*b	
Unweighted Base		8	3	1	4	5	7	4	6	6	4	3	5	4	1	7
Effective base		2	1	1	2	1	2	1	2	2	2	1	2	2	1	2
Weighted Base		2	*	1	1	*	2	1	1	2	*	1	1	1	*	2
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	-	1	1	-	1	1	1	1	-	1	1	1	-	1
		61%	-%	100%	76%	-%	61%	80%	75%	64%	-%	100%	76%	76%	-%	61%
Fairly satisfied	(1)	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*
		24%	1%	-%	5%	99%	24%	*%	25%	21%	23%	*%	6%	5%	100%	24%
Very satisfied	(2)	*	*	-	*	*	*	*	*	*	*	*	*	*	-	*
		15%	99%	-%	18%	1%	15%	20%	*%	15%	77%	*%	18%	18%	-%	15%
NET: Satisfied		1	*	-	*	*	1	*	*	1	*	*	*	*	*	1
		39%	100%	-%	24%	100%	39%	20%	25%	36%	100%	*%	24%	24%	100%	39%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	*	1	1	*	2	1	1	2	*	1	1	1	*	2
Mean score		.5	2.0	-	.4	1.0	.5	.4	.2	.5	1.8	*	.4	.4	1.0	.5

Columns Tested:: a,b - a,b,c,d,e - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 246 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Secured Mail

Base: All those who use Secured Mail (QV4=10)

			Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter		
		Total base	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%				*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*c
Unweighted Base		8	8	2	5	1	3	4	1	6	2	4	2	2
Effective base		2	2	1	2	1	1	2	1	2	2	4	2	2
Weighted Base		2	2	*	1	1	*	1	*	1	*	*	1	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	1	-	*	1	-	1	-	1	-	*	1	-
		61%	61%	-%	*%	100%	-%	76%	-%	75%	-%	30%	76%	-%
Fairly satisfied	(1)	*	*	*	*	-	*	*	-	*	*	*	*	*
		24%	24%	100%	57%	-%	96%	24%	-%	25%	23%	39%	24%	23%
Very satisfied	(2)	*	*	-	*	-	*	-	*	*	*	*	-	*
		15%	15%	-%	43%	-%	4%	-%	100%	*%	77%	31%	-%	77%
NET: Satisfied		1	1	*	1	-	*	*	*	*	*	*	*	*
		39%	39%	100%	100%	-%	100%	24%	100%	25%	100%	70%	24%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		2	2	*	1	1	*	1	*	1	*	*	1	*
Mean score		.5	.5	1.0	1.4	-	1.0	.2	2.0	.2	1.8	1.0	.2	1.8

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 246 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Secured Mail

Base: All those who use Secured Mail (QV4=10)

			Half	
		Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b
Unweighted Base		8	4	4
Effective base		2	4	2
Weighted Base		2	*	2
Very dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-
		-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	*	1
		61%	30%	61%
Fairly satisfied	(1)	*	*	*
		24%	39%	24%
Very satisfied	(2)	*	*	*
		15%	31%	15%
NET: Satisfied		1	*	1
		39%	70%	39%
NET: Dissatisfied		-	-	-
		-%	-%	-%
Answered		2	*	2
Mean score		.5	1.0	.5

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 247

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e
Unweighted Base		14	2	12	6	3	1	4	8
Effective base		4	1	4	4	2	1	2	4
Weighted Base		7	*	7	7	*	*	*	*
Very dissatisfied	(-2)	*	-	*	-	*	-	-	*
		2%	-%	2%	-%	86%	-%	-%	55%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	-	4	4	-	-	-	-
		52%	-%	54%	54%	-%	-%	-%	-%
Fairly satisfied	(1)	3	*	3	3	*	-	*	*
		41%	7%	42%	42%	14%	-%	51%	19%
Very satisfied	(2)	*	*	*	*	-	*	*	*
		5%	93%	1%	4%	-%	100%	49%	26%
NET: Satisfied		3	*	3	3	*	*	*	*
		46%	100%	43%	46%	14%	100%	100%	45%
NET: Dissatisfied		*	-	*	-	*	-	-	*
		2%	-%	2%	-%	86%	-%	-%	55%
Answered		7	*	7	7	*	*	*	*
Mean score		.5	1.9	.4	.5	-1.6	2.0	1.5	-.4

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 247 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

			Business Size 2									Turnover			
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*a	*b	*c	*d
Unweighted Base		14	2	3	1	1	3	4	6	3	5	6	3	1	2
Effective base		4	1	2	1	1	2	2	4	2	3	4	1	1	2
Weighted Base		7	2	5	*	*	*	*	7	*	*	7	*	*	*
Very dissatisfied	(-2)	*	-	-	-	-	*	-	-	*	-	*	-	-	*
		2%	-%	-%	-%	-%	78%	-%	-%	86%	-%	2%	-%	-%	65%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	-	4	-	-	-	-	4	-	-	4	-	-	-
		52%	-%	73%	-%	-%	-%	-%	54%	-%	-%	55%	-%	-%	-%
Fairly satisfied	(1)	3	1	1	*	*	-	*	3	*	*	3	*	-	-
		41%	80%	27%	100%	100%	-%	51%	42%	14%	28%	39%	99%	-%	-%
Very satisfied	(2)	*	*	-	-	-	*	*	*	-	*	*	*	*	*
		5%	20%	-%	-%	-%	22%	49%	4%	-%	72%	5%	1%	100%	35%
NET: Satisfied		3	2	1	*	*	*	*	3	*	*	3	*	*	*
		46%	100%	27%	100%	100%	22%	100%	46%	14%	100%	43%	100%	100%	35%
NET: Dissatisfied		*	-	-	-	-	*	-	-	*	-	*	-	-	*
		2%	-%	-%	-%	-%	78%	-%	-%	86%	-%	2%	-%	-%	65%
Answered		7	2	5	*	*	*	*	7	*	*	7	*	*	*
Mean score		.5	1.2	.3	1.0	1.0	-1.1	1.5	.5	-1.6	1.7	.4	1.0	2.0	-.6

Columns Tested:: a,b,c,d,e,f,g,h,i - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 247 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

			GOR (QC3)							
		Total base	East of England	South East	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base		14	1	3	1	1	6	4	2	2
Effective base		4	1	2	1	1	3	2	1	2
Weighted Base		7	1	5	*	*	6	*	*	*
Very dissatisfied	(-2)	*	-	-	-	-	-	*	*	-
		2%	-%	-%	-%	-%	-%	23%	12%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	-	4	-	-	4	-	-	-
		52%	-%	73%	-%	-%	58%	-%	-%	-%
Fairly satisfied	(1)	3	1	1	*	-	3	*	-	*
		41%	100%	27%	100%	-%	41%	67%	-%	39%
Very satisfied	(2)	*	-	-	-	*	*	*	*	*
		5%	-%	-%	-%	100%	*%	10%	88%	61%
NET: Satisfied		3	1	1	*	*	3	*	*	*
		46%	100%	27%	100%	100%	42%	77%	88%	100%
NET: Dissatisfied		*	-	-	-	-	-	*	*	-
		2%	-%	-%	-%	-%	-%	23%	12%	-%
Answered		7	1	5	*	*	6	*	*	*
Mean score		.5	1.0	.3	1.0	2.0	.4	.4	1.5	1.6

Columns Tested:: a,b,c,d,e,f,g,h

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 247 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

			Industry							Urbanity		Location		Internet connection
		Total base	Manufacturing	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial		Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*f		*a	*b	*a	*b	
Unweighted Base		14	2	1	2	1	1	6		12	2	12	2	14
Effective base		4	1	1	1	1	1	1		4	1	4	1	4
Weighted Base		7	1	*	*	3	*	1		7	*	4	3	7
Very dissatisfied	(-2)	*	-	-	-	-	*	*		*	-	*	*	*
		2%	-%	-%	-%	-%	100%	3%		2%	-%	2%	2%	2%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-		-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	-	-	-	3	-	-		4	-	1	3	4
		52%	-%	-%	-%	100%	-%	-%		54%	-%	22%	98%	52%
Fairly satisfied	(1)	3	1	-	*	-	-	1		3	*	3	-	3
		41%	100%	-%	92%	-%	-%	94%		42%	7%	67%	-%	41%
Very satisfied	(2)	*	*	*	*	-	-	*		*	*	*	-	*
		5%	*%	100%	8%	-%	-%	3%		1%	93%	9%	-%	5%
NET: Satisfied		3	1	*	*	-	-	1		3	*	3	-	3
		46%	100%	100%	100%	-%	-%	97%		43%	100%	75%	-%	46%
NET: Dissatisfied		*	-	-	-	-	*	*		*	-	*	*	*
		2%	-%	-%	-%	-%	100%	3%		2%	-%	2%	2%	2%
Answered		7	1	*	*	3	*	1		7	*	4	3	7
Mean score		.5	1.0	2.0	1.1	-	-2.0	.9		.4	1.9	.8	*	.5

Columns Tested:: a,b,c,d,e,f - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 247 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

			Role of mail services			Monthly postal spend								Monthly Postal Spend (size)		
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c
Unweighted Base		14	2	9	3	5	6	1	1	1	11	3	2	1	4	9
Effective base		4	1	2	1	3	2	1	1	1	4	2	1	1	2	2
Weighted Base		7	2	4	2	3	4	*	*	*	7	*	*	*	2	4
Very dissatisfied	(-2)	*	-	*	-	-	*	-	-	-	*	-	-	-	-	*
		2%	-%	4%	-%	-%	3%	-%	-%	-%	2%	-%	-%	-%	-%	3%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	-	4	-	1	3	-	-	-	4	-	-	-	1	3
		52%	-%	94%	-%	35%	64%	-%	-%	-%	52%	-%	-%	-%	39%	63%
Fairly satisfied	(1)	3	1	*	2	2	1	*	*	-	3	*	*	-	2	1
		41%	80%	1%	99%	54%	32%	100%	100%	-%	41%	54%	7%	-%	61%	32%
Very satisfied	(2)	*	*	*	*	*	*	-	-	*	*	*	*	*	*	*
		5%	20%	1%	1%	11%	1%	-%	-%	100%	5%	46%	93%	100%	*%	1%
NET: Satisfied		3	2	*	2	2	1	*	*	*	3	*	*	*	2	1
		46%	100%	2%	100%	65%	33%	100%	100%	100%	46%	100%	100%	100%	61%	34%
NET: Dissatisfied		*	-	*	-	-	*	-	-	-	*	-	-	-	-	*
		2%	-%	4%	-%	-%	3%	-%	-%	-%	2%	-%	-%	-%	-%	3%
Answered		7	2	4	2	3	4	*	*	*	7	*	*	*	2	4
Mean score		.5	1.2	*	1.0	.8	.3	1.0	1.0	2.0	.5	1.5	1.9	2.0	.6	.3

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 247 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

			Types of mail sent						Number of letters/ large letters sent						Number of packets and parcels sent					
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	1-24	25-49	50-99	500-4,999	5,000+	250+
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f
Unweighted Base		14	8	10	11	9	7	8	2	1	2	2	3	1	4	1	1	2	1	3
Effective base		4	2	3	4	4	2	2	1	1	2	1	2	1	2	1	1	1	1	1
Weighted Base		7	2	5	6	4	4	2	1	*	4	*	*	1	3	1	*	*	*	*
Very dissatisfied	(-2)	*	*	*	*	*	*	*	-	-	-	*	-	-	*	-	-	-	-	-
		2%	2%	1%	1%	1%	3%	2%	-%	-%	-%	96%	-%	-%	1%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	1	3	4	1	4	1	-	-	4	-	-	-	-	1	-	-	-	-
		52%	41%	50%	57%	25%	96%	39%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Fairly satisfied	(1)	3	1	3	3	3	*	1	1	*	-	*	*	1	3	-	*	-	*	*
		41%	54%	48%	41%	74%	1%	57%	97%	100%	-%	4%	49%	100%	99%	-%	100%	-%	100%	6%
Very satisfied	(2)	*	*	*	*	*	*	*	*	-	-	-	*	-	-	-	-	*	-	*
		5%	3%	1%	1%	1%	1%	3%	3%	-%	-%	-%	51%	-%	-%	-%	-%	100%	-%	94%
NET: Satisfied		3	1	3	3	3	*	1	1	*	-	*	*	1	3	-	*	*	*	*
		46%	57%	49%	42%	74%	1%	59%	100%	100%	-%	4%	100%	100%	99%	-%	100%	100%	100%	100%
NET: Dissatisfied		*	*	*	*	*	*	*	-	-	-	*	-	-	*	-	-	-	-	-
		2%	2%	1%	1%	1%	3%	2%	-%	-%	-%	96%	-%	-%	1%	-%	-%	-%	-%	-%
Answered		7	2	5	6	4	4	2	1	*	4	*	*	1	3	1	*	*	*	*
Mean score		.5	.6	.5	.4	.7	*	.6	1.0	1.0	-	-1.9	1.5	1.0	1.0	-	1.0	2.0	1.0	1.9

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 247 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

			Frequency - letters/large letters sent				Frequency - parcels and packets					Use of parcels		Main Postal provider used: all items	
		Total base	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*a	*b
Unweighted Base		14	2	3	4	2	1	1	3	1	3	8	1	6	8
Effective base		4	1	2	1	1	1	1	1	1	1	3	1	2	3
Weighted Base		7	*	3	3	1	1	*	2	*	1	4	*	2	5
Very dissatisfied	(-2)	*	-	-	*	-	-	-	-	*	-	-	*	*	*
		2%	-%	-%	2%	-%	-%	-%	-%	100%	-%	-%	100%	2%	2%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	-	-	3	1	-	-	-	-	1	1	-	-	4
		52%	-%	-%	97%	100%	-%	-%	-%	-%	97%	25%	-%	-%	69%
Fairly satisfied	(1)	3	*	3	*	-	1	*	2	-	-	3	-	1	2
		41%	4%	100%	1%	-%	100%	100%	100%	-%	-%	74%	-%	78%	28%
Very satisfied	(2)	*	*	-	*	*	-	-	-	-	*	*	-	*	*
		5%	96%	-%	1%	*%	-%	-%	-%	-%	3%	1%	-%	19%	*%
NET: Satisfied		3	*	3	*	*	1	*	2	-	*	3	-	2	2
		46%	100%	100%	2%	*%	100%	100%	100%	-%	3%	75%	-%	98%	29%
NET: Dissatisfied		*	-	-	*	-	-	-	-	*	-	-	*	*	*
		2%	-%	-%	2%	-%	-%	-%	-%	100%	-%	-%	100%	2%	2%
Answered		7	*	3	3	1	1	*	2	*	1	4	*	2	5
Mean score		.5	2.0	1.0	*	*	1.0	1.0	1.0	-2.0	.1	.8	-2.0	1.1	.3

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 247 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

			Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		14	5	6	2	7	6	5	2	7	4	7	3
Effective base		4	2	2	2	2	3	1	1	3	1	2	2
Weighted Base		7	3	4	2	2	4	3	1	3	1	2	*
Very dissatisfied	(-2)	*	*	-	-	*	-	*	-	*	*	*	*
		2%	2%	-%	-%	3%	-%	2%	-%	2%	4%	2%	61%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	-	4	1	-	1	3	-	1	1	1	-
		52%	-%	98%	42%	-%	27%	97%	-%	38%	92%	42%	-%
Fairly satisfied	(1)	3	3	*	1	2	3	*	1	2	*	1	*
		41%	98%	1%	58%	96%	73%	*%	100%	59%	*%	55%	39%
Very satisfied	(2)	*	*	*	-	*	*	*	-	*	*	*	-
		5%	1%	1%	-%	2%	1%	2%	-%	1%	4%	1%	-%
NET: Satisfied		3	3	*	1	2	3	*	1	2	*	1	*
		46%	98%	2%	58%	97%	73%	2%	100%	60%	4%	56%	39%
NET: Dissatisfied		*	*	-	-	*	-	*	-	*	*	*	*
		2%	2%	-%	-%	3%	-%	2%	-%	2%	4%	2%	61%
Answered		7	3	4	2	2	4	3	1	3	1	2	*
Mean score		.5	1.0	*	.6	.9	.7	*	1.0	.6	*	.5	-.8

Columns Tested:: a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 247 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		14	7	7	3	8	6	4	8	8	5	8	7
Effective base		4	2	2	2	3	2	1	2	3	2	2	2
Weighted Base		7	4	4	*	3	2	1	2	5	3	4	2
Very dissatisfied	(-2)	*	*	*	*	*	*	*	*	*	*	*	*
		2%	1%	1%	61%	2%	3%	4%	2%	1%	1%	1%	2%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	3	3	-	1	-	1	1	3	-	3	1
		52%	65%	67%	-%	36%	-%	93%	41%	50%	-%	66%	42%
Fairly satisfied	(1)	3	1	1	*	2	2	*	1	3	3	1	1
		41%	33%	31%	39%	61%	97%	3%	54%	49%	99%	31%	55%
Very satisfied	(2)	*	*	*	-	*	*	-	*	*	-	*	*
		5%	1%	1%	-%	1%	*%	-%	3%	*%	-%	2%	1%
NET: Satisfied		3	1	1	*	2	2	*	1	3	3	1	1
		46%	34%	32%	39%	62%	97%	3%	57%	49%	99%	33%	56%
NET: Dissatisfied		*	*	*	*	*	*	*	*	*	*	*	*
		2%	1%	1%	61%	2%	3%	4%	2%	1%	1%	1%	2%
Answered		7	4	4	*	3	2	1	2	5	3	4	2
Mean score		.5	.3	.3	-.8	.6	.9	-.1	.6	.5	1.0	.3	.5

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 247 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

			Use of RM postal services: parcels and packets				Types of services used to send standard letters:		RM product changes:			Mail received at your location				
		Total base	First class services	Second class services	Tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e
Unweighted Base		14	3	2	3	1	8	6	2	2	1	11	8	12	10	10
Effective base		4	1	1	1	1	3	1	2	1	1	4	1	4	3	3
Weighted Base		7	*	*	*	*	5	1	3	*	1	4	2	4	6	6
Very dissatisfied	(-2)	*	*	*	*	*	*	*	-	*	-	*	*	*	*	*
		2%	14%	96%	14%	100%	1%	3%	-%	98%	-%	1%	9%	3%	3%	1%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	-	-	-	-	4	-	-	-	1	1	-	1	4	4
		52%	-%	-%	-%	-%	73%	-%	-%	-%	100%	23%	-%	22%	66%	64%
Fairly satisfied	(1)	3	*	*	*	-	1	1	3	*	-	3	1	3	2	2
		41%	86%	4%	86%	-%	25%	95%	100%	2%	-%	68%	87%	66%	30%	28%
Very satisfied	(2)	*	-	-	-	-	*	*	-	-	-	*	*	*	*	*
		5%	-%	-%	-%	-%	*%	2%	-%	-%	-%	9%	4%	8%	1%	7%
NET: Satisfied		3	*	*	*	-	1	1	3	*	-	3	1	3	2	2
		46%	86%	4%	86%	-%	26%	97%	100%	2%	-%	76%	91%	75%	31%	35%
NET: Dissatisfied		*	*	*	*	*	*	*	-	*	-	*	*	*	*	*
		2%	14%	96%	14%	100%	1%	3%	-%	98%	-%	1%	9%	3%	3%	1%
Answered		7	*	*	*	*	5	1	3	*	1	4	2	4	6	6
Mean score		.5	.6	-1.9	.6	-2.0	.2	.9	1.0	-2.0	-	.8	.8	.8	.3	.4

Columns Tested:: a,b,c,d - a,b - a,b,c - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 247 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

			Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%			*a	*b	*c		*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		14	8	11	3	10	6	7	12	1	7	7	2	6	6
Effective base		4	2	3	1	4	3	2	4	1	2	3	1	2	2
Weighted Base		7	4	3	1	7	5	2	7	*	4	3	3	2	2
Very dissatisfied	(-2)	*	*	*	*	*	*	*	*	-	*	*	-	*	*
		2%	4%	4%	4%	1%	2%	2%	1%	-%	3%	1%	-%	5%	2%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	4	-	1	4	4	-	4	-	4	-	3	-	1
		52%	94%	-%	96%	55%	71%	-%	55%	-%	90%	-%	100%	-%	40%
Fairly satisfied	(1)	3	*	3	*	3	1	2	3	*	*	3	*	2	1
		41%	1%	85%	*%	39%	27%	79%	39%	100%	7%	86%	*%	77%	58%
Very satisfied	(2)	*	*	*	-	*	-	*	*	-	*	*	-	*	*
		5%	1%	11%	-%	6%	-%	19%	6%	-%	*%	12%	-%	18%	1%
NET: Satisfied		3	*	3	*	3	1	2	3	*	*	3	*	2	1
		46%	2%	96%	*%	44%	27%	98%	45%	100%	7%	99%	*%	95%	59%
NET: Dissatisfied		*	*	*	*	*	*	*	*	-	*	*	-	*	*
		2%	4%	4%	4%	1%	2%	2%	1%	-%	3%	1%	-%	5%	2%
Answered		7	4	3	1	7	5	2	7	*	4	3	3	2	2
Mean score		.5	*	1.0	-.1	.5	.2	1.1	.5	1.0	*	1.1	*	1.0	.6

Columns Tested:: a,b,c - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 247 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DX

Base: All those who use DX (QV4=11)

			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter				Half	
		Total base	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*d	*a	*b
Unweighted Base		14	6	3	4	9	5	4	5	4	1	9	5
Effective base		4	3	1	4	3	2	1	3	3	1	3	4
Weighted Base		7	6	1	*	5	2	*	*	5	1	1	7
Very dissatisfied	(-2)	*	-	*	*	*	-	-	*	-	-	*	-
		2%	-%	10%	37%	3%	-%	-%	76%	-%	-%	26%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	3	1	-	4	-	-	-	4	-	-	4
		52%	46%	90%	-%	70%	-%	-%	-%	69%	-%	-%	56%
Fairly satisfied	(1)	3	3	-	*	1	2	*	*	2	1	*	3
		41%	48%	-%	42%	27%	80%	13%	1%	31%	100%	9%	44%
Very satisfied	(2)	*	*	*	*	*	*	*	*	-	-	*	-
		5%	5%	*%	20%	*%	20%	87%	23%	-%	-%	66%	-%
NET: Satisfied		3	3	*	*	1	2	*	*	2	1	*	3
		46%	54%	*%	63%	27%	100%	100%	24%	31%	100%	74%	44%
NET: Dissatisfied		*	-	*	*	*	-	-	*	-	-	*	-
		2%	-%	10%	37%	3%	-%	-%	76%	-%	-%	26%	-%
Answered		7	6	1	*	5	2	*	*	5	1	1	7
Mean score		.5	.6	-.2	.1	.2	1.2	1.9	-1.0	.3	1.0	.9	.4

Columns Tested:: a,b,c - a,b - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 248

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: MHI (Mail Handling International)

Base: All those who use MHI (Mail Handling International) (QV4=12)

			Method	Business Size 1	Business Size 2		Turnover	GOR (QC3)		Urbanity	Location	Internet connection	Role of mail services	Monthly postal spend	
		Total base	CAWI	0-9	1 - 4	Micro (0-9)	£0-£99,999	South East	England	Urban	Head office	Yes	Critical for communications	<£100	0-<£1000
Significance Level: 95%					*a	*b		*a	*b					*a	*b
Unweighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	1	1	1	1	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		1	1	1	1	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Mean score		1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Columns Tested:: a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 248 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: MHI (Mail Handling International)

Base: All those who use MHI (Mail Handling International) (QV4=12)

			Monthly Postal Spend (size)	Types of mail sent					Number of letters/ large letters sent	Number of packets and parcels sent	Frequency - letters/ large letters sent	Frequency - parcels and packets	Use of parcels	Main Postal provider used: all items	Main Postal provider - volume: letters and large letters	Main Postal provider - volume: parcels and packets	Main Postal provider: contract value - letters and large letters	Main Postal provider: contract value - parcels and packets
		Total base	Medium	Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	50-99	25-49	Multiple times daily	Multiple times daily	Parcel post used for fulfillment	Provider other than Royal Mail	Provider other than Royal Mail	Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%				*a	*b	*c	*d	*e									*a	
Unweighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Mean score		1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 248 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: MHI (Mail Handling International)

Base: All those who use MHI (Mail Handling International) (QV4=12)

			Types of services used: letters		Types of services used: parcels and packets		Use of RM postal services	Use of RM postal services: letters and large letters	Types of services used to send standard letters:	RM product changes:	Mail received at your location				Types of services for received mail	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	Urgent, Tracked or Timed Services	International / Cross border	Letters	Second class services	First class services	Changed from RM to new provider	Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	International / Cross border
Significance Level: 95%			*a	*b	*a	*b					*a	*b	*c	*d	*a	*b
Unweighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	(2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Mean score		1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Columns Tested:: a,b - a,b - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 248 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: MHI (Mail Handling International)

Base: All those who use MHI (Mail Handling International) (QV4=12)

			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail	Considered trying provider other than RM	Have moved to communication methods other than post	Quarter	Half
		Total base	Satisfied	Yes	Satisfied	Yes	Decrease	Yes - not tried	Yes	Q3 2021	Q3-4 2021
Significance Level: 95%										*a	
Unweighted Base		1	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1
Weighted Base		1	1	1	1	1	1	1	1	1	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	(2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied		1	1	1	1	1	1	1	1	1	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1	1	1	1	1	1	1	1	1	1
Mean score		1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0

Columns Tested:: None

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 249

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes

Base: All those who use Pitney Bowes (QV4=13)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e
Unweighted Base		17	2	15	9	4	2	2	8
Effective base		7	2	5	6	1	2	1	2
Weighted Base		13	2	11	13	1	*	*	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	2	2	4	-	-	-	-
		27%	79%	16%	29%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	-	1	1	-	*	-	*
		5%	-%	7%	6%	-%	29%	-%	4%
Fairly satisfied	(1)	6	-	6	6	-	-	*	*
		43%	-%	52%	45%	-%	-%	14%	1%
Very satisfied	(2)	3	1	3	3	1	*	*	1
		25%	21%	25%	21%	100%	71%	86%	96%
NET: Satisfied		9	1	9	8	1	*	*	1
		67%	21%	77%	66%	100%	71%	100%	96%
NET: Dissatisfied		4	2	2	4	-	-	-	-
		27%	79%	16%	29%	-%	-%	-%	-%
Answered		13	2	11	13	1	*	*	1
Mean score		.6	-.4	.9	.6	2.0	1.4	1.9	1.9

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 249 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes

Base: All those who use Pitney Bowes (QV4=13)

			Business Size 2								Turnover				
		Total base	0	1 - 4	5 - 9	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		17	3	4	2	6	2	9	4	4	2	6	2	1	4
Effective base		7	2	3	2	2	1	6	1	3	1	4	1	1	2
Weighted Base		13	6	3	4	1	*	13	1	*	4	7	1	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	-	-	4	-	-	4	-	-	-	4	-	-	-
		27%	-%	-%	100%	-%	-%	29%	-%	-%	-%	49%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	-	1	-	*	-	1	-	*	1	-	*	-	-
		5%	-%	22%	-%	4%	-%	6%	-%	22%	19%	-%	2%	-%	-%
Fairly satisfied	(1)	6	6	*	-	-	*	6	-	*	3	3	-	-	*
		43%	96%	2%	-%	-%	14%	45%	-%	3%	81%	37%	-%	-%	1%
Very satisfied	(2)	3	*	2	-	1	*	3	1	*	-	1	1	*	*
		25%	4%	76%	-%	96%	86%	21%	100%	75%	-%	13%	98%	100%	99%
NET: Satisfied		9	6	2	-	1	*	8	1	*	3	4	1	*	*
		67%	100%	78%	-%	96%	100%	66%	100%	78%	81%	51%	98%	100%	100%
NET: Dissatisfied		4	-	-	4	-	-	4	-	-	-	4	-	-	-
		27%	-%	-%	100%	-%	-%	29%	-%	-%	-%	49%	-%	-%	-%
Answered		13	6	3	4	1	*	13	1	*	4	7	1	*	*
Mean score		.6	1.0	1.5	-1.0	1.9	1.9	.6	2.0	1.5	.8	.1	2.0	2.0	2.0

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 249 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes

Base: All those who use Pitney Bowes (QV4=13)

			GOR (QC3)								Industry			
		Total base	East of England	Greater London	South East	West Midlands	Yorkshire and the Humber	England	Wales	Northern Ireland	Retail/ Distribution	Hospitality	Financial	Non Financial
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d
Unweighted Base		17	1	2	3	1	2	9	4	4	4	1	2	9
Effective base		7	1	2	3	1	1	6	2	3	2	1	2	3
Weighted Base		13	1	4	5	3	1	13	*	*	5	1	*	4
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	-	4	-	-	-	4	-	-	2	-	-	2
		27%	-%	100%	-%	-%	-%	28%	-%	-%	33%	-%	-%	47%
Neither satisfied nor dissatisfied	(0)	1	1	-	-	-	-	1	-	*	-	-	*	1
		5%	100%	-%	-%	-%	-%	5%	-%	24%	-%	-%	58%	18%
Fairly satisfied	(1)	6	-	-	3	3	-	6	*	*	3	-	-	*
		43%	-%	-%	53%	100%	-%	44%	1%	42%	56%	-%	-%	1%
Very satisfied	(2)	3	-	-	2	-	1	3	*	*	1	1	*	1
		25%	-%	-%	47%	-%	100%	23%	99%	34%	10%	100%	42%	34%
NET: Satisfied		9	-	-	5	3	1	9	*	*	4	1	*	1
		67%	-%	-%	100%	100%	100%	66%	100%	76%	67%	100%	42%	35%
NET: Dissatisfied		4	-	4	-	-	-	4	-	-	2	-	-	2
		27%	-%	100%	-%	-%	-%	28%	-%	-%	33%	-%	-%	47%
Answered		13	1	4	5	3	1	13	*	*	5	1	*	4
Mean score		.6	-	-1.0	1.5	1.0	2.0	.6	2.0	1.1	.4	2.0	.8	.2

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 249 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes

Base: All those who use Pitney Bowes (QV4=13)

			Urbanity		Location		Internet connection	Role of mail services		
		Total base	Urban	Rural	Head office	Branch / local office	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*a	*b		*a	*b	*c
Unweighted Base		17	16	1	10	7	17	9	3	5
Effective base		7	6	1	5	2	7	5	3	2
Weighted Base		13	12	1	11	2	13	8	*	5
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	4	-	4	-	4	2	-	2
		27%	30%	-%	32%	-%	27%	21%	-%	38%
Neither satisfied nor dissatisfied	(0)	1	1	-	1	-	1	1	-	-
		5%	6%	-%	6%	-%	5%	9%	-%	-%
Fairly satisfied	(1)	6	6	-	6	*	6	3	*	3
		43%	48%	-%	50%	3%	43%	32%	44%	60%
Very satisfied	(2)	3	2	1	1	2	3	3	*	*
		25%	16%	100%	11%	97%	25%	38%	56%	2%
NET: Satisfied		9	8	1	7	2	9	6	*	3
		67%	64%	100%	61%	100%	67%	70%	100%	62%
NET: Dissatisfied		4	4	-	4	-	4	2	-	2
		27%	30%	-%	32%	-%	27%	21%	-%	38%
Answered		13	12	1	11	2	13	8	*	5
Mean score		.6	.5	2.0	.4	2.0	.6	.9	1.6	.3

Columns Tested:: a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 249 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes

Base: All those who use Pitney Bowes (QV4=13)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*a	*b	*c
Unweighted Base		17	4	7	1	1	1	1	2	11	6	5	1	3	13
Effective base		7	2	3	1	1	1	1	2	5	2	2	1	2	5
Weighted Base		13	4	6	*	*	2	1	*	10	3	3	*	4	9
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	-	2	-	-	2	-	-	2	2	2	-	-	4
		27%	-%	29%	-%	-%	100%	-%	-%	18%	58%	58%	-%	-%	39%
Neither satisfied nor dissatisfied	(0)	1	1	*	-	-	-	-	-	1	-	-	-	1	*
		5%	18%	*%	-%	-%	-%	-%	-%	7%	-%	-%	-%	18%	*%
Fairly satisfied	(1)	6	3	3	*	-	-	-	-	6	*	-	*	3	3
		43%	69%	47%	100%	-%	-%	-%	-%	55%	*%	-%	100%	69%	32%
Very satisfied	(2)	3	1	1	-	*	-	1	*	2	1	1	-	1	3
		25%	13%	23%	-%	100%	-%	100%	100%	19%	42%	42%	-%	13%	30%
NET: Satisfied		9	3	4	*	*	-	1	*	8	1	1	*	3	6
		67%	82%	70%	100%	100%	-%	100%	100%	75%	42%	42%	100%	82%	61%
NET: Dissatisfied		4	-	2	-	-	2	-	-	2	2	2	-	-	4
		27%	-%	29%	-%	-%	100%	-%	-%	18%	58%	58%	-%	-%	39%
Answered		13	4	6	*	*	2	1	*	10	3	3	*	4	9
Mean score		.6	1.0	.6	1.0	2.0	-1.0	2.0	2.0	.8	.3	.3	1.0	1.0	.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 249 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes

Base: All those who use Pitney Bowes (QV4=13)

			Types of mail sent						Number of letters/ large letters sent							Number of packets and parcels sent				
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	25-49	500-4,999	5,000+	250+
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base		17	15	10	15	9	7	9	6	1	2	1	1	2	2	4	1	1	3	4
Effective base		7	5	3	5	3	3	4	4	1	1	1	1	1	2	1	1	1	2	2
Weighted Base		13	9	6	9	3	6	9	7	*	2	*	*	*	*	2	*	*	1	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	4	2	4	-	2	2	2	-	2	-	-	-	-	-	-	-	-	-
		27%	39%	34%	39%	-%	32%	22%	26%	-%	99%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	1	1	1	*	-	1	1	-	-	-	-	-	-	*	-	-	-	-
		5%	8%	13%	8%	1%	-%	8%	10%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%
Fairly satisfied	(1)	6	3	3	3	-	3	6	3	*	-	-	-	*	-	-	-	-	-	-
		43%	29%	50%	29%	-%	46%	66%	37%	100%	-%	-%	-%	16%	-%	-%	-%	-%	-%	-%
Very satisfied	(2)	3	2	*	2	3	1	*	2	-	*	*	*	*	*	1	*	*	1	1
		25%	25%	3%	25%	99%	22%	4%	27%	-%	1%	100%	100%	84%	100%	98%	100%	100%	100%	100%
NET: Satisfied		9	5	3	5	3	4	6	5	*	*	*	*	*	*	1	*	*	1	1
		67%	54%	53%	54%	99%	68%	70%	64%	100%	1%	100%	100%	100%	100%	98%	100%	100%	100%	100%
NET: Dissatisfied		4	4	2	4	-	2	2	2	-	2	-	-	-	-	-	-	-	-	-
		27%	39%	34%	39%	-%	32%	22%	26%	-%	99%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		13	9	6	9	3	6	9	7	*	2	*	*	*	*	2	*	*	1	1
Mean score		.6	.4	.2	.4	2.0	.6	.5	.6	1.0	-1.0	2.0	2.0	1.8	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 249 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes

Base: All those who use Pitney Bowes (QV4=13)

			Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels		
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c
Unweighted Base		17	3	1	5	5	1	2	2	1	2	2	4	3	2
Effective base		7	2	1	2	1	1	1	1	1	2	2	2	2	2
Weighted Base		13	3	*	4	2	*	2	1	*	*	*	*	2	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	2	-	-	2	-	-	-	-	-	-	-	-	-
		27%	52%	-%	-%	95%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	-	-	1	-	-	-	-	*	-	-	-	-	*
		5%	-%	-%	18%	-%	-%	-%	-%	100%	-%	-%	-%	-%	39%
Fairly satisfied	(1)	6	-	*	3	-	-	-	-	-	-	-	-	-	-
		43%	-%	100%	69%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	(2)	3	2	-	1	*	*	2	1	-	*	*	*	2	*
		25%	48%	-%	13%	5%	100%	100%	100%	-%	100%	100%	100%	100%	61%
NET: Satisfied		9	2	*	3	*	*	2	1	-	*	*	*	2	*
		67%	48%	100%	82%	5%	100%	100%	100%	-%	100%	100%	100%	100%	61%
NET: Dissatisfied		4	2	-	-	2	-	-	-	-	-	-	-	-	-
		27%	52%	-%	-%	95%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		13	3	*	4	2	*	2	1	*	*	*	*	2	*
Mean score		.6	.4	1.0	.9	-.8	2.0	2.0	2.0	-	2.0	2.0	2.0	2.0	1.2

Columns Tested:: a,b,c,d,e - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 249 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes

Base: All those who use Pitney Bowes (QV4=13)

			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		17	7	10	8	7	3	5	5	8	3	6	7	13	5
Effective base		7	2	5	2	3	1	1	2	3	2	2	3	4	1
Weighted Base		13	3	11	3	7	*	2	3	6	*	3	7	7	3
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	2	2	2	2	-	-	2	2	-	-	4	2	-
		27%	63%	18%	62%	28%	-%	-%	64%	31%	-%	-%	54%	25%	-%
Neither satisfied nor dissatisfied	(0)	1	1	-	1	-	*	-	1	*	-	*	-	1	*
		5%	26%	-%	26%	-%	10%	-%	26%	*%	-%	1%	-%	10%	1%
Fairly satisfied	(1)	6	-	6	-	3	-	-	-	3	-	-	3	3	3
		43%	-%	54%	-%	41%	-%	-%	-%	44%	-%	-%	40%	37%	94%
Very satisfied	(2)	3	*	3	*	2	*	2	*	2	*	2	*	2	*
		25%	11%	28%	12%	30%	90%	100%	10%	25%	100%	99%	5%	28%	5%
NET: Satisfied		9	*	9	*	5	*	2	*	4	*	2	3	5	3
		67%	11%	82%	12%	72%	90%	100%	10%	69%	100%	99%	46%	65%	99%
NET: Dissatisfied		4	2	2	2	2	-	-	2	2	-	-	4	2	-
		27%	63%	18%	62%	28%	-%	-%	64%	31%	-%	-%	54%	25%	-%
Answered		13	3	11	3	7	*	2	3	6	*	3	7	7	3
Mean score		.6	-.4	.9	-.4	.7	1.8	2.0	-.4	.6	2.0	2.0	*	.7	1.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 249 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes

Base: All those who use Pitney Bowes (QV4=13)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		17	5	10	6	7	4	3	13	9	5	11	10	1
Effective base		7	2	3	1	3	4	3	5	3	2	4	3	1
Weighted Base		13	5	6	3	3	*	*	9	5	*	7	5	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	2	2	-	-	-	-	4	2	-	2	2	-
		27%	40%	34%	-%	-%	-%	-%	41%	34%	-%	25%	34%	-%
Neither satisfied nor dissatisfied	(0)	1	-	1	*	-	*	*	1	1	*	1	1	-
		5%	-%	13%	1%	-%	25%	30%	8%	13%	8%	10%	13%	-%
Fairly satisfied	(1)	6	3	3	3	-	-	-	3	3	-	3	3	-
		43%	57%	50%	95%	-%	-%	-%	30%	49%	-%	38%	49%	-%
Very satisfied	(2)	3	*	*	*	3	*	*	2	*	*	2	*	*
		25%	3%	3%	4%	100%	75%	70%	20%	3%	92%	26%	3%	100%
NET: Satisfied		9	3	3	3	3	*	*	5	3	*	5	3	*
		67%	60%	53%	99%	100%	75%	70%	51%	52%	92%	64%	52%	100%
NET: Dissatisfied		4	2	2	-	-	-	-	4	2	-	2	2	-
		27%	40%	34%	-%	-%	-%	-%	41%	34%	-%	25%	34%	-%
Answered		13	5	6	3	3	*	*	9	5	*	7	5	*
Mean score		.6	.2	.2	1.0	2.0	1.5	1.4	.3	.2	1.8	.7	.2	2.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 249 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes

Base: All those who use Pitney Bowes (QV4=13)

			Use of RM postal services: parcels and packets				Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*a	*b	*c	*d
Unweighted Base		17	4	4	2	1	8	10	1	3	1	2
Effective base		7	4	4	1	1	3	3	1	2	1	1
Weighted Base		13	*	*	*	*	5	5	*	3	2	3
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	-	-	-	-	-	2	-	2	2	-
		27%	-%	-%	-%	-%	-%	34%	-%	72%	100%	-%
Neither satisfied nor dissatisfied	(0)	1	*	*	-	-	1	1	-	1	-	-
		5%	25%	25%	-%	-%	15%	13%	-%	28%	-%	-%
Fairly satisfied	(1)	6	-	-	-	-	3	3	-	-	-	3
		43%	-%	-%	-%	-%	55%	49%	-%	-%	-%	99%
Very satisfied	(2)	3	*	*	*	*	2	*	*	-	-	*
		25%	75%	75%	100%	100%	31%	3%	100%	-%	-%	1%
NET: Satisfied		9	*	*	*	*	4	3	*	-	-	3
		67%	75%	75%	100%	100%	85%	52%	100%	-%	-%	100%
NET: Dissatisfied		4	-	-	-	-	-	2	-	2	2	-
		27%	-%	-%	-%	-%	-%	34%	-%	72%	100%	-%
Answered		13	*	*	*	*	5	5	*	3	2	3
Mean score		.6	1.5	1.5	2.0	2.0	1.2	.2	2.0	-.7	-1.0	1.0

Columns Tested:: a,b,c,d - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 249 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes

Base: All those who use Pitney Bowes (QV4=13)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c		*a	*b	*a	*b
Unweighted Base		17	16	12	17	10	10	11	14	7	12	7	7	13	2
Effective base		7	6	3	7	3	4	4	5	3	4	4	2	4	1
Weighted Base		13	12	7	13	7	9	9	10	7	8	7	5	9	2
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	4	2	4	-	2	4	2	-	-	4	-	-	2
		27%	29%	29%	27%	-%	21%	42%	18%	-%	-%	50%	-%	-%	98%
Neither satisfied nor dissatisfied	(0)	1	1	1	1	1	1	1	1	*	1	1	-	-	*
		5%	6%	11%	5%	11%	8%	8%	7%	*%	9%	10%	-%	-%	2%
Fairly satisfied	(1)	6	6	3	6	6	6	3	6	6	6	3	3	6	-
		43%	46%	42%	43%	84%	64%	34%	55%	84%	69%	37%	66%	63%	-%
Very satisfied	(2)	3	2	1	3	*	1	1	2	1	2	*	2	3	-
		25%	19%	18%	25%	5%	6%	15%	20%	16%	22%	4%	34%	37%	-%
NET: Satisfied		9	8	4	9	6	6	4	8	7	8	3	5	9	-
		67%	65%	60%	67%	89%	71%	50%	75%	100%	91%	41%	100%	100%	-%
NET: Dissatisfied		4	4	2	4	-	2	4	2	-	-	4	-	-	2
		27%	29%	29%	27%	-%	21%	42%	18%	-%	-%	50%	-%	-%	98%
Answered		13	12	7	13	7	9	9	10	7	8	7	5	9	2
Mean score		.6	.5	.5	.6	.9	.6	.2	.8	1.2	1.1	*	1.3	1.4	-1.0

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 249 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes

Base: All those who use Pitney Bowes (QV4=13)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		17	7	10	5	5	7	4	3	8	9	8
Effective base		7	2	5	2	3	2	1	3	3	4	3
Weighted Base		13	3	10	4	6	3	3	5	3	6	7
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	2	2	-	2	2	-	4	-	4	-
		27%	56%	18%	-%	30%	59%	-%	79%	-%	59%	-%
Neither satisfied nor dissatisfied	(0)	1	*	1	-	-	1	*	-	1	1	-
		5%	1%	7%	-%	-%	23%	1%	-%	25%	12%	-%
Fairly satisfied	(1)	6	*	6	3	3	*	3	-	*	*	6
		43%	2%	55%	70%	46%	*%	90%	-%	2%	*%	79%
Very satisfied	(2)	3	1	2	1	1	1	*	1	2	2	2
		25%	41%	20%	30%	25%	18%	9%	21%	73%	29%	21%
NET: Satisfied		9	1	8	4	4	1	3	1	2	2	7
		67%	43%	75%	100%	70%	18%	99%	21%	75%	29%	100%
NET: Dissatisfied		4	2	2	-	2	2	-	4	-	4	-
		27%	56%	18%	-%	30%	59%	-%	79%	-%	59%	-%
Answered		13	3	10	4	6	3	3	5	3	6	7
Mean score		.6	.3	.8	1.3	.6	-.2	1.1	-.4	1.5	*	1.2

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 249 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Pitney Bowes

Base: All those who use Pitney Bowes (QV4=13)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		17	3	9	2	3	12	5
Effective base		7	1	3	2	1	4	3
Weighted Base		13	2	8	2	2	10	3
Very dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	4	2	2	-	-	4	-
		27%	97%	22%	-%	-%	36%	-%
Neither satisfied nor dissatisfied	(0)	1	*	-	1	-	*	1
		5%	1%	-%	42%	-%	*%	21%
Fairly satisfied	(1)	6	-	6	-	-	6	-
		43%	-%	71%	-%	-%	57%	-%
Very satisfied	(2)	3	*	1	1	2	1	3
		25%	1%	7%	58%	100%	6%	79%
NET: Satisfied		9	*	6	1	2	6	3
		67%	1%	78%	58%	100%	63%	79%
NET: Dissatisfied		4	2	2	-	-	4	-
		27%	97%	22%	-%	-%	36%	-%
Answered		13	2	8	2	2	10	3
Mean score		.6	-.9	.6	1.2	2.0	.3	1.6

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e
Unweighted Base		34	15	19	12	7	4	11	22
Effective base		10	5	5	8	4	4	7	8
Weighted Base		26	16	10	24	2	1	*	3
Very dissatisfied	(-2)	*	*	-	-	*	-	-	*
		1%	2%	-%	-%	18%	-%	-%	12%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	2	*	2	-	-	*	*
		9%	14%	*%	9%	-%	-%	21%	1%
Fairly satisfied	(1)	15	10	5	13	2	*	*	2
		57%	64%	48%	56%	82%	56%	65%	75%
Very satisfied	(2)	8	3	5	8	-	*	*	*
		32%	19%	52%	35%	-%	11%	14%	4%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	*	-	*
		1%	1%	-%	-%	-%	33%	-%	8%
NET: Satisfied		23	13	10	21	2	*	*	2
		89%	83%	100%	91%	82%	67%	79%	78%
NET: Dissatisfied		*	*	-	-	*	-	-	*
		1%	2%	-%	-%	18%	-%	-%	12%
Answered		26	16	10	24	2	*	*	2
Mean score		1.2	1.0	1.5	1.3	.5	1.2	.9	.6

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		34	7	2	3	2	9	11	12	7	15
Effective base		10	5	1	2	1	7	7	8	4	6
Weighted Base		26	18	2	3	1	2	*	24	2	1
Very dissatisfied	(-2)	*	-	-	-	-	*	-	-	*	-
		1%	-%	-%	-%	-%	18%	-%	-%	18%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	2	-	-	-	-	*	2	-	*
		9%	12%	-%	-%	-%	-%	21%	9%	-%	5%
Fairly satisfied	(1)	15	13	*	-	1	1	*	13	2	*
		57%	70%	15%	-%	100%	66%	65%	56%	82%	58%
Very satisfied	(2)	8	3	2	3	-	*	*	8	-	*
		32%	18%	85%	100%	-%	4%	14%	35%	-%	12%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	*	-	-	-	*
		1%	-%	-%	-%	-%	12%	-%	-%	-%	26%
NET: Satisfied		23	16	2	3	1	1	*	21	2	1
		89%	88%	100%	100%	100%	70%	79%	91%	82%	69%
NET: Dissatisfied		*	-	-	-	-	*	-	-	*	-
		1%	-%	-%	-%	-%	18%	-%	-%	18%	-%
Answered		26	18	2	3	1	2	*	24	2	1
Mean score		1.2	1.1	1.9	2.0	1.0	.4	.9	1.3	.5	1.1

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		34	7	5	1	2	13
Effective base		10	5	1	1	2	2
Weighted Base		26	16	2	*	*	7
Very dissatisfied	(-2)	*	-	-	-	-	-
		1%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	2	-	-	-	*
		9%	14%	-%	-%	-%	1%
Fairly satisfied	(1)	15	8	*	*	*	5
		57%	54%	16%	100%	75%	80%
Very satisfied	(2)	8	5	2	-	*	1
		32%	32%	84%	-%	25%	19%
Don't Know (DO NOT READ OUT)		*	-	-	-	-	-
		1%	-%	-%	-%	-%	-%
NET: Satisfied		23	13	2	*	*	7
		89%	86%	100%	100%	100%	99%
NET: Dissatisfied		*	-	-	-	-	-
		1%	-%	-%	-%	-%	-%
Answered		26	16	2	*	*	7
Mean score		1.2	1.2	1.8	1.0	1.3	1.2

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			GOR (QC3)										
		Total base	East of England	East Midlands	Greater London	North West	South East	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k
Unweighted Base		34	2	2	5	2	3	6	3	23	1	4	6
Effective base		10	1	1	4	1	2	1	1	9	1	2	2
Weighted Base		26	*	1	13	2	3	4	2	25	1	*	*
Very dissatisfied	(-2)	*	-	-	-	-	*	-	-	*	-	-	-
		1%	-%	-%	-%	-%	12%	-%	-%	1%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	-	-	-	2	-	*	-	2	-	-	-
		9%	-%	-%	-%	91%	-%	1%	-%	9%	-%	-%	-%
Fairly satisfied	(1)	15	*	*	9	-	1	4	*	14	1	*	*
		57%	100%	2%	72%	-%	24%	99%	8%	56%	100%	82%	31%
Very satisfied	(2)	8	-	1	4	-	2	-	1	8	-	*	*
		32%	-%	98%	28%	-%	64%	-%	92%	32%	-%	18%	69%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	-	-	*	-	-	-
		1%	-%	-%	-%	9%	-%	-%	-%	1%	-%	-%	-%
NET: Satisfied		23	*	1	13	-	2	4	2	22	1	*	*
		89%	100%	100%	100%	-%	88%	99%	100%	89%	100%	100%	100%
NET: Dissatisfied		*	-	-	-	-	*	-	-	*	-	-	-
		1%	-%	-%	-%	-%	12%	-%	-%	1%	-%	-%	-%
Answered		26	*	1	13	2	3	4	2	25	1	*	*
Mean score		1.2	1.0	2.0	1.3	-	1.3	1.0	1.9	1.2	1.0	1.2	1.7

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			Industry					Urbanity		Location		Internet connection
		Total base	Manufacturing	Construction	Retail/ Distribution	Hospitality	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*a	*b	
Unweighted Base		34	8	5	5	1	15	32	2	28	6	34
Effective base		10	3	2	2	1	5	10	1	8	3	10
Weighted Base		26	2	1	5	2	16	26	*	23	4	26
Very dissatisfied	(-2)	*	-	*	-	-	-	*	-	*	-	*
		1%	-%	31%	-%	-%	-%	1%	-%	1%	-%	1%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	*	-	-	-	2	2	-	2	-	2
		9%	2%	-%	-%	-%	14%	9%	-%	10%	-%	9%
Fairly satisfied	(1)	15	1	1	3	-	10	15	*	15	*	15
		57%	44%	69%	63%	-%	63%	57%	100%	65%	11%	57%
Very satisfied	(2)	8	1	-	2	2	4	8	-	5	3	8
		32%	54%	-%	34%	100%	23%	32%	-%	24%	83%	32%
Don't Know (DO NOT READ OUT)		*	-	-	*	-	-	*	-	-	*	*
		1%	-%	-%	4%	-%	-%	1%	-%	-%	6%	1%
NET: Satisfied		23	2	1	5	2	13	23	*	20	3	23
		89%	98%	69%	96%	100%	86%	89%	100%	89%	94%	89%
NET: Dissatisfied		*	-	*	-	-	-	*	-	*	-	*
		1%	-%	31%	-%	-%	-%	1%	-%	1%	-%	1%
Answered		26	2	1	5	2	16	26	*	23	3	26
Mean score		1.2	1.5	.1	1.3	2.0	1.1	1.2	1.0	1.1	1.9	1.2

Columns Tested:: a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			Role of mail services			Monthly postal spend								Monthly Postal Spend (size)	
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£10,000 -<£25,000	£100,000+	0-<£1000	£1000+	£5000+	Medium	Large
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*a	*b
Unweighted Base		34	8	16	10	12	16	3	1	2	28	6	3	12	22
Effective base		10	3	4	5	4	4	1	1	2	9	1	1	4	6
Weighted Base		26	9	3	14	13	11	*	2	*	24	2	2	13	13
Very dissatisfied	(-2)	*	*	-	-	*	-	-	-	-	*	-	-	*	-
		1%	3%	-%	-%	3%	-%	-%	-%	-%	1%	-%	-%	3%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	-	*	2	2	*	-	-	-	2	-	-	2	*
		9%	-%	1%	16%	17%	*%	-%	-%	-%	9%	-%	-%	17%	*%
Fairly satisfied	(1)	15	5	1	8	9	6	*	-	-	15	*	-	9	6
		57%	58%	46%	59%	67%	55%	100%	-%	-%	61%	15%	-%	67%	48%
Very satisfied	(2)	8	4	1	4	2	5	-	2	*	6	2	2	2	7
		32%	38%	45%	25%	14%	43%	-%	100%	100%	27%	85%	100%	14%	50%
Don't Know (DO NOT READ OUT)		*	-	*	-	-	*	-	-	-	*	-	-	-	*
		1%	-%	8%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	2%
NET: Satisfied		23	9	3	12	10	11	*	2	*	21	2	2	10	13
		89%	97%	91%	84%	80%	98%	100%	100%	100%	88%	100%	100%	80%	98%
NET: Dissatisfied		*	*	-	-	*	-	-	-	-	*	-	-	*	-
		1%	3%	-%	-%	3%	-%	-%	-%	-%	1%	-%	-%	3%	-%
Answered		26	9	3	14	13	11	*	2	*	24	2	2	13	13
Mean score		1.2	1.3	1.5	1.1	.9	1.4	1.0	2.0	2.0	1.1	1.8	2.0	.9	1.5

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			Types of mail sent						Number of letters/ large letters sent						Number of packets and parcels sent					
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	250-499	500-4,999	5,000+	1-24	25-49	100-249	500-4,999	5,000+	250+
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f
Unweighted Base		34	20	19	25	29	14	13	11	3	3	4	2	2	22	1	1	4	1	5
Effective base		10	4	4	5	8	3	4	3	1	1	1	1	2	6	1	1	2	1	2
Weighted Base		26	10	5	13	18	4	6	9	2	2	*	*	*	16	2	*	*	*	*
Very dissatisfied	(-2)	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	*	*	*	2	2	2	-	-	*	-	-	-	2	-	-	-	-	-
		9%	*%	1%	*%	12%	56%	37%	-%	-%	2%	-%	-%	-%	14%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	15	6	1	6	10	1	2	5	*	*	*	*	*	10	-	*	*	-	*
		57%	59%	25%	44%	57%	36%	36%	60%	13%	7%	2%	99%	29%	63%	-%	100%	15%	-%	4%
Very satisfied	(2)	8	4	4	7	5	*	2	3	2	2	*	*	*	3	2	-	*	*	*
		32%	39%	70%	54%	28%	8%	26%	38%	87%	91%	98%	1%	71%	20%	100%	-%	85%	100%	96%
Don't Know (DO NOT READ OUT)		*	*	*	*	*	-	-	*	-	-	-	-	-	*	-	-	-	-	-
		1%	2%	4%	2%	1%	-%	-%	2%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
NET: Satisfied		23	10	5	13	16	2	4	8	2	2	*	*	*	13	2	*	*	*	*
		89%	98%	95%	98%	85%	44%	63%	98%	100%	98%	100%	100%	100%	83%	100%	100%	100%	100%	100%
NET: Dissatisfied		*	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	-	-
		1%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%
Answered		26	10	5	13	18	4	6	8	2	2	*	*	*	16	2	*	*	*	*
Mean score		1.2	1.4	1.7	1.5	1.1	.5	.9	1.4	1.9	1.9	2.0	1.0	1.7	1.0	2.0	1.0	1.9	2.0	2.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels		
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b	*c
Unweighted Base		34	4	1	4	10	6	2	5	8	8	6	20	1	8
Effective base		10	1	1	2	5	2	1	2	2	3	1	5	1	3
Weighted Base		26	2	4	2	1	4	*	4	8	4	2	15	*	4
Very dissatisfied	(-2)	*	-	-	-	-	-	*	-	-	-	-	-	-	*
		1%	-%	-%	-%	-%	-%	92%	-%	-%	-%	-%	-%	-%	9%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	-	-	*	-	-	-	2	*	-	-	2	*	-
		9%	-%	-%	2%	-%	-%	-%	60%	*%	-%	-%	15%	100%	-%
Fairly satisfied	(1)	15	*	4	1	1	*	*	1	8	1	*	10	-	*
		57%	5%	100%	30%	60%	*%	8%	40%	100%	16%	*%	71%	-%	3%
Very satisfied	(2)	8	2	-	1	*	4	-	-	-	3	2	2	-	3
		32%	95%	-%	68%	22%	100%	-%	-%	-%	79%	100%	14%	-%	82%
Don't Know (DO NOT READ OUT)		*	-	-	-	*	-	-	-	-	*	-	-	-	*
		1%	-%	-%	-%	18%	-%	-%	-%	-%	5%	-%	-%	-%	6%
NET: Satisfied		23	2	4	2	1	4	*	1	8	4	2	12	-	3
		89%	100%	100%	98%	82%	100%	8%	40%	100%	95%	100%	85%	-%	85%
NET: Dissatisfied		*	-	-	-	-	-	*	-	-	-	-	-	-	*
		1%	-%	-%	-%	-%	-%	92%	-%	-%	-%	-%	-%	-%	9%
Answered		26	2	4	2	1	4	*	4	8	4	2	15	*	3
Mean score		1.2	2.0	1.0	1.7	1.3	2.0	-1.7	.4	1.0	1.8	2.0	1.0	-	1.6

Columns Tested:: a,b,c,d,e - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		34	18	16	19	6	8	18	18	7	12	17	14	16	6
Effective base		10	6	5	5	2	3	4	5	2	4	3	3	4	1
Weighted Base		26	11	15	7	6	6	11	7	6	9	9	3	4	5
Very dissatisfied	(-2)	*	-	*	-	-	-	-	-	-	-	*	-	-	-
		1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	2	-	*	-	2	*	*	-	2	*	*	*	*
		9%	20%	-%	1%	-%	35%	*%	1%	-%	24%	*%	1%	1%	1%
Fairly satisfied	(1)	15	5	10	1	4	4	6	1	5	5	6	1	1	5
		57%	44%	67%	21%	71%	59%	54%	19%	75%	50%	63%	40%	35%	98%
Very satisfied	(2)	8	4	5	5	2	*	5	6	2	2	3	2	2	*
		32%	34%	31%	76%	29%	4%	46%	78%	25%	23%	33%	53%	58%	1%
Don't Know (DO NOT READ OUT)		*	*	-	*	-	*	-	*	-	*	-	*	*	-
		1%	2%	-%	3%	-%	3%	-%	3%	-%	2%	-%	6%	6%	-%
NET: Satisfied		23	9	15	7	6	4	11	7	6	7	9	3	3	5
		89%	78%	98%	96%	100%	62%	100%	97%	100%	73%	96%	93%	93%	99%
NET: Dissatisfied		*	-	*	-	-	-	-	-	-	-	*	-	-	-
		1%	-%	2%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%
Answered		26	11	15	7	6	6	11	7	6	9	9	3	3	5
Mean score		1.2	1.1	1.2	1.8	1.3	.7	1.5	1.8	1.3	1.0	1.2	1.5	1.6	1.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		34	12	14	6	26	17	9	20	16	12	18	13	4
Effective base		10	4	4	2	6	6	4	4	4	4	5	4	3
Weighted Base		26	5	5	2	16	11	6	10	5	9	7	5	*
Very dissatisfied	(-2)	*	-	-	-	*	*	-	-	-	-	-	-	-
		1%	-%	-%	-%	2%	3%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	*	-	-	2	2	2	*	*	2	*	*	*
		9%	1%	-%	-%	14%	19%	36%	*%	1%	25%	1%	1%	18%
Fairly satisfied	(1)	15	1	1	1	10	5	1	6	1	5	1	1	*
		57%	22%	24%	27%	64%	45%	12%	59%	25%	51%	21%	23%	49%
Very satisfied	(2)	8	3	4	2	3	4	3	4	4	2	5	4	*
		32%	73%	71%	73%	19%	33%	53%	39%	70%	22%	75%	73%	33%
Don't Know (DO NOT READ OUT)		*	*	*	-	*	-	-	*	*	*	*	*	-
		1%	5%	4%	-%	1%	-%	-%	2%	4%	2%	3%	4%	-%
NET: Satisfied		23	4	5	2	14	9	4	10	5	7	6	5	*
		89%	95%	96%	100%	83%	78%	64%	98%	95%	73%	96%	95%	82%
NET: Dissatisfied		*	-	-	-	*	*	-	-	-	-	-	-	-
		1%	-%	-%	-%	2%	3%	-%	-%	-%	-%	-%	-%	-%
Answered		26	4	5	2	16	11	6	10	5	9	7	5	*
Mean score		1.2	1.8	1.7	1.7	1.0	1.1	1.2	1.4	1.7	1.0	1.8	1.8	1.2

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:		
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*c
Unweighted Base		34	7	8	10	6	2	14	14	2	1	2
Effective base		10	2	4	3	3	1	3	4	2	1	2
Weighted Base		26	3	8	5	5	2	3	5	*	*	3
Very dissatisfied	(-2)	*	-	-	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	2	2	2	2	2	*	*	-	*	-
		9%	67%	26%	41%	48%	97%	1%	1%	-%	100%	-%
Fairly satisfied	(1)	15	1	4	1	*	*	1	1	*	-	-
		57%	27%	50%	22%	9%	3%	27%	23%	100%	-%	-%
Very satisfied	(2)	8	-	2	2	2	-	2	4	-	-	3
		32%	-%	21%	33%	44%	-%	64%	72%	-%	-%	100%
Don't Know (DO NOT READ OUT)		*	*	*	*	-	-	*	*	-	-	-
		1%	6%	2%	4%	-%	-%	8%	4%	-%	-%	-%
NET: Satisfied		23	1	6	3	2	*	2	5	*	-	3
		89%	27%	71%	55%	52%	3%	91%	95%	100%	-%	100%
NET: Dissatisfied		*	-	-	-	-	-	-	-	-	-	-
		1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		26	3	8	5	5	2	2	5	*	*	3
Mean score		1.2	.3	.9	.9	1.0	*	1.7	1.7	1.0	-	2.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			*a	*b	c	*d	*e	*a	*b	*c	*a	*b	*a	*b	*a	*b
Unweighted Base		34	27	24	31	23	22	20	28	8	23	1	11	14	29	3
Effective base		10	9	5	9	6	5	5	8	2	6	1	4	4	8	2
Weighted Base		26	21	13	22	16	13	14	20	7	16	1	10	9	19	7
Very dissatisfied	(-2)	*	*	-	*	*	*	-	*	-	-	-	-	-	-	*
		1%	2%	-%	2%	2%	3%	-%	2%	-%	-%	-%	-%	-%	-%	5%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	2	2	2	2	2	*	2	*	2	-	2	-	2	-
		9%	11%	17%	10%	14%	17%	*%	11%	1%	14%	-%	22%	-%	12%	-%
Fairly satisfied	(1)	15	10	7	11	10	7	10	10	5	9	-	5	5	10	4
		57%	46%	54%	49%	64%	52%	72%	53%	78%	60%	-%	47%	53%	54%	68%
Very satisfied	(2)	8	8	4	8	3	3	3	7	1	4	1	3	4	7	2
		32%	40%	27%	38%	19%	27%	26%	33%	21%	25%	100%	31%	44%	34%	27%
Don't Know (DO NOT READ OUT)		*	*	*	*	*	*	*	*	-	*	-	-	*	-	-
		1%	1%	2%	1%	1%	2%	2%	1%	-%	1%	-%	-%	2%	-%	-%
NET: Satisfied		23	18	11	19	13	10	13	17	7	13	1	8	8	17	6
		89%	87%	81%	87%	82%	79%	98%	86%	99%	84%	100%	78%	98%	88%	95%
NET: Dissatisfied		*	*	-	*	*	*	-	*	-	-	-	-	-	-	*
		1%	2%	-%	2%	2%	3%	-%	2%	-%	-%	-%	-%	-%	-%	5%
Answered		26	21	13	21	16	13	13	20	7	16	1	10	8	19	7
Mean score		1.2	1.2	1.1	1.2	1.0	1.0	1.3	1.2	1.2	1.1	2.0	1.1	1.5	1.2	1.1

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		34	14	20	7	11	16	13	7	13	22	12
Effective base		10	4	7	3	5	3	3	2	5	5	5
Weighted Base		26	5	21	9	7	10	12	3	8	15	11
Very dissatisfied	(-2)	*	*	-	-	-	*	-	-	*	*	-
		1%	6%	-%	-%	-%	3%	-%	-%	4%	2%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	*	2	2	*	-	-	*	2	*	2
		9%	1%	11%	24%	1%	-%	-%	1%	27%	*%	20%
Fairly satisfied	(1)	15	1	14	5	*	10	10	1	1	11	4
		57%	22%	67%	55%	3%	95%	85%	28%	11%	72%	38%
Very satisfied	(2)	8	4	5	2	6	*	2	2	5	4	5
		32%	67%	23%	20%	96%	*%	15%	63%	58%	25%	42%
Don't Know (DO NOT READ OUT)		*	*	-	-	-	*	-	*	-	*	-
		1%	4%	-%	-%	-%	2%	-%	7%	-%	1%	-%
NET: Satisfied		23	5	19	7	7	10	12	3	6	15	9
		89%	89%	89%	76%	99%	95%	100%	91%	69%	96%	80%
NET: Dissatisfied		*	*	-	-	-	*	-	-	*	*	-
		1%	6%	-%	-%	-%	3%	-%	-%	4%	2%	-%
Answered		26	5	21	9	7	10	12	3	8	15	11
Mean score		1.2	1.5	1.1	1.0	2.0	.9	1.1	1.7	1.2	1.2	1.2

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 250 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: TNT Express

Base: All those who use TNT Express (QV4=14)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		34	14	10	4	6	24	10
Effective base		10	5	2	3	3	7	4
Weighted Base		26	17	3	1	5	20	6
Very dissatisfied	(-2)	*	-	-	*	-	-	*
		1%	-%	-%	35%	-%	-%	5%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	2	2	-	-	-	2	-
		9%	13%	-%	-%	-%	11%	-%
Fairly satisfied	(1)	15	14	*	1	*	14	1
		57%	85%	3%	65%	2%	71%	11%
Very satisfied	(2)	8	*	3	-	5	3	5
		32%	2%	91%	-%	98%	16%	83%
Don't Know (DO NOT READ OUT)		*	-	*	-	-	*	-
		1%	-%	6%	-%	-%	1%	-%
NET: Satisfied		23	14	3	1	5	18	6
		89%	87%	94%	65%	100%	88%	95%
NET: Dissatisfied		*	-	-	*	-	-	*
		1%	-%	-%	35%	-%	-%	5%
Answered		26	17	3	1	5	20	6
Mean score		1.2	.9	2.0	*	2.0	1.1	1.7

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 251

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

			Method		Business Size 1				Business Size 2						
		Total base	CATI	CAWI	0-9	10-49	100-249	10+	0	5 - 9	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		15	4	11	8	1	6	7	6	2	1	6	8	1	6
Effective base		4	1	4	4	1	3	4	3	1	1	3	4	1	3
Weighted Base		12	1	11	12	*	*	*	10	2	*	*	12	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	*	-	*	-	-	*	*	-	-	-	*	-	-	*
		*%	-%	*%	-%	-%	13%	12%	-%	-%	-%	13%	-%	-%	13%
Fairly satisfied	(1)	11	*	11	11	-	*	*	9	2	-	*	11	-	*
		91%	1%	98%	92%	-%	24%	21%	90%	100%	-%	24%	92%	-%	24%
Very satisfied	(2)	1	1	*	1	*	*	*	1	-	*	*	1	*	*
		9%	99%	2%	8%	100%	63%	67%	10%	-%	100%	63%	8%	100%	63%
NET: Satisfied		12	1	11	12	*	*	*	10	2	*	*	12	*	*
		100%	100%	100%	100%	100%	87%	88%	100%	100%	100%	87%	100%	100%	87%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		12	1	11	12	*	*	*	10	2	*	*	12	*	*
Mean score		1.1	2.0	1.0	1.1	2.0	1.5	1.6	1.1	1.0	2.0	1.5	1.1	2.0	1.5

Columns Tested:: a,b - a,b,c,d - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 251 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		15	3	3	1	2	3
Effective base		4	1	3	1	2	2
Weighted Base		12	4	6	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	*	-	-	-	-	*
		*%	-%	-%	-%	-%	17%
Fairly satisfied	(1)	11	4	6	-	-	*
		91%	95%	100%	-%	-%	20%
Very satisfied	(2)	1	*	-	*	*	*
		9%	5%	-%	100%	100%	63%
NET: Satisfied		12	4	6	*	*	*
		100%	100%	100%	100%	100%	83%
NET: Dissatisfied		-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Answered		12	4	6	*	*	*
Mean score		1.1	1.0	1.0	2.0	2.0	1.5

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 251 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

			GOR (QC3)								
		Total base	Greater London	North West	South East	South West	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		15	1	1	1	1	1	5	2	2	6
Effective base		4	1	1	1	1	1	4	1	2	2
Weighted Base		12	2	2	3	4	*	11	1	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	*	-	-	-	-	-	-	-	-	*
		*%	-%	-%	-%	-%	-%	-%	-%	-%	6%
Fairly satisfied	(1)	11	2	2	3	4	-	11	*	*	*
		91%	100%	100%	100%	100%	-%	100%	1%	26%	7%
Very satisfied	(2)	1	-	-	-	-	*	*	1	*	*
		9%	-%	-%	-%	-%	100%	*%	99%	74%	88%
NET: Satisfied		12	2	2	3	4	*	11	1	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	94%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		12	2	2	3	4	*	11	1	*	*
Mean score		1.1	1.0	1.0	1.0	1.0	2.0	1.0	2.0	1.7	1.8

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 251 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

			Industry								Urbanity		Location		Internet connection
		Total base	Agriculture	Manufacturing	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office	Yes
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*a	*b	
Unweighted Base		15	1	1	2	1	1	1	7	14	1	14	1	15
Effective base		4	1	1	2	1	1	1	2	4	1	4	1	4
Weighted Base		12	*	4	*	2	*	*	3	12	*	12	*	12
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	*	-	-	*	-	-	-	-	*	-	*	-	*
		*%	-%	-%	46%	-%	-%	-%	-%	*%	-%	*%	-%	*%
Fairly satisfied	(1)	11	-	4	*	2	*	-	2	11	-	11	-	11
		91%	-%	100%	54%	100%	100%	-%	67%	91%	-%	91%	-%	91%
Very satisfied	(2)	1	*	-	-	-	-	*	1	1	*	1	*	1
		9%	100%	-%	-%	-%	-%	100%	33%	8%	100%	9%	100%	9%
NET: Satisfied		12	*	4	*	2	*	*	3	12	*	12	*	12
		100%	100%	100%	54%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		12	*	4	*	2	*	*	3	12	*	12	*	12
Mean score		1.1	2.0	1.0	.5	1.0	1.0	2.0	1.3	1.1	2.0	1.1	2.0	1.1

Columns Tested:: a,b,c,d,e,f,g - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 251 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

			Role of mail services			Monthly postal spend							
		Total base	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£10,000 -<£25,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h
Unweighted Base		15	7	5	3	10	1	2	1	1	11	4	2
Effective base		4	4	2	1	3	1	2	1	1	3	1	1
Weighted Base		12	7	*	4	10	*	*	2	*	10	2	2
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	*	-	*	-	*	-	-	-	-	*	-	-
		*%	-%	8%	-%	*%	-%	-%	-%	-%	*%	-%	-%
Fairly satisfied	(1)	11	6	*	4	9	-	-	2	-	9	2	2
		91%	87%	80%	99%	90%	-%	-%	100%	-%	90%	98%	98%
Very satisfied	(2)	1	1	*	*	1	*	*	-	*	1	*	*
		9%	13%	12%	1%	10%	100%	100%	-%	100%	10%	2%	2%
NET: Satisfied		12	7	*	4	10	*	*	2	*	10	2	2
		100%	100%	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		12	7	*	4	10	*	*	2	*	10	2	2
Mean score		1.1	1.1	1.0	1.0	1.1	2.0	2.0	1.0	2.0	1.1	1.0	1.0

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 251 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent						Number of packets and parcels sent		
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	5,000+	1-24	25-49	100-249
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e	*f	*a	*b	*c
Unweighted Base		15	1	9	5	13	7	13	8	4	6	6	1	2	2	1	1	6	1	1
Effective base		4	1	3	1	4	2	4	2	1	2	3	1	1	2	1	1	2	1	1
Weighted Base		12	*	10	2	11	5	11	7	3	5	9	1	2	*	*	*	7	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	*	-	*	-	*	-	*	*	-	*	-	-	*	-	-	-	-	*	-
		*%	-%	*%	-%	*%	-%	*%	*%	-%	*%	-%	-%	*%	-%	-%	-%	-%	100%	-%
Fairly satisfied	(1)	11	-	9	2	11	5	11	6	3	5	9	-	2	*	-	-	6	-	-
		91%	-%	92%	97%	93%	97%	93%	95%	98%	95%	99%	-%	100%	66%	-%	-%	95%	-%	-%
Very satisfied	(2)	1	*	1	*	1	*	1	*	*	*	*	1	-	*	*	*	*	-	*
		9%	100%	8%	3%	7%	3%	7%	5%	2%	4%	1%	100%	-%	34%	100%	100%	5%	-%	100%
NET: Satisfied		12	*	10	2	11	5	11	7	3	5	9	1	2	*	*	*	7	-	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		12	*	10	2	11	5	11	7	3	5	9	1	2	*	*	*	7	*	*
Mean score		1.1	2.0	1.1	1.0	1.1	1.0	1.1	1.0	1.0	1.0	1.0	2.0	1.0	1.3	2.0	2.0	1.1	-	2.0

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e,f - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 251 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

			Frequency - letters/large letters sent					Frequency - parcels and packets				Use of parcels		Main Postal provider used: all items	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*a	*b	*a	*b
Unweighted Base		15	5	2	4	1	1	2	3	2	1	6	2	5	10
Effective base		4	2	1	1	1	1	1	1	2	1	2	2	3	2
Weighted Base		12	4	5	3	*	*	2	4	*	*	6	*	8	4
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	*	-	-	*	-	-	-	-	*	-	*	-	-	*
		*%	-%	-%	*%	-%	-%	-%	-%	46%	-%	*%	-%	-%	*%
Fairly satisfied	(1)	11	4	4	3	*	-	2	4	*	-	6	*	8	3
		91%	100%	87%	96%	100%	-%	90%	97%	54%	-%	96%	40%	100%	73%
Very satisfied	(2)	1	*	1	*	-	*	*	*	-	*	*	*	*	1
		9%	*%	13%	4%	-%	100%	10%	3%	-%	100%	3%	60%	*%	27%
NET: Satisfied		12	4	5	3	*	*	2	4	*	*	6	*	8	4
		100%	100%	100%	100%	100%	100%	100%	100%	54%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		12	4	5	3	*	*	2	4	*	*	6	*	8	4
Mean score		1.1	1.0	1.1	1.0	1.0	2.0	1.1	1.0	.5	2.0	1.0	1.6	1.0	1.3

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 251 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

			Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		15	5	8	1	5	5	4	1	7	11	9	2
Effective base		4	3	2	1	1	3	1	1	1	4	3	1
Weighted Base		12	8	3	4	2	8	3	4	2	11	9	3
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	*	-	*	-	*	-	*	-	*	*	*	-
		*%	-%	*%	-%	*%	-%	*%	-%	*%	*%	*%	-%
Fairly satisfied	(1)	11	8	3	4	2	8	3	4	2	11	9	3
		91%	100%	78%	100%	90%	100%	99%	100%	86%	93%	100%	100%
Very satisfied	(2)	1	*	1	-	*	*	*	-	*	1	*	*
		9%	*%	21%	-%	10%	*%	*%	-%	14%	7%	*%	*%
NET: Satisfied		12	8	3	4	2	8	3	4	2	11	9	3
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		12	8	3	4	2	8	3	4	2	11	9	3
Mean score		1.1	1.0	1.2	1.0	1.1	1.0	1.0	1.0	1.1	1.1	1.0	1.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 251 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		15	7	4	2	7	5	1	8	4	5	8	5
Effective base		4	2	1	1	2	1	1	4	2	2	4	2
Weighted Base		12	5	3	3	6	4	*	11	5	6	11	7
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	*	-	-	-	*	*	-	*	-	-	*	-
		*%	-%	-%	-%	*%	*%	-%	*%	-%	-%	*%	-%
Fairly satisfied	(1)	11	5	3	3	6	4	-	11	5	6	11	7
		91%	97%	100%	100%	98%	95%	-%	100%	100%	97%	100%	100%
Very satisfied	(2)	1	*	*	*	*	*	*	*	*	*	*	*
		9%	3%	*%	*%	2%	5%	100%	*%	*%	3%	*%	*%
NET: Satisfied		12	5	3	3	6	4	*	11	5	6	11	7
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		12	5	3	3	6	4	*	11	5	6	11	7
Mean score		1.1	1.0	1.0	1.0	1.0	1.0	2.0	1.0	1.0	1.0	1.0	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 251 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

			Use of RM postal services: parcels and packets				Types of services used to send standard letters:		RM product changes:			Mail received at your location				
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Letters	Large Letters	Any Letters	Packets and Parcels	Others
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e
Unweighted Base		15	5	3	4	1	7	5	1	1	1	13	9	14	12	13
Effective base		4	2	1	2	1	3	1	1	1	1	4	2	4	3	3
Weighted Base		12	6	4	6	*	9	3	4	*	2	11	7	11	9	6
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	*	-	-	-	-	*	*	-	-	-	*	-	*	*	*
		*%	-%	-%	-%	-%	*%	*%	-%	-%	-%	*%	-%	*%	*%	*%
Fairly satisfied	(1)	11	6	4	6	-	9	3	4	-	2	11	7	11	9	5
		91%	97%	100%	100%	-%	100%	99%	100%	-%	100%	93%	98%	93%	98%	83%
Very satisfied	(2)	1	*	*	*	*	*	*	-	*	-	1	*	1	*	1
		9%	3%	*%	*%	100%	*%	*%	-%	100%	-%	7%	2%	7%	2%	17%
NET: Satisfied		12	6	4	6	*	9	3	4	*	2	11	7	11	9	6
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		12	6	4	6	*	9	3	4	*	2	11	7	11	9	6
Mean score		1.1	1.0	1.0	1.0	2.0	1.0	1.0	1.0	2.0	1.0	1.1	1.0	1.1	1.0	1.2

Columns Tested:: a,b,c,d - a,b - a,b,c - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 251 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

			Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease
Significance Level: 95%			*a	*b	*c		*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		15	10	11	5	9	4	6	14	1	5	10	2	9	4
Effective base		4	3	3	1	3	3	1	3	1	1	3	2	4	1
Weighted Base		12	8	10	3	9	6	4	10	2	2	10	*	7	4
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	*	*	*	-	*	-	*	*	-	*	-	*	-	-
		*%	*%	*%	-%	*%	-%	*%	*%	-%	*%	-%	76%	-%	-%
Fairly satisfied	(1)	11	8	9	3	9	6	4	9	2	2	9	-	7	4
		91%	98%	92%	99%	97%	100%	94%	90%	100%	99%	90%	-%	91%	92%
Very satisfied	(2)	1	*	1	*	*	*	*	1	-	*	1	*	1	*
		9%	2%	8%	1%	3%	*%	6%	10%	-%	1%	10%	24%	9%	8%
NET: Satisfied		12	8	10	3	9	6	4	10	2	2	10	*	7	4
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	24%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		12	8	10	3	9	6	4	10	2	2	10	*	7	4
Mean score		1.1	1.0	1.1	1.0	1.0	1.0	1.1	1.1	1.0	1.0	1.1	.5	1.1	1.1

Columns Tested:: a,b,c - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 251 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Whistl (Previously known as TNT Post)

Base: All those who use Whistl (QV4=15)

			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter				Half	
		Total base	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b	*c	*d	*a	*b
Unweighted Base		15	3	4	6	9	6	1	8	4	2	9	6
Effective base		4	1	1	1	2	2	1	4	2	2	4	2
Weighted Base		12	2	2	5	4	8	*	11	*	*	11	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	*	-	-	*	*	-	-	-	-	*	-	*
		*%	-%	-%	*%	*%	-%	-%	-%	-%	62%	-%	2%
Fairly satisfied	(1)	11	2	2	4	4	7	*	11	*	-	11	*
		91%	98%	99%	93%	97%	89%	100%	93%	26%	-%	93%	25%
Very satisfied	(2)	1	*	*	*	*	1	-	1	*	*	1	*
		9%	2%	1%	7%	3%	11%	-%	7%	74%	38%	7%	73%
NET: Satisfied		12	2	2	5	4	8	*	11	*	*	11	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	38%	100%	98%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		12	2	2	5	4	8	*	11	*	*	11	*
Mean score		1.1	1.0	1.0	1.1	1.0	1.1	1.0	1.1	1.7	.8	1.1	1.7

Columns Tested:: a,b,c - a,b - a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 252

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Citipost

Base: All those who use Citipost (QV4=16)

			Method	Business Size 1				Business Size 2					Turnover		
		Total base	CAWI	0-9	50-99	100-249	10+	0	20 - 99	100 - 249	Micro (0-9)	Medium (50-249+)	£100,000 -£499,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%				*a	*b	*c	*d	*a	*b	*c	*d	*e	*a	*b	*c
Unweighted Base		4	4	1	1	2	3	1	1	2	1	3	1	2	1
Effective base		2	2	1	1	1	2	1	1	1	1	2	1	2	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	*	*	-	-	*	*	-	-	*	-	*	-	*	-
		30%	30%	-%	-%	99%	65%	-%	-%	99%	-%	65%	-%	66%	-%
Very satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		70%	70%	100%	100%	1%	35%	100%	100%	1%	100%	35%	100%	34%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.7	1.7	2.0	2.0	1.0	1.3	2.0	2.0	1.0	2.0	1.3	2.0	1.3	2.0

Columns Tested:: a,b,c,d - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 252 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Citipost

Base: All those who use Citipost (QV4=16)

			GOR (QC3)				Industry		Urbanity	Location	Internet connection	Role of mail services		
		Total base	Greater London	England	Wales	Northern Ireland	Retail/ Distribution	Non Financial	Urban	Head office	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c	*d	*a	*b				*a	*b	*c
Unweighted Base		4	1	1	2	1	1	3	4	4	4	1	2	1
Effective base		2	1	1	2	1	1	2	2	2	2	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	*	*	*	-	-	*	-	*	*	*	-	*	-
		30%	100%	100%	-%	-%	100%	-%	30%	30%	30%	-%	99%	-%
Very satisfied	(2)	*	-	-	*	*	-	*	*	*	*	*	*	*
		70%	-%	-%	100%	100%	-%	100%	70%	70%	70%	100%	1%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.7	1.0	1.0	2.0	2.0	1.0	2.0	1.7	1.7	1.7	2.0	1.0	2.0

Columns Tested:: a,b,c,d - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 252 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Citipost

Base: All those who use Citipost (QV4=16)

			Monthly postal spend							Monthly Postal Spend (size)		Types of mail sent					
		Total base	<£100	£100 -<£1000	£5000 -<£10,000	£100,000+	0-<£1000	£1000+	£5000+	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*a	*b	*c	*d	*e	*f
Unweighted Base		4	1	1	1	1	2	2	2	1	3	3	3	4	4	4	3
Effective base		2	1	1	1	1	1	2	2	1	2	2	2	2	2	2	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	*	-	*	-	-	*	-	-	-	*	*	*	*	*	*	*
		30%	-%	100%	-%	-%	99%	-%	-%	-%	30%	30%	65%	30%	30%	30%	30%
Very satisfied	(2)	*	*	-	*	*	*	*	*	*	*	*	*	*	*	*	*
		70%	100%	-%	100%	100%	1%	100%	100%	100%	70%	70%	35%	70%	70%	70%	70%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.7	2.0	1.0	2.0	2.0	1.0	2.0	2.0	2.0	1.7	1.7	1.3	1.7	1.7	1.7	1.7

Columns Tested:: a,b,c,d,e,f,g - a,b - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 252 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Citipost

Base: All those who use Citipost (QV4=16)

			Number of letters/ large letters sent			Number of packets and parcels sent				Frequency - letters/large letters sent		Frequency - parcels and packets			Use of parcels	Main Postal provider used: all items	
		Total base	100-249	500-4,999	5,000+	50-99	500-4,999	5,000+	250+	Less than once a week	Multiple times daily	Less than once a week	Once a day	Multiple times daily	Parcel post used for fulfillment	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*a	*b	*a	*b	*c		*a	*b
Unweighted Base		4	1	1	2	1	1	2	3	1	3	1	1	2	4	1	3
Effective base		2	1	1	2	1	1	2	2	1	2	1	1	1	2	1	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	*	*	-	-	*	-	-	-	-	*	-	*	-	*	-	*
		30%	100%	-%	-%	100%	-%	-%	-%	-%	65%	-%	100%	-%	30%	-%	65%
Very satisfied	(2)	*	-	*	*	-	*	*	*	*	*	*	-	*	*	*	*
		70%	-%	100%	100%	-%	100%	100%	100%	100%	35%	100%	-%	100%	70%	100%	35%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.7	1.0	2.0	2.0	1.0	2.0	2.0	2.0	2.0	1.3	2.0	1.0	2.0	1.7	2.0	1.3

Columns Tested:: a,b,c - a,b,c,d - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 252 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Citipost

Base: All those who use Citipost (QV4=16)

			Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		4	2	2	1	3	1	3	2	2	3	2	1
Effective base		2	2	1	1	2	1	2	2	1	2	2	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	*	*	-	-	*	-	*	-	*	*	*	-
		30%	36%	-%	-%	65%	-%	65%	-%	99%	30%	66%	-%
Very satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*
		70%	64%	100%	100%	35%	100%	35%	100%	1%	70%	34%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.7	1.6	2.0	2.0	1.3	2.0	1.3	2.0	1.0	1.7	1.3	2.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 252 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Citipost

Base: All those who use Citipost (QV4=16)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	Tracked services/ special delivery
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c	
Unweighted Base		4	3	1	2	4	1	1	2	2	1	3	2	1	1
Effective base		2	2	1	2	2	1	1	2	2	1	2	2	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	*	*	-	*	*	-	*	-	*	-	*	*	-	-
		30%	65%	-%	66%	30%	-%	100%	-%	66%	-%	30%	66%	-%	-%
Very satisfied	(2)	*	*	*	*	*	*	-	*	*	*	*	*	*	*
		70%	35%	100%	34%	70%	100%	-%	100%	34%	100%	70%	34%	100%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.7	1.3	2.0	1.3	1.7	2.0	1.0	2.0	1.3	2.0	1.7	1.3	2.0	2.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 252 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Citipost

Base: All those who use Citipost (QV4=16)

			Types of services used to send standard letters:		RM product changes:		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)
		Total base	First class services	Second class services	Higher Cost	Lower Cost	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	Satisfied
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*c	*d	*e	*a	*b	*c		*a	
Unweighted Base		4	1	2	1	1	2	2	3	2	2	3	3	1	3	3	4
Effective base		2	1	2	1	1	2	1	2	2	1	2	2	1	2	2	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	*	*	*	-	*	-	-	-	*	*	*	*	-	*	*	*
		30%	100%	66%	-%	100%	-%	-%	-%	36%	99%	36%	65%	-%	30%	30%	30%
Very satisfied	(2)	*	-	*	*	-	*	*	*	*	*	*	*	*	*	*	*
		70%	-%	34%	100%	-%	100%	100%	100%	64%	1%	64%	35%	100%	70%	70%	70%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.7	1.0	1.3	2.0	1.0	2.0	2.0	2.0	1.6	1.0	1.6	1.3	2.0	1.7	1.7	1.7

Columns Tested:: a,b - a,b - a,b,c,d,e - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 252 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Citipost

Base: All those who use Citipost (QV4=16)

			Problems with provider other than Royal Mail in the last six months	Future volume of mail			Considered trying provider other than RM		Have moved to communication methods other than post		Quarter			Half	
		Total base	Yes	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	Yes	No	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%				*a	*b	*c	*a	*b	*a	*b	*a	*b	*c	*a	*b
Unweighted Base		4	4	2	1	1	2	2	2	2	1	1	2	1	3
Effective base		2	2	2	1	1	2	1	1	2	1	1	2	1	2
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	*	*	-	*	-	-	*	-	*	-	*	-	-	*
		30%	30%	-%	100%	-%	-%	99%	-%	66%	-%	100%	-%	-%	30%
Very satisfied	(2)	*	*	*	-	*	*	*	*	*	*	-	*	*	*
		70%	70%	100%	-%	100%	100%	1%	100%	34%	100%	-%	100%	100%	70%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		1.7	1.7	2.0	1.0	2.0	2.0	1.0	2.0	1.3	2.0	1.0	2.0	2.0	1.7

Columns Tested:: a,b,c - a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 253

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

			Method	Business Size 1				Business Size 2					
		Total base	CAWI	0-9	10-49	100-249	10+	0	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%				*a	*b	*c	*d	*a	*b	*c	*d	*e	*f
Unweighted Base		10	10	4	1	5	6	4	1	5	4	1	5
Effective base		3	3	3	1	2	2	3	1	2	3	1	2
Weighted Base		4	4	4	*	*	*	4	*	*	4	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	2	2	2	*	*	*	2	*	*	2	*	*
		50%	50%	47%	100%	85%	89%	47%	100%	85%	47%	100%	85%
Very satisfied	(2)	2	2	2	-	*	*	2	-	*	2	-	*
		50%	50%	53%	-%	15%	11%	53%	-%	15%	53%	-%	15%
NET: Satisfied		4	4	4	*	*	*	4	*	*	4	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	4	4	*	*	*	4	*	*	4	*	*
Mean score		1.5	1.5	1.5	1.0	1.2	1.1	1.5	1.0	1.2	1.5	1.0	1.2

Columns Tested:: a,b,c,d - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 253 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

			Turnover				GOR (QC3)							
		Total base	£0-£99,999	£100,000 -£499,999	£1,000,000 -£1,499,999	£1,500,000 +	Greater London	South East	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*a	*b	*c	*d	*e	*f	*g
Unweighted Base		10	4	1	1	4	1	1	2	4	2	1	3
Effective base		3	3	1	1	2	1	1	1	2	1	1	1
Weighted Base		4	4	*	*	*	*	1	2	4	1	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	2	2	*	*	*	*	1	-	2	1	-	*
		50%	50%	100%	100%	22%	100%	100%	-%	44%	100%	-%	98%
Very satisfied	(2)	2	2	-	-	*	-	-	2	2	-	*	*
		50%	50%	-%	-%	78%	-%	-%	100%	56%	-%	100%	2%
NET: Satisfied		4	4	*	*	*	*	1	2	4	1	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	4	*	*	*	*	1	2	4	1	*	*
Mean score		1.5	1.5	1.0	1.0	1.8	1.0	1.0	2.0	1.6	1.0	2.0	1.0

Columns Tested:: a,b,c,d - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 253 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

			Industry			Urbanity		Location		Internet connection	Role of mail services		
		Total base	Construction	Retail/ Distribution	Non Financial	Urban	Rural	Head office	Branch / local office	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			*a	*b	*c	*a	*b	*a	*b		*a	*b	*c
Unweighted Base		10	1	3	5	9	1	7	3	10	3	4	3
Effective base		3	1	1	3	2	1	3	1	3	1	2	2
Weighted Base		4	*	*	4	3	1	4	*	4	2	*	2
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	2	*	*	2	1	1	2	*	2	-	*	2
		50%	100%	85%	47%	26%	100%	49%	100%	50%	-%	100%	99%
Very satisfied	(2)	2	-	*	2	2	-	2	-	2	2	-	*
		50%	-%	15%	53%	74%	-%	51%	-%	50%	100%	-%	1%
NET: Satisfied		4	*	*	4	3	1	4	*	4	2	*	2
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	*	*	4	3	1	4	*	4	2	*	2
Mean score		1.5	1.0	1.2	1.5	1.7	1.0	1.5	1.0	1.5	2.0	1.0	1.0

Columns Tested:: a,b,c - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 253 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

			Monthly postal spend								Monthly Postal Spend (size)		Types of mail sent					
		Total base	<£100	£100 -<£1000	£5000 -<£10,000	£10,000 -<£25,000	£100,000+	0-<£1000	£1000+	£5000+	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*a	*b	*c	*d	*e	*f
Unweighted Base		10	4	3	1	1	1	7	3	3	4	6	9	7	9	8	8	9
Effective base		3	2	2	1	1	1	3	1	1	2	3	2	2	2	3	2	3
Weighted Base		4	3	1	*	*	*	4	*	*	3	1	2	1	2	4	3	4
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	2	1	1	-	-	-	2	-	-	1	1	2	1	2	2	1	2
		50%	42%	100%	-%	-%	-%	53%	-%	-%	42%	75%	89%	97%	89%	50%	26%	50%
Very satisfied	(2)	2	2	-	*	*	*	2	*	*	2	*	*	*	*	2	2	2
		50%	58%	-%	100%	100%	100%	47%	100%	100%	58%	25%	11%	3%	11%	50%	74%	50%
NET: Satisfied		4	3	1	*	*	*	4	*	*	3	1	2	1	2	4	3	4
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	3	1	*	*	*	4	*	*	3	1	2	1	2	4	3	4
Mean score		1.5	1.6	1.0	2.0	2.0	2.0	1.5	2.0	2.0	1.6	1.3	1.1	1.0	1.1	1.5	1.7	1.5

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b,c,d,e,f

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 253 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

			Number of letters/ large letters sent							Number of packets and parcels sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	1-24	50-99	500-4,999	5,000+	250+
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e
Unweighted Base		10	2	1	1	1	2	1	1	4	1	2	1	3
Effective base		3	2	1	1	1	1	1	1	3	1	1	1	1
Weighted Base		4	2	*	*	*	*	*	*	4	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	2	2	*	*	*	*	-	-	2	*	*	-	*
		50%	100%	100%	100%	100%	10%	-%	-%	51%	100%	10%	-%	1%
Very satisfied	(2)	2	-	-	-	-	*	*	*	2	-	*	*	*
		50%	-%	-%	-%	-%	90%	100%	100%	49%	-%	90%	100%	99%
NET: Satisfied		4	2	*	*	*	*	*	*	4	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	2	*	*	*	*	*	*	4	*	*	*	*
Mean score		1.5	1.0	1.0	1.0	1.0	1.9	2.0	2.0	1.5	1.0	1.9	2.0	2.0

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 253 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

			Frequency - letters/large letters sent					Frequency - parcels and packets					Use of parcels	
		Total base	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Do not dispatch products to customers
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*d	*e	*a	*b
Unweighted Base		10	1	1	3	1	3	2	2	1	1	2	6	2
Effective base		3	1	1	2	1	1	1	1	1	1	1	2	1
Weighted Base		4	*	*	2	*	*	2	1	2	*	*	3	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	2	-	-	2	-	*	1	1	-	*	*	1	1
		50%	-%	-%	100%	-%	100%	86%	100%	-%	100%	10%	24%	100%
Very satisfied	(2)	2	*	*	-	*	-	*	-	2	-	*	2	-
		50%	100%	100%	-%	100%	-%	14%	-%	100%	-%	90%	76%	-%
NET: Satisfied		4	*	*	2	*	*	2	1	2	*	*	3	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	*	*	2	*	*	2	1	2	*	*	3	1
Mean score		1.5	2.0	2.0	1.0	2.0	1.0	1.1	1.0	2.0	1.0	1.9	1.8	1.0

Columns Tested:: a,b,c,d,e - a,b,c,d,e - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 253 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*c
Unweighted Base		10	6	4	7	2	3	4	5	4	3	5	8	6	4
Effective base		3	2	1	2	2	1	2	2	2	2	1	2	2	1
Weighted Base		4	2	2	2	*	2	1	2	*	2	2	2	2	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	2	2	*	2	*	1	1	2	*	2	*	2	2	1
		50%	90%	6%	89%	61%	86%	97%	89%	99%	89%	9%	90%	99%	100%
Very satisfied	(2)	2	*	2	*	*	*	*	*	*	*	2	*	*	*
		50%	10%	94%	11%	39%	14%	3%	11%	1%	11%	91%	10%	1%	*%
NET: Satisfied		4	2	2	2	*	2	1	2	*	2	2	2	2	1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	2	2	2	*	2	1	2	*	2	2	2	2	1
Mean score		1.5	1.1	1.9	1.1	1.4	1.1	1.0	1.1	1.0	1.1	1.9	1.1	1.0	1.0

Columns Tested:: a,b - a,b - a,b - a,b - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 253 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

			Types of services used: large letters			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c
Unweighted Base		10	6	3	5	7	2	4	7	5	4	6	7	1
Effective base		3	2	1	2	2	2	1	2	2	2	2	2	1
Weighted Base		4	1	1	1	3	2	2	2	1	2	2	2	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	2	1	1	1	1	2	2	2	1	2	2	2	*
		50%	100%	96%	100%	26%	100%	100%	89%	97%	90%	89%	99%	100%
Very satisfied	(2)	2	*	*	*	2	-	-	*	*	*	*	*	-
		50%	*%	4%	*%	74%	-%	-%	11%	3%	10%	11%	1%	-%
NET: Satisfied		4	1	1	1	3	2	2	2	1	2	2	2	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	1	1	1	3	2	2	2	1	2	2	2	*
Mean score		1.5	1.0	1.0	1.0	1.7	1.0	1.0	1.1	1.0	1.1	1.1	1.0	1.0

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 253 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:		
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*a	*b	*c
Unweighted Base		10	3	3	3	1	2	4	5	2	2	1
Effective base		3	2	2	2	1	1	1	2	2	1	1
Weighted Base		4	2	2	1	*	1	2	1	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	2	2	2	1	*	1	2	1	*	*	-
		50%	100%	100%	73%	100%	100%	99%	97%	24%	100%	-%
Very satisfied	(2)	2	-	-	*	-	-	*	*	*	-	*
		50%	-%	-%	27%	-%	-%	1%	3%	76%	-%	100%
NET: Satisfied		4	2	2	1	*	1	2	1	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	2	2	1	*	1	2	1	*	*	*
Mean score		1.5	1.0	1.0	1.3	1.0	1.0	1.0	1.0	1.8	1.0	2.0

Columns Tested:: a,b,c,d,e - a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 253 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Yes	No	Satisfied	Yes	No
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c		*a	*b		*a	*b
Unweighted Base		10	6	6	7	8	8	8	5	4	8	5	3	10	5	5
Effective base		3	2	2	2	2	3	2	2	2	2	3	2	3	2	3
Weighted Base		4	2	2	2	2	4	2	2	2	2	*	2	4	*	4
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	2	2	2	2	2	2	2	2	2	2	*	2	2	*	2
		50%	89%	99%	89%	90%	52%	86%	99%	100%	89%	47%	99%	50%	37%	51%
Very satisfied	(2)	2	*	*	*	*	2	*	*	-	*	*	*	2	*	2
		50%	11%	1%	11%	10%	48%	14%	1%	-%	11%	53%	1%	50%	63%	49%
NET: Satisfied		4	2	2	2	2	4	2	2	2	2	*	2	4	*	4
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	2	2	2	2	4	2	2	2	2	*	2	4	*	4
Mean score		1.5	1.1	1.0	1.1	1.1	1.5	1.1	1.0	1.0	1.1	1.5	1.0	1.5	1.6	1.5

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 253 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

			Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			
		Total base	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*a	*b	*c	*d
Unweighted Base		10	3	4	3	4	1	4	5	5	3	3	1	3
Effective base		3	1	1	1	2	1	1	2	2	1	1	1	1
Weighted Base		4	2	2	1	1	*	2	1	4	1	2	*	2
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	2	-	2	1	1	*	1	1	2	1	*	*	1
		50%	-%	100%	96%	71%	100%	98%	73%	44%	96%	*%	100%	86%
Very satisfied	(2)	2	2	-	*	*	-	*	*	2	*	2	-	*
		50%	100%	-%	4%	29%	-%	2%	27%	56%	4%	100%	-%	14%
NET: Satisfied		4	2	2	1	1	*	2	1	4	1	2	*	2
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		4	2	2	1	1	*	2	1	4	1	2	*	2
Mean score		1.5	2.0	1.0	1.0	1.3	1.0	1.0	1.3	1.6	1.0	2.0	1.0	1.1

Columns Tested:: a,b,c - a,b,c - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 253 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: Amazon Logistics

Base: All those who use Amazon Logistics (QV4=17)

			Half	
		Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b
Unweighted Base		10	6	4
Effective base		3	2	2
Weighted Base		4	3	2
Very dissatisfied	(-2)	-	-	-
		-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-
		-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-
		-%	-%	-%
Fairly satisfied	(1)	2	1	2
		50%	22%	87%
Very satisfied	(2)	2	2	*
		50%	78%	13%
NET: Satisfied		4	3	2
		100%	100%	100%
NET: Dissatisfied		-	-	-
		-%	-%	-%
Answered		4	3	2
Mean score		1.5	1.8	1.1

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			*a	b	a	*b	*c	*d	e
Unweighted Base		87	19	68	52	16	5	14	35
Effective base		33	7	27	30	10	4	11	16
Weighted Base		81	12	69	77	3	1	*	4
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	*	-	-	-	*	*
		*%	-%	*%	-%	-%	-%	11%	1%
Neither satisfied nor dissatisfied	(0)	4	*	4	4	*	-	*	*
		5%	1%	6%	5%	5%	-%	2%	4%
Fairly satisfied	(1)	22	3	19	21	1	1	*	1
		27%	26%	27%	27%	27%	57%	33%	34%
Very satisfied	(2)	55	9	46	52	2	*	*	2
		68%	73%	67%	68%	68%	43%	54%	61%
NET: Satisfied		77	12	65	73	3	1	*	4
		95%	99%	94%	95%	95%	100%	86%	95%
NET: Dissatisfied		*	-	*	-	-	-	*	*
		*%	-%	*%	-%	-%	-%	11%	1%
Answered		81	12	69	77	3	1	*	4
Mean score		1.6	1.7	1.6	1.6	1.6	1.4	1.3	1.6

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	g	*h	*i
Unweighted Base		87	28	15	9	4	17	14	52	16	19
Effective base		33	17	10	6	3	11	11	30	10	8
Weighted Base		81	48	23	6	1	3	*	77	3	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	11%	-%	-%	3%
Neither satisfied nor dissatisfied	(0)	4	2	2	-	-	*	*	4	*	*
		5%	4%	9%	-%	-%	5%	2%	5%	5%	1%
Fairly satisfied	(1)	22	18	2	1	*	1	*	21	1	1
		27%	38%	7%	14%	43%	31%	33%	27%	27%	50%
Very satisfied	(2)	55	28	20	5	1	2	*	52	2	1
		68%	58%	84%	86%	57%	64%	54%	68%	68%	46%
NET: Satisfied		77	46	21	6	1	2	*	73	3	1
		95%	96%	91%	100%	100%	95%	86%	95%	95%	96%
NET: Dissatisfied		*	-	-	-	-	-	*	-	-	*
		*%	-%	-%	-%	-%	-%	11%	-%	-%	3%
Answered		81	48	23	6	1	3	*	77	3	1
Mean score		1.6	1.5	1.7	1.9	1.6	1.6	1.3	1.6	1.6	1.4

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	*b	*c	*d	*e
Unweighted Base		87	36	11	8	5	12
Effective base		33	20	6	4	3	6
Weighted Base		81	57	14	5	2	1
Very dissatisfied	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	-	*
		*%	-%	-%	-%	-%	5%
Neither satisfied nor dissatisfied	(0)	4	4	*	-	-	-
		5%	7%	*%	-%	-%	-%
Fairly satisfied	(1)	22	15	5	1	-	*
		27%	26%	34%	11%	-%	53%
Very satisfied	(2)	55	38	9	4	2	*
		68%	67%	66%	89%	100%	42%
NET: Satisfied		77	53	14	5	2	1
		95%	93%	100%	100%	100%	95%
NET: Dissatisfied		*	-	-	-	-	*
		*%	-%	-%	-%	-%	5%
Answered		81	57	14	5	2	1
Mean score		1.6	1.6	1.7	1.9	2.0	1.3

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	*m
Unweighted Base		87	6	7	10	2	7	10	5	4	2	53	11	15	8
Effective base		33	5	3	6	1	4	6	4	2	1	27	7	9	4
Weighted Base		81	11	8	12	2	5	21	11	2	*	73	5	2	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	*	-	-	-	-	-	-	*	-	*	-
		*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Neither satisfied nor dissatisfied	(0)	4	-	-	2	-	-	2	-	-	-	4	*	*	*
		5%	-%	-%	14%	-%	-%	10%	-%	-%	-%	5%	2%	2%	15%
Fairly satisfied	(1)	22	1	1	2	-	1	9	4	*	-	20	1	1	*
		27%	11%	19%	19%	-%	29%	41%	40%	9%	-%	27%	24%	48%	17%
Very satisfied	(2)	55	10	6	8	2	3	10	7	2	*	49	4	1	1
		68%	89%	81%	67%	100%	71%	49%	60%	91%	100%	68%	74%	49%	69%
NET: Satisfied		77	11	8	10	2	5	19	11	2	*	69	5	2	1
		95%	100%	100%	85%	100%	100%	90%	100%	100%	100%	94%	98%	98%	85%
NET: Dissatisfied		*	-	-	*	-	-	-	-	-	-	*	-	*	-
		*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Answered		81	11	8	12	2	5	21	11	2	*	73	5	2	1
Mean score		1.6	1.9	1.8	1.5	2.0	1.7	1.4	1.6	1.9	2.0	1.6	1.7	1.5	1.5

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	h	a	*b	a	*b
Unweighted Base		87	4	8	2	7	19	5	2	35	72	15	77	10
Effective base		33	1	3	2	2	7	2	1	17	28	7	32	6
Weighted Base		81	4	7	*	5	23	3	*	32	73	8	80	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	*	-	-	-	*	*	*	*	*
		*%	-%	-%	-%	1%	-%	-%	-%	*%	*%	*%	*%	1%
Neither satisfied nor dissatisfied	(0)	4	*	*	-	-	2	-	-	2	4	*	4	-
		5%	*%	3%	-%	-%	10%	-%	-%	6%	6%	1%	5%	-%
Fairly satisfied	(1)	22	-	*	*	*	2	1	-	12	19	3	22	*
		27%	-%	*%	33%	2%	10%	20%	-%	36%	25%	43%	27%	64%
Very satisfied	(2)	55	3	7	*	4	19	2	*	19	51	4	55	*
		68%	100%	97%	67%	97%	80%	80%	100%	59%	69%	56%	68%	35%
NET: Satisfied		77	3	7	*	5	21	3	*	31	69	8	76	1
		95%	100%	97%	100%	99%	90%	100%	100%	94%	94%	99%	95%	99%
NET: Dissatisfied		*	-	-	-	*	-	-	-	*	*	*	*	*
		*%	-%	-%	-%	1%	-%	-%	-%	*%	*%	*%	*%	1%
Answered		81	4	7	*	5	23	3	*	32	73	8	80	1
Mean score		1.6	2.0	1.9	1.7	1.9	1.7	1.8	2.0	1.5	1.6	1.5	1.6	1.3

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Internet connection	Role of mail services		
		Total base	Yes	Administrative	Critical for communications	Core to business operations
Significance Level: 95%				a	*b	c
Unweighted Base		87	87	32	22	33
Effective base		33	33	15	9	11
Weighted Base		81	81	32	15	34
Very dissatisfied	(-2)	-	-	-	-	-
		-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	*	*	*	-
		*%	*%	*%	*%	-%
Neither satisfied nor dissatisfied	(0)	4	4	*	2	2
		5%	5%	*%	12%	7%
Fairly satisfied	(1)	22	22	15	4	3
		27%	27%	46%	24%	10%
				c		
Very satisfied	(2)	55	55	17	10	28
		68%	68%	54%	64%	82%
NET: Satisfied		77	77	32	13	31
		95%	95%	100%	88%	93%
NET: Dissatisfied		*	*	*	*	-
		*%	*%	*%	*%	-%
Answered		81	81	32	15	34
Mean score		1.6	1.6	1.5	1.5	1.8

Columns Tested:: a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Monthly postal spend										Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	*a	*b	c
Unweighted Base		87	38	30	6	4	5	1	1	2	68	19	13	11	27	49
Effective base		33	19	10	4	3	1	1	1	1	28	7	5	6	13	16
Weighted Base		81	52	21	6	1	1	*	*	*	74	7	2	22	30	29
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	*	*	-	-	-	-	-	-	*	-	-	-	*	*
		*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%
Neither satisfied nor dissatisfied	(0)	4	2	2	-	*	-	-	-	-	4	*	*	-	2	2
		5%	4%	10%	-%	18%	-%	-%	-%	-%	6%	1%	6%	-%	7%	8%
Fairly satisfied	(1)	22	15	4	1	-	1	*	*	*	20	2	1	3	12	7
		27%	29%	21%	24%	-%	91%	100%	100%	92%	26%	33%	63%	15%	39%	24%
Very satisfied	(2)	55	35	15	4	*	*	-	-	*	50	5	1	19	16	19
		68%	67%	69%	76%	82%	9%	-%	-%	8%	68%	65%	31%	85%	54%	68%
NET: Satisfied		77	50	19	6	*	1	*	*	*	69	7	2	22	28	26
		95%	96%	89%	100%	82%	100%	100%	100%	100%	94%	99%	94%	100%	93%	92%
NET: Dissatisfied		*	*	*	-	-	-	-	-	-	*	-	-	-	*	*
		*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%
Answered		81	52	21	6	1	1	*	*	*	74	7	2	22	30	29
Mean score		1.6	1.6	1.6	1.8	1.6	1.1	1.0	1.0	1.1	1.6	1.6	1.3	1.8	1.5	1.6

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base		87	51	52	61	71	30	37	35	6	6	3	6	3	2
Effective base		33	21	24	27	26	11	15	20	3	1	1	2	2	1
Weighted Base		81	41	49	56	54	23	42	40	7	3	2	3	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	*	*	*	-	*	*	-	-	-	-	-	*	-
		*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	61%	-%
Neither satisfied nor dissatisfied	(0)	4	*	2	2	3	*	2	2	-	-	-	-	-	-
		5%	*%	5%	4%	5%	*%	4%	6%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	22	11	15	17	13	4	9	16	*	*	-	*	*	*
		27%	28%	32%	30%	25%	17%	22%	40%	2%	2%	-%	4%	39%	100%
Very satisfied	(2)	55	29	31	37	38	19	31	22	7	3	2	3	-	*
		68%	72%	64%	66%	70%	83%	73%	54%	98%	98%	100%	96%	-%	*%
NET: Satisfied		77	41	46	54	51	23	40	38	7	3	2	3	*	*
		95%	100%	95%	96%	95%	100%	96%	94%	100%	100%	100%	100%	39%	100%
NET: Dissatisfied		*	*	*	*	-	*	*	-	-	-	-	-	*	-
		*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%	61%	-%
Answered		81	41	49	56	54	23	42	40	7	3	2	3	*	*
Mean score		1.6	1.7	1.6	1.6	1.7	1.8	1.7	1.5	2.0	2.0	2.0	2.0	-.2	1.0

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	*b	*c	*d	*e	*f	*g	*h	*a	*b	*c	*d	*e
Unweighted Base		87	42	8	8	3	4	4	2	10	13	3	28	13	4
Effective base		33	20	3	5	2	3	1	1	2	7	2	14	4	2
Weighted Base		81	45	3	2	1	*	2	*	3	17	6	28	3	2
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	-	-	-	-	-	-	-	*	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%
Neither satisfied nor dissatisfied	(0)	4	2	*	-	-	*	-	-	*	-	-	2	*	-
		5%	5%	1%	-%	-%	23%	-%	-%	4%	-%	-%	8%	*%	-%
Fairly satisfied	(1)	22	11	*	1	-	*	*	*	1	7	3	6	*	*
		27%	25%	7%	60%	-%	26%	13%	100%	23%	43%	48%	23%	9%	11%
Very satisfied	(2)	55	31	3	1	1	*	2	*	2	10	3	19	3	2
		68%	69%	91%	40%	100%	51%	87%	*%	74%	57%	52%	69%	90%	89%
NET: Satisfied		77	43	3	2	1	*	2	*	3	17	6	26	3	2
		95%	95%	99%	100%	100%	77%	100%	100%	96%	100%	100%	92%	100%	100%
NET: Dissatisfied		*	-	-	-	-	-	-	-	-	-	-	*	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%
Answered		81	45	3	2	1	*	2	*	3	17	6	28	3	2
Mean score		1.6	1.6	1.9	1.4	2.0	1.3	1.9	1.0	1.7	1.6	1.5	1.6	1.9	1.9

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	a	*b	*c	a	b	a	*b
Unweighted Base		87	11	12	25	12	11	51	6	12	57	30	56	5
Effective base		33	6	6	9	3	3	21	3	3	24	10	25	3
Weighted Base		81	15	13	16	7	3	41	7	5	50	31	47	8
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	-	-	-	-	-	*	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Neither satisfied nor dissatisfied	(0)	4	*	-	2	*	-	3	-	*	2	2	2	-
		5%	*%	-%	15%	1%	-%	6%	-%	*%	5%	6%	5%	-%
Fairly satisfied	(1)	22	4	5	3	1	1	10	3	*	13	9	14	3
		27%	29%	40%	17%	11%	21%	25%	37%	7%	26%	28%	30%	32%
Very satisfied	(2)	55	11	8	11	6	2	28	5	5	35	20	31	6
		68%	71%	60%	67%	88%	79%	69%	63%	92%	69%	65%	65%	68%
NET: Satisfied		77	15	13	13	7	3	38	7	5	48	29	45	8
		95%	100%	100%	85%	99%	100%	94%	100%	100%	95%	94%	95%	100%
NET: Dissatisfied		*	-	-	-	-	-	-	-	-	*	-	*	-
		*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Answered		81	15	13	16	7	3	41	7	5	50	31	47	8
Mean score		1.6	1.7	1.6	1.5	1.9	1.8	1.6	1.6	1.9	1.6	1.6	1.6	1.7

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	a	*b	*a	b	a	b	*c	a	b	*c
Unweighted Base		87	32	31	51	9	29	42	33	42	18	37	42	18
Effective base		33	15	11	25	2	14	13	14	17	9	16	19	10
Weighted Base		81	33	16	50	6	31	22	29	33	17	33	39	20
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	*	-	-	-	*	*	*	*	*	*
		*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%
Neither satisfied nor dissatisfied	(0)	4	2	*	2	*	2	*	*	*	-	*	2	-
		5%	7%	1%	4%	1%	8%	1%	*%	*%	-%	*%	6%	-%
Fairly satisfied	(1)	22	7	5	14	3	7	6	10	11	9	10	15	7
		27%	22%	34%	28%	47%	23%	28%	33%	34%	54%	29%	39%	36%
Very satisfied	(2)	55	23	10	33	3	22	16	19	22	8	24	22	13
		68%	71%	65%	67%	52%	70%	71%	67%	66%	46%	71%	55%	64%
NET: Satisfied		77	31	16	47	6	29	22	29	33	17	33	37	20
		95%	93%	99%	95%	99%	92%	99%	100%	100%	100%	100%	94%	100%
NET: Dissatisfied		*	-	-	*	-	-	-	*	*	*	*	*	*
		*%	-%	-%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%
Answered		81	33	16	50	6	31	22	29	33	17	33	39	20
Mean score		1.6	1.6	1.6	1.6	1.5	1.6	1.7	1.7	1.7	1.5	1.7	1.5	1.6

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	*c	a	b	c	a	b	*c
Unweighted Base		87	58	40	22	48	50	47	48	45	5
Effective base		33	21	16	10	20	23	18	21	20	1
Weighted Base		81	45	30	23	40	47	36	45	44	4
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	*	*	-	*	*	*
		*%	-%	-%	-%	*%	*%	-%	*%	*%	1%
Neither satisfied nor dissatisfied	(0)	4	3	*	-	*	2	3	2	*	-
		5%	6%	*%	-%	*%	5%	7%	5%	*%	-%
Fairly satisfied	(1)	22	12	10	7	11	15	10	10	15	*
		27%	27%	32%	31%	29%	32%	26%	22%	35%	7%
Very satisfied	(2)	55	30	21	16	28	30	24	33	28	3
		68%	68%	68%	69%	71%	63%	67%	73%	65%	92%
NET: Satisfied		77	42	30	23	40	45	34	43	44	4
		95%	94%	100%	100%	100%	95%	93%	95%	100%	99%
NET: Dissatisfied		*	-	-	-	*	*	-	*	*	*
		*%	-%	-%	-%	*%	*%	-%	*%	*%	1%
Answered		81	45	30	23	40	47	36	45	44	4
Mean score		1.6	1.6	1.7	1.7	1.7	1.6	1.6	1.7	1.6	1.9

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			*a	*b	c	*d	*e	a	b	*a	*b	*c	*d
Unweighted Base		87	22	24	31	10	5	42	36	9	3	8	3
Effective base		33	11	11	12	6	4	18	15	5	1	4	2
Weighted Base		81	21	25	26	14	6	38	32	12	*	8	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	-	-	-	-	*	*	*	-	-	-
		*%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	4	-	*	2	-	-	2	*	-	-	-	*
		5%	-%	*%	10%	-%	-%	6%	*%	-%	-%	-%	25%
Fairly satisfied	(1)	22	6	6	3	3	3	12	13	-	-	4	*
		27%	29%	23%	13%	25%	56%	31%	39%	-%	-%	47%	7%
Very satisfied	(2)	55	15	19	20	10	3	24	20	12	*	4	*
		68%	71%	77%	78%	75%	44%	63%	61%	100%	100%	53%	68%
NET: Satisfied		77	21	25	23	14	6	36	32	12	*	8	*
		95%	100%	100%	90%	100%	100%	94%	100%	100%	100%	100%	75%
NET: Dissatisfied		*	-	-	-	-	-	*	*	*	-	-	-
		*%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%	-%
Answered		81	21	25	26	14	6	38	32	12	*	8	*
Mean score		1.6	1.7	1.8	1.7	1.7	1.4	1.6	1.6	2.0	2.0	1.5	1.4

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%			a	b	c	d	e	a	b	c	a	*b	*a	b	a	*b
Unweighted Base		87	75	55	78	70	56	59	71	30	70	4	25	53	76	4
Effective base		33	29	23	30	31	25	25	29	17	29	4	13	20	28	2
Weighted Base		81	72	47	76	65	54	49	72	39	62	6	29	41	72	2
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	*	*	*	*	*	*	*	*	*	-	-	*	-	*
		*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	2%
Neither satisfied nor dissatisfied	(0)	4	3	*	3	4	2	2	3	2	2	2	-	4	4	-
		5%	4%	*%	3%	6%	4%	4%	4%	5%	4%	31%	-%	11%	6%	-%
Fairly satisfied	(1)	22	20	15	20	17	14	7	22	15	17	3	10	11	15	-
		27%	28%	33%	26%	27%	26%	14%	30%	38%	27%	44%	35%	27%	21%	-%
Very satisfied	(2)	55	50	32	53	43	38	40	48	22	43	1	19	26	52	2
		68%	69%	67%	70%	67%	70%	83%	66%	57%	69%	25%	65%	63%	73%	98%
NET: Satisfied		77	70	47	73	61	52	47	69	37	59	4	29	37	67	2
		95%	96%	99%	97%	93%	96%	96%	96%	95%	96%	69%	100%	89%	94%	98%
NET: Dissatisfied		*	*	*	*	*	*	*	*	*	*	-	-	*	-	*
		*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	2%
Answered		81	72	47	76	65	54	49	72	39	62	6	29	41	72	2
Mean score		1.6	1.7	1.7	1.7	1.6	1.7	1.8	1.6	1.5	1.6	.9	1.6	1.5	1.7	1.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	b	*a	b	*c	*a	*b	c	a	b
Unweighted Base		87	29	58	29	40	18	22	15	46	35	52
Effective base		33	12	22	14	12	7	10	7	16	14	19
Weighted Base		81	24	57	28	35	18	23	11	43	30	52
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	*	-	*	*	-	-	*	*	*
		*%	-%	*%	-%	*%	*%	-%	-%	*%	*%	*%
Neither satisfied nor dissatisfied	(0)	4	*	4	4	*	-	-	-	4	*	4
		5%	*%	7%	15%	*%	-%	-%	-%	10%	*%	8%
Fairly satisfied	(1)	22	8	14	6	11	6	8	1	10	8	14
		27%	34%	24%	21%	30%	32%	34%	13%	23%	28%	27%
Very satisfied	(2)	55	16	39	18	25	12	15	10	29	21	34
		68%	66%	68%	64%	70%	68%	66%	87%	67%	72%	65%
NET: Satisfied		77	24	53	24	35	17	23	11	39	30	47
		95%	100%	92%	85%	100%	100%	100%	100%	90%	100%	92%
NET: Dissatisfied		*	-	*	-	*	*	-	-	*	*	*
		*%	-%	*%	-%	*%	*%	-%	-%	*%	*%	*%
Answered		81	24	57	28	35	18	23	11	43	30	52
Mean score		1.6	1.7	1.6	1.5	1.7	1.7	1.7	1.9	1.6	1.7	1.6

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 254 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: DPD/DPD Local

Base: All those who use DPD/DPD Local (QV4=18)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	a	b
Unweighted Base		87	26	20	21	20	46	41
Effective base		33	12	7	8	10	18	17
Weighted Base		81	18	15	28	20	34	48
Very dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	*	-	*	-	*	*	*
		*%	-%	*%	-%	*%	*%	*%
Neither satisfied nor dissatisfied	(0)	4	2	*	*	2	2	2
		5%	12%	1%	*%	9%	7%	4%
Fairly satisfied	(1)	22	5	6	6	6	11	11
		27%	26%	38%	21%	29%	31%	24%
Very satisfied	(2)	55	11	9	22	12	21	34
		68%	62%	60%	79%	62%	61%	72%
NET: Satisfied		77	16	15	28	18	31	46
		95%	88%	99%	100%	91%	93%	96%
NET: Dissatisfied		*	-	*	-	*	*	*
		*%	-%	*%	-%	*%	*%	*%
Answered		81	18	15	28	20	34	48
Mean score		1.6	1.5	1.6	1.8	1.5	1.5	1.7

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	*b	*a	*b	*c	*d	*e
Unweighted Base		36	31	5	19	7	2	8	17
Effective base		9	9	2	8	3	2	7	6
Weighted Base		27	18	9	25	1	*	*	2
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	2	*	1	*	-	-	*
		6%	9%	*%	5%	19%	-%	-%	14%
Neither satisfied nor dissatisfied	(0)	1	*	*	1	-	-	*	*
		2%	2%	1%	2%	-%	-%	13%	2%
Fairly satisfied	(1)	10	10	*	10	*	*	*	*
		38%	57%	*%	40%	1%	50%	14%	10%
Very satisfied	(2)	14	6	9	13	1	*	*	1
		54%	32%	98%	52%	80%	50%	73%	74%
NET: Satisfied		25	16	9	23	1	*	*	2
		92%	89%	98%	93%	81%	100%	87%	84%
NET: Dissatisfied		2	2	*	1	*	-	-	*
		6%	9%	*%	5%	19%	-%	-%	14%
Answered		27	18	9	25	1	*	*	2
Mean score		1.4	1.1	2.0	1.4	1.4	1.5	1.6	1.4

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		36	9	6	4	4	5	8	19	7	10
Effective base		9	4	3	3	3	3	7	8	3	5
Weighted Base		27	14	8	3	1	*	*	25	1	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	1	-	*	*	-	1	*	-
		6%	-%	16%	-%	19%	7%	-%	5%	19%	-%
Neither satisfied nor dissatisfied	(0)	1	*	*	-	-	-	*	1	-	*
		2%	3%	1%	-%	-%	-%	13%	2%	-%	6%
Fairly satisfied	(1)	10	5	5	*	-	*	*	10	*	*
		38%	32%	65%	9%	-%	39%	14%	40%	1%	35%
Very satisfied	(2)	14	9	1	3	1	*	*	13	1	*
		54%	65%	18%	91%	81%	54%	73%	52%	80%	59%
NET: Satisfied		25	13	7	3	1	*	*	23	1	*
		92%	97%	83%	100%	81%	93%	87%	93%	81%	94%
NET: Dissatisfied		2	-	1	-	*	*	-	1	*	-
		6%	-%	16%	-%	19%	7%	-%	5%	19%	-%
Answered		27	14	8	3	1	*	*	25	1	1
Mean score		1.4	1.6	.9	1.9	1.4	1.4	1.6	1.4	1.4	1.5

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			*a	*b	*c	*d	*e
Unweighted Base		36	7	1	2	1	5
Effective base		9	3	1	2	1	3
Weighted Base		27	11	4	2	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	1	-	*
		6%	-%	-%	60%	-%	17%
Neither satisfied nor dissatisfied	(0)	1	-	-	-	-	-
		2%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	10	2	4	1	-	*
		38%	20%	100%	40%	-%	7%
Very satisfied	(2)	14	9	-	-	*	*
		54%	80%	-%	-%	100%	75%
NET: Satisfied		25	11	4	1	*	*
		92%	100%	100%	40%	100%	83%
NET: Dissatisfied		2	-	-	1	-	*
		6%	-%	-%	60%	-%	17%
Answered		27	11	4	2	*	*
Mean score		1.4	1.8	1.0	-.2	2.0	1.4

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			GOR (QC3)											
		Total base	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l
Unweighted Base		36	6	5	2	2	1	1	2	3	22	3	4	7
Effective base		9	4	2	1	2	1	1	1	2	7	2	3	4
Weighted Base		27	4	9	1	*	4	2	*	4	24	*	1	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	*	-	-	-	-	-	1	2	-	-	*
		6%	-%	3%	-%	-%	-%	-%	-%	37%	6%	-%	-%	3%
Neither satisfied nor dissatisfied	(0)	1	-	-	-	*	-	-	-	-	*	*	*	-
		2%	-%	-%	-%	39%	-%	-%	-%	-%	*%	69%	35%	-%
Fairly satisfied	(1)	10	2	-	-	-	4	-	*	2	9	*	*	1
		38%	56%	-%	-%	-%	100%	-%	84%	63%	38%	3%	35%	65%
Very satisfied	(2)	14	2	8	1	*	-	2	*	*	14	*	*	*
		54%	44%	97%	100%	61%	-%	100%	16%	1%	56%	28%	30%	32%
NET: Satisfied		25	4	8	1	*	4	2	*	2	23	*	1	1
		92%	100%	97%	100%	61%	100%	100%	100%	63%	94%	31%	65%	97%
NET: Dissatisfied		2	-	*	-	-	-	-	-	1	2	-	-	*
		6%	-%	3%	-%	-%	-%	-%	-%	37%	6%	-%	-%	3%
Answered		27	4	9	1	*	4	2	*	4	24	*	1	1
Mean score		1.4	1.4	1.9	2.0	1.2	1.0	2.0	1.2	.3	1.4	.6	.9	1.3

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*g	*h	a	*b	a	*b
Unweighted Base		36	1	3	1	1	12	1	2	15	30	6	30	6
Effective base		9	1	2	1	1	3	1	1	5	6	3	8	3
Weighted Base		27	*	*	*	1	13	*	5	8	22	5	26	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	*	-	-	1	-	*	-	2	-	2	-
		6%	-%	15%	-%	-%	10%	-%	5%	-%	7%	-%	6%	-%
Neither satisfied nor dissatisfied	(0)	1	*	-	-	-	*	-	-	*	1	-	*	*
		2%	100%	-%	-%	-%	3%	-%	-%	1%	2%	-%	2%	11%
Fairly satisfied	(1)	10	-	*	-	1	*	-	4	4	8	2	10	*
		38%	-%	85%	-%	100%	3%	-%	95%	53%	36%	47%	40%	1%
Very satisfied	(2)	14	-	-	*	-	11	*	-	4	12	3	13	1
		54%	-%	-%	100%	-%	83%	100%	-%	45%	54%	53%	52%	88%
NET: Satisfied		25	-	*	*	1	11	*	4	8	20	5	24	1
		92%	-%	85%	100%	100%	87%	100%	95%	99%	90%	100%	92%	89%
NET: Dissatisfied		2	-	*	-	-	1	-	*	-	2	-	2	-
		6%	-%	15%	-%	-%	10%	-%	5%	-%	7%	-%	6%	-%
Answered		27	*	*	*	1	13	*	5	8	22	5	26	1
Mean score		1.4	-	.7	2.0	1.0	1.6	2.0	.9	1.4	1.4	1.5	1.4	1.8

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			Internet connection	Role of mail services			Monthly postal spend								
		Total base	Yes	Administrative	Critical for communications	Core to business operations	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£100,000+	0-<£1000	£1000+	£5000+
Significance Level: 95%				*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*h	*i
Unweighted Base		36	36	21	8	7	21	8	3	1	2	1	29	7	4
Effective base		9	9	6	6	2	7	4	1	1	2	1	8	2	1
Weighted Base		27	27	19	1	7	24	1	1	*	*	1	25	2	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	2	1	*	*	1	*	-	-	-	-	2	-	-
		6%	6%	7%	20%	*%	5%	25%	-%	-%	-%	-%	6%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	1	*	-	*	*	*	-	-	*	-	1	*	*
		2%	2%	1%	-%	7%	*%	38%	-%	-%	50%	-%	2%	2%	5%
Fairly satisfied	(1)	10	10	5	1	4	10	*	*	-	-	-	10	*	-
		38%	38%	28%	44%	68%	42%	26%	1%	-%	-%	-%	41%	1%	-%
Very satisfied	(2)	14	14	12	*	2	12	*	1	*	*	1	13	2	1
		54%	54%	65%	36%	25%	52%	11%	99%	100%	50%	100%	51%	98%	95%
NET: Satisfied		25	25	18	1	6	22	*	1	*	*	1	23	2	1
		92%	92%	93%	80%	93%	94%	37%	100%	100%	50%	100%	92%	98%	95%
NET: Dissatisfied		2	2	1	*	*	1	*	-	-	-	-	2	-	-
		6%	6%	7%	20%	*%	5%	25%	-%	-%	-%	-%	6%	-%	-%
Answered		27	27	19	1	7	24	1	1	*	*	1	25	2	1
Mean score		1.4	1.4	1.5	.9	1.2	1.4	.2	2.0	2.0	1.0	2.0	1.4	2.0	1.9

Columns Tested:: a,b,c - a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			Monthly Postal Spend (size)			Types of mail sent						Number of letters/ large letters sent				
		Total base	Small	Medium	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	250-499	500-4,999
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*d	*e
Unweighted Base		36	7	14	15	23	17	26	28	7	14	21	2	1	1	1
Effective base		9	2	6	4	4	6	6	8	3	5	5	1	1	1	1
Weighted Base		27	10	14	3	17	14	21	17	2	18	19	1	*	*	1
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	1	*	*	*	*	1	-	-	*	-	-	-	-
		6%	-%	9%	9%	2%	2%	1%	8%	-%	-%	1%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	-	*	*	*	-	*	1	*	*	*	-	-	-	-
		2%	-%	1%	15%	1%	-%	1%	3%	2%	1%	1%	-%	-%	-%	-%
Fairly satisfied	(1)	10	1	9	*	8	9	10	9	1	8	9	-	*	-	-
		38%	7%	67%	10%	45%	66%	45%	52%	67%	45%	49%	-%	100%	-%	-%
Very satisfied	(2)	14	9	3	2	9	4	11	6	1	10	9	1	-	*	1
		54%	93%	23%	66%	53%	32%	53%	37%	31%	55%	49%	100%	-%	100%	100%
NET: Satisfied		25	10	12	2	16	14	21	15	2	18	19	1	*	*	1
		92%	100%	90%	76%	98%	98%	98%	89%	98%	99%	98%	100%	100%	100%	100%
NET: Dissatisfied		2	-	1	*	*	*	*	1	-	-	*	-	-	-	-
		6%	-%	9%	9%	2%	2%	1%	8%	-%	-%	1%	-%	-%	-%	-%
Answered		27	10	14	3	17	14	21	17	2	18	19	1	*	*	1
Mean score		1.4	1.9	1.0	1.3	1.5	1.3	1.5	1.2	1.3	1.5	1.5	2.0	1.0	2.0	2.0

Columns Tested:: a,b,c - a,b,c,d,e,f - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			Number of packets and parcels sent						Frequency - letters/large letters sent			
		Total base	1-24	25-49	100-249	250-499	500-4,999	250+	Less than once a week	Once a week	More than once a week and not daily	Daily
Significance Level: 95%			*a	*b	*c	*d	*e	*f	*a	*b	*c	*d
Unweighted Base		36	23	1	2	1	1	2	8	7	5	6
Effective base		9	6	1	1	1	1	1	2	3	3	1
Weighted Base		27	15	*	1	*	1	1	10	2	5	5
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	1	-	-	-	-	-	-	*	-	-
		6%	9%	-%	-%	-%	-%	-%	-%	16%	-%	-%
Neither satisfied nor dissatisfied	(0)	1	*	*	*	-	-	-	-	*	-	-
		2%	1%	100%	3%	-%	-%	-%	-%	7%	-%	-%
Fairly satisfied	(1)	10	9	-	-	-	-	-	2	1	2	5
		38%	59%	-%	-%	-%	-%	-%	18%	68%	49%	88%
Very satisfied	(2)	14	5	-	1	*	1	1	8	*	2	1
		54%	31%	-%	97%	100%	100%	100%	82%	9%	51%	12%
NET: Satisfied		25	14	-	1	*	1	1	10	1	5	5
		92%	90%	-%	97%	100%	100%	100%	100%	77%	100%	100%
NET: Dissatisfied		2	1	-	-	-	-	-	-	*	-	-
		6%	9%	-%	-%	-%	-%	-%	-%	16%	-%	-%
Answered		27	15	*	1	*	1	1	10	2	5	5
Mean score		1.4	1.1	-	1.9	2.0	2.0	2.0	1.8	.7	1.5	1.1

Columns Tested:: a,b,c,d,e,f - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			*a	*b	*c	*d	*e	*a	*b	*c	*a	*b	*a	*b
Unweighted Base		36	7	4	7	9	1	18	1	9	14	22	16	10
Effective base		9	4	3	3	3	1	6	1	2	5	6	5	4
Weighted Base		27	4	9	1	3	*	9	1	6	6	21	5	17
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	-	-	1	-	1	-	*	-	2	*	*
		6%	-%	-%	-%	39%	-%	14%	-%	*%	-%	7%	1%	1%
Neither satisfied nor dissatisfied	(0)	1	*	-	-	*	*	1	-	-	1	*	*	-
		2%	3%	-%	-%	1%	100%	6%	-%	-%	9%	*%	2%	-%
Fairly satisfied	(1)	10	2	7	*	-	-	3	1	4	1	10	*	9
		38%	57%	74%	28%	-%	-%	32%	100%	70%	11%	47%	5%	57%
Very satisfied	(2)	14	1	2	1	2	-	4	-	2	5	9	4	7
		54%	40%	26%	72%	60%	-%	48%	-%	30%	81%	46%	92%	42%
NET: Satisfied		25	3	9	1	2	-	7	1	6	6	19	5	16
		92%	97%	100%	100%	60%	-%	80%	100%	100%	91%	92%	97%	99%
NET: Dissatisfied		2	-	-	-	1	-	1	-	*	-	2	*	*
		6%	-%	-%	-%	39%	-%	14%	-%	*%	-%	7%	1%	1%
Answered		27	4	9	1	3	*	9	1	6	6	21	5	17
Mean score		1.4	1.4	1.3	1.7	.8	-	1.1	1.0	1.3	1.7	1.3	1.9	1.4

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*a	*b	*c	*a	*b	*c
Unweighted Base		36	6	15	16	6	7	21	13	22	7	10	16	3
Effective base		9	3	3	5	3	3	7	3	4	2	2	6	1
Weighted Base		27	4	9	5	13	9	9	13	17	7	8	14	5
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	*	*	-	-	1	*	*	*	*	*	-
		6%	-%	*%	1%	-%	-%	15%	2%	*%	3%	3%	2%	-%
Neither satisfied nor dissatisfied	(0)	1	1	-	*	-	1	*	*	*	-	-	-	-
		2%	12%	-%	2%	-%	6%	*%	1%	1%	-%	-%	-%	-%
Fairly satisfied	(1)	10	*	6	1	7	5	4	5	8	5	7	9	5
		38%	6%	75%	13%	51%	54%	50%	35%	45%	70%	88%	66%	89%
Very satisfied	(2)	14	3	2	4	7	3	3	8	9	2	1	4	1
		54%	82%	24%	84%	49%	40%	35%	62%	54%	26%	9%	32%	11%
NET: Satisfied		25	4	8	5	13	8	7	13	16	6	8	14	5
		92%	88%	100%	97%	100%	94%	84%	97%	99%	97%	97%	98%	100%
NET: Dissatisfied		2	-	*	*	-	-	1	*	*	*	*	*	-
		6%	-%	*%	1%	-%	-%	15%	2%	*%	3%	3%	2%	-%
Answered		27	4	9	5	13	9	9	13	17	7	8	14	5
Mean score		1.4	1.7	1.2	1.8	1.5	1.3	1.0	1.6	1.5	1.2	1.0	1.3	1.1

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters			Use of RM postal services: parcels and packets			Types of services used to send standard letters:	
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail	First class services	Second class services	Tracked services/ special delivery	First class services	Second class services
Significance Level: 95%			*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		36	21	17	4	19	13	10	13	14	1	3	5	5	12	13
Effective base		9	5	6	2	4	4	4	5	2	1	2	3	1	5	3
Weighted Base		27	13	15	6	16	11	10	5	10	*	4	4	5	5	11
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	1	1	-	*	*	*	*	*	-	-	-	*	-	*
		6%	10%	9%	-%	*%	*%	*%	1%	*%	-%	-%	-%	1%	-%	*%
Neither satisfied nor dissatisfied	(0)	1	1	*	-	*	-	1	-	*	-	-	*	*	-	*
		2%	4%	1%	-%	1%	-%	5%	-%	1%	-%	-%	3%	8%	-%	1%
Fairly satisfied	(1)	10	7	8	5	7	7	6	3	1	*	2	*	5	3	2
		38%	56%	57%	74%	47%	64%	58%	46%	6%	100%	43%	6%	91%	47%	14%
Very satisfied	(2)	14	4	5	2	8	4	4	3	9	-	2	4	*	3	9
		54%	31%	34%	26%	52%	36%	36%	53%	92%	-%	57%	91%	1%	53%	85%
NET: Satisfied		25	12	14	6	16	11	10	5	10	*	4	4	5	5	11
		92%	86%	91%	100%	99%	100%	95%	99%	99%	100%	100%	97%	92%	100%	99%
NET: Dissatisfied		2	1	1	-	*	*	*	*	*	-	-	-	*	-	*
		6%	10%	9%	-%	*%	*%	*%	1%	*%	-%	-%	-%	1%	-%	*%
Answered		27	13	15	6	16	11	10	5	10	*	4	4	5	5	11
Mean score		1.4	1.1	1.2	1.3	1.5	1.4	1.3	1.5	1.9	1.0	1.6	1.9	.9	1.5	1.8

Columns Tested:: a,b,c - a,b,c - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			RM product changes:		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Lower Cost	Changed provider to RM	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			*a	*b	a	*b	c	*d	*e	*a	b	*c	*a	*b	*a	*b
Unweighted Base		36	1	2	33	22	33	24	29	18	33	6	23	1	4	20
Effective base		9	1	1	8	7	8	8	8	5	8	3	5	1	2	4
Weighted Base		27	4	*	25	17	25	17	26	13	26	8	17	4	8	14
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	*	2	2	2	1	2	1	2	-	*	-	-	*
		6%	-%	7%	6%	9%	6%	8%	6%	10%	6%	-%	*%	-%	-%	*%
Neither satisfied nor dissatisfied	(0)	1	-	*	1	-	1	*	*	*	1	-	1	-	-	1
		2%	-%	93%	2%	-%	2%	2%	*%	3%	2%	-%	3%	-%	-%	4%
Fairly satisfied	(1)	10	4	-	10	9	10	9	10	7	10	7	3	4	4	3
		38%	100%	-%	40%	55%	40%	54%	40%	56%	40%	85%	17%	100%	57%	22%
Very satisfied	(2)	14	-	-	13	6	13	6	14	4	14	1	13	-	3	10
		54%	-%	-%	51%	35%	51%	36%	54%	31%	52%	15%	79%	-%	43%	74%
NET: Satisfied		25	4	-	23	15	23	16	24	11	24	8	16	4	8	13
		92%	100%	-%	92%	91%	92%	90%	94%	87%	92%	100%	97%	100%	100%	96%
NET: Dissatisfied		2	-	*	2	2	2	1	2	1	2	-	*	-	-	*
		6%	-%	7%	6%	9%	6%	8%	6%	10%	6%	-%	*%	-%	-%	*%
Answered		27	4	*	25	17	25	17	26	13	26	8	17	4	8	14
Mean score		1.4	1.0	-.1	1.4	1.2	1.4	1.2	1.4	1.1	1.4	1.2	1.8	1.0	1.4	1.7

Columns Tested:: a,b - a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			*a	*b	*a	*b	*a	*b	*c	*a	*b	*c	*a	*b
Unweighted Base		36	29	2	10	26	9	16	11	9	3	23	25	11
Effective base		9	8	1	4	6	3	5	4	4	1	6	5	4
Weighted Base		27	25	*	5	21	5	6	15	5	*	21	19	7
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	*	2	-	1	*	-	*	-	1	2	-
		6%	-%	100%	28%	-%	25%	4%	-%	5%	-%	6%	8%	-%
Neither satisfied nor dissatisfied	(0)	1	*	-	*	*	*	*	-	*	*	*	-	1
		2%	*%	-%	8%	1%	8%	2%	-%	8%	9%	1%	-%	8%
Fairly satisfied	(1)	10	10	-	2	8	2	2	6	1	*	9	8	3
		38%	41%	-%	43%	37%	42%	34%	39%	20%	8%	43%	39%	36%
Very satisfied	(2)	14	14	-	1	13	1	4	9	3	*	11	10	4
		54%	58%	-%	21%	62%	25%	60%	61%	67%	82%	50%	53%	57%
NET: Satisfied		25	25	-	3	21	3	6	15	4	*	20	18	7
		92%	100%	-%	64%	99%	67%	94%	100%	87%	91%	93%	92%	92%
NET: Dissatisfied		2	-	*	2	-	1	*	-	*	-	1	2	-
		6%	-%	100%	28%	-%	25%	4%	-%	5%	-%	6%	8%	-%
Answered		27	25	*	5	21	5	6	15	5	*	21	19	7
Mean score		1.4	1.6	-1.0	.6	1.6	.7	1.5	1.6	1.5	1.7	1.4	1.4	1.5

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 255 (continuation)

QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from: QV4 Other

Base: All those who use Other (1st) (QV4=98)

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			*a	*b	*c	*d	*a	*b
Unweighted Base		36	16	10	7	3	26	10
Effective base		9	6	4	2	1	8	2
Weighted Base		27	15	3	8	*	18	8
Very dissatisfied	(-2)	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	2	-	1	*	-	1	*
		6%	-%	38%	3%	-%	7%	3%
Neither satisfied nor dissatisfied	(0)	1	*	*	*	-	*	*
		2%	*%	11%	1%	-%	2%	1%
Fairly satisfied	(1)	10	9	1	1	*	10	1
		38%	63%	15%	6%	1%	53%	6%
Very satisfied	(2)	14	5	1	7	*	7	8
		54%	37%	36%	89%	99%	37%	90%
NET: Satisfied		25	15	2	8	*	16	8
		92%	100%	51%	96%	100%	90%	96%
NET: Dissatisfied		2	-	1	*	-	1	*
		6%	-%	38%	3%	-%	7%	3%
Answered		27	15	3	8	*	18	8
Mean score		1.4	1.4	.5	1.8	2.0	1.2	1.8

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 256

^f('QV4_99_other')^ (QOP5b. On a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

			Method	Business Size 1			Business Size 2				Turnover	GOR (QC3)			Industry
		Total base	CATI	0-9	100-249	10+	5 - 9	100 - 249	Micro (0-9)	Medium (50-249+)	£1,500,000 +	Yorkshire and the Humber	England	Northern Ireland	Non Financial
Significance Level: 95%				*a	*b	*c	*a	*b	*c	*d		*a	*b	*c	
Unweighted Base		2	2	1	1	1	1	1	1	1	1	1	1	1	2
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b,c - a,b,c,d - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 256 (continuation)

^f('QV4_99_other')^ (QOP5b. On a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

			Urbanity	Location	Internet connection	Role of mail services	Monthly postal spend					Monthly Postal Spend (size)	Types of mail sent				
		Total base	Urban	Head office	Yes	Core to business operations	£100 -<£1000	£5000 -<£10,000	0-<£1000	£1000+	£5000+	Large	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings
Significance Level: 95%							*a	*b	*c	*d	*e		*a	*b	*c	*d	*e
Unweighted Base		2	2	2	2	2	1	1	1	1	1	2	2	1	2	2	2
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b,c,d,e - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 256 (continuation)

^f('QV4_99_other')^ (QOP5b. On a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

			Number of letters/ large letters sent		Number of packets and parcels sent			Frequency - letters/large letters sent	Frequency - parcels and packets	Use of parcels	Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters
		Total base	1-24	250-499	1-24	250-499	250+	Daily	Once a day	Parcel post used for fulfillment	Royal Mail	Provider other than Royal Mail	Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail
Significance Level: 95%			*a	*b	*a	*b	*c				*a	*b		*a	*b	
Unweighted Base		2	1	1	1	1	1	2	2	2	1	1	2	1	1	2
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 256 (continuation)

^f('QV4_99_other')^ (QOP5b. On a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

			Main Postal provider: contract value - parcels and packets		Types of services used: letters	Types of services used: large letters		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters	Use of RM postal services: parcels and packets
		Total base	Royal Mail	Provider other than Royal Mail	Standard Delivery	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	Second class services	International tracked services/special delivery
Significance Level: 95%			*a	*b		*a	*b	*a	*b	*c	*a	*b	*c	*a	
Unweighted Base		2	1	1	2	1	1	1	1	1	2	1	1	2	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 256 (continuation)

^f('QV4_99_other')^ (QOP5b. On a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

			Types of services used to send standard letters:		Mail received at your location					Types of services for received mail		Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail	
		Total base	First class services	Second class services	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	Satisfied	No	Satisfied	No	Stay the same	Decrease
Significance Level: 95%			*a	*b	*a	*b	*c	*d	*e	*a	*b					*a	*b
Unweighted Base		2	1	2	2	2	2	2	2	2	2	2	2	2	2	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b - a,b,c,d,e - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 256 (continuation)

^f('QV4_99_other')^ (QOP5b. On a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (2nd) (QV4=99)

			Considered trying provider other than RM	Have moved to communication methods other than post	Quarter	Half
		Total base	Yes - tried	Yes	Q1 2021	Q1-2 2021
Significance Level: 95%					*a	
Unweighted Base		2	2	2	2	2
Effective base		1	1	1	1	1
Weighted Base		*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-
		-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-
		-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-
		-%	-%	-%	-%	-%
Fairly satisfied	(1)	-	-	-	-	-
		-%	-%	-%	-%	-%
Very satisfied	(2)	*	*	*	*	*
		100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*
		100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-
		-%	-%	-%	-%	-%
Answered		*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0

Columns Tested:: None

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 257

^f('QV4_100_other')^ (QOP5b. On a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

			Method	Business Size 1	Business Size 2		GOR (QC3)	Industry	Urbanity	Location	Internet connection	Role of mail services	Monthly postal spend		Monthly Postal Spend (size)
		Total base	CATI	0-9	1 - 4	Micro (0-9)	Wales	Retail/ Distribution	Urban	Head office	Yes	Core to business operations	<£100	0-<£1000	Medium
Significance Level: 95%					*a	*b							*a	*b	
Unweighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 257 (continuation)

^f('QV4_100_other')^ (QOP5b. On a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

			Types of mail sent				Number of letters/ large letters sent	Frequency - letters/large letters sent	Main Postal provider used: all items	Main Postal provider - volume: letters and large letters	Types of services used: letters	Use of RM postal services	Use of RM postal services: letters and large letters		Types of services used to send standard letters:		RM product changes:
		Total base	Letters	Any Letters	Bulk Mailings	Others	50-99	Once a week	Provider other than Royal Mail	Royal Mail	Standard Delivery	Letters	First class services	Second class services	First class services	Second class services	Changed from RM to new provider
Significance Level: 95%			*a	*b	*c	*d							*a	*b	*a	*b	
Unweighted Base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	(2)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 257 (continuation)

^f('QV4_100_other')^ (QOP5b. On a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

			Mail received at your location						Types of services for received mail		Satisfaction with services from Royal Mail	Experienced problems with service from Royal mail in last 6 months	Satisfaction with other main provider (Non RM)	Problems with provider other than Royal Mail in the last six months	Future volume of mail	Considered trying provider other than RM	Have moved to communication methods other than post
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others		Urgent, Tracked or Timed Services	Standard Delivery	Dissatisfied	Yes	Satisfied	No	Increase	No	Yes
Significance Level: 95%			*a	*b	*c	*d	*e		*a	*b						*a	
Unweighted Base		1	1	1	1	1	1		1	1	1	1	1	1	1	1	1
Effective base		1	1	1	1	1	1		1	1	1	1	1	1	1	1	1
Weighted Base		*	*	*	*	*	*		*	*	*	*	*	*	*	*	*
Very dissatisfied	(-2)	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	(-1)	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	(0)	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	(1)	-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	(2)	*	*	*	*	*	*		*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Satisfied		*	*	*	*	*	*		*	*	*	*	*	*	*	*	*
		100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied		-	-	-	-	-	-		-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		*	*	*	*	*	*		*	*	*	*	*	*	*	*	*
Mean score		2.0	2.0	2.0	2.0	2.0	2.0		2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0

Columns Tested:: a,b,c,d,e - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 257 (continuation)

^f('QV4_100_other')^ (QOP5b. On a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All those who use Other (3rd) (QV4=100)

		Quarter	Half
	Total base	Q3 2021	Q3-4 2021
Significance Level: 95%		*a	
Unweighted Base	1	1	1
Effective base	1	1	1
Weighted Base	*	*	*
Very dissatisfied (-2)	-	-	-
	-%	-%	-%
Fairly dissatisfied (-1)	-	-	-
	-%	-%	-%
Neither satisfied nor dissatisfied (0)	-	-	-
	-%	-%	-%
Fairly satisfied (1)	-	-	-
	-%	-%	-%
Very satisfied (2)	*	*	*
	100%	100%	100%
NET: Satisfied	*	*	*
	100%	100%	100%
NET: Dissatisfied	-	-	-
	-%	-%	-%
Answered	*	*	*
Mean score	2.0	2.0	2.0

Columns Tested:: None

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Method		Business Size 1				
		Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%			a	b	a	b	c	d	e
Unweighted Base		2198	1101	1097	1537	359	79	223	661
Effective base		865	432	446	794	219	33	123	278
Weighted Base		2000	860	1140	1910	76	9	5	90
Disagree very strongly	(-2)	43	14	29	42	1	*	*	1
		2%	2%	3%	2%	2%	2%	1%	2%
Disagree	(-1)	130	45	85	127	3	*	*	4
		7%	5%	7%	7%	4%	4%	6%	4%
Neither Agree nor disagree	(0)	482	200	282	463	17	2	1	19
		24%	23%	25%	24%	22%	20%	14%	21%
					d				
Agree	(1)	913	395	518	871	35	4	3	42
		46%	46%	45%	46%	46%	46%	55%	47%
Agree very strongly	(2)	423	204	220	400	20	3	1	24
		21%	24%	19%	21%	26%	29%	23%	26%
Don't Know (DO NOT READ OUT)		7	2	5	7	-	-	*	*
		*%	*%	*%	*%	-%	-%	1%	*%
NET: Agree		1337	599	738	1271	55	7	4	66
		67%	70%	65%	67%	73%	75%	78%	73%
								a	a
NET: Disagree		174	59	115	168	4	*	*	5
		9%	7%	10%	9%	6%	5%	7%	6%
Answered		1993	858	1134	1903	76	9	5	90
Mean score		.8	.9	.7	.8	.9	1.0	.9	.9
			b			a			a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Business Size 2								
		Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%			a	b	c	d	e	f	g	h	i
Unweighted Base		2198	884	433	220	217	221	223	1537	359	302
Effective base		865	468	226	130	137	114	123	794	219	74
Weighted Base		2000	1232	502	176	47	38	5	1910	76	14
Disagree very strongly	(-2)	43	37	5	*	1	1	*	42	1	*
		2%	3%	1%	*%	2%	1%	1%	2%	2%	1%
Disagree	(-1)	130	82	34	11	1	2	*	127	3	1
		7%	7%	7%	6%	3%	5%	6%	7%	4%	5%
Neither Agree nor disagree	(0)	482	307	119	37	13	6	1	463	17	2
		24%	25%	24%	21%	27%	15%	14%	24%	22%	18%
			ef	f		ef			ef		
Agree	(1)	913	542	242	88	20	20	3	871	35	7
		46%	44%	48%	50%	41%	52%	55%	46%	46%	49%
								ad			
Agree very strongly	(2)	423	257	102	40	13	10	1	400	20	4
		21%	21%	20%	23%	27%	27%	23%	21%	26%	27%
Don't Know (DO NOT READ OUT)		7	7	*	-	-	-	*	7	-	*
		*%	1%	*%	-%	-%	-%	1%	*%	-%	*%
NET: Agree		1337	799	344	128	32	30	4	1271	55	11
		67%	65%	69%	73%	68%	79%	78%	67%	73%	76%
							ag	ag		a	
NET: Disagree		174	119	38	11	2	3	*	168	4	1
		9%	10%	8%	6%	5%	7%	7%	9%	6%	6%
Answered		1993	1225	502	176	47	38	5	1903	76	14
Mean score		.8	.7	.8	.9	.9	1.0	.9	.8	.9	1.0
							ag	a		ag	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Turnover				
		Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%			a	b	c	d	e
Unweighted Base		2198	822	264	88	54	217
Effective base		865	450	104	29	8	37
Weighted Base		2000	1197	236	42	21	61
Disagree very strongly	(-2)	43	34	1	1	-	*
		2%	3%	*%	2%	-%	*%
Disagree	(-1)	130	85	20	2	1	4
		7%	7%	9%	5%	3%	6%
Neither Agree nor disagree	(0)	482	294	51	8	3	19
		24%	25%	21%	19%	15%	31%
Agree	(1)	913	548	115	22	7	26
		46%	46%	49%	52%	32%	43%
Agree very strongly	(2)	423	233	48	9	11	12
		21%	19%	20%	22%	51%	19%
						a	
Don't Know (DO NOT READ OUT)		7	4	1	-	-	1
		*%	*%	1%	-%	-%	1%
NET: Agree		1337	781	163	31	17	38
		67%	65%	69%	75%	82%	62%
NET: Disagree		174	118	21	3	1	4
		9%	10%	9%	7%	3%	6%
Answered		1993	1193	234	42	21	60
Mean score		.8	.7	.8	.9	1.3	.8

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			GOR (QC3)												
		Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base		2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base		865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base		2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Disagree very strongly	(-2)	43	2	5	7	2	-	10	8	4	-	37	4	1	*
		2%	1%	3%	2%	2%	-%	3%	3%	3%	-%	2%	4%	2%	1%
Disagree	(-1)	130	13	3	30	6	7	25	6	7	16	112	9	6	3
		7%	7%	2%	9%	6%	4%	8%	2%	5%	11%	6%	8%	8%	8%
					b						bg			b	
Neither Agree nor disagree	(0)	482	39	47	79	20	35	76	51	48	39	433	23	16	10
		24%	23%	29%	25%	23%	22%	25%	20%	32%	25%	25%	19%	19%	25%
										kl					
Agree	(1)	913	92	75	130	40	62	144	123	67	73	806	49	41	17
		46%	54%	47%	41%	45%	39%	48%	48%	45%	48%	46%	40%	52%	43%
			ek											ek	
Agree very strongly	(2)	423	24	32	76	22	51	47	69	23	24	367	32	15	9
		21%	14%	20%	24%	24%	32%	16%	27%	15%	16%	21%	27%	19%	23%
							afhijl		a				af		
Don't Know (DO NOT READ OUT)		7	-	-	-	-	5	-	-	-	-	5	3	*	*
		*%	-%	-%	-%	-%	3%	-%	-%	-%	-%	*%	2%	*%	*%
							jlm						jl		
NET: Agree		1337	116	108	207	61	112	191	192	90	96	1173	81	57	26
		67%	68%	67%	64%	69%	70%	63%	75%	61%	64%	67%	67%	71%	66%
NET: Disagree		174	15	8	37	7	7	34	14	11	16	149	14	8	3
		9%	9%	5%	11%	8%	4%	11%	5%	7%	11%	8%	11%	10%	9%
Answered		1993	169	162	322	89	155	301	257	148	151	1755	117	80	40
Mean score		.8	.7	.8	.7	.8	1.0	.6	.9	.7	.7	.8	.8	.8	.8
							afhij		f						

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Industry								Urbanity		Location	
		Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%			a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base		2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base		865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base		2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Disagree very strongly	(-2)	43	4	8	-	6	10	*	3	12	30	13	43	*
		2%	6%	5%	-%	2%	2%	1%	2%	2%	2%	4%	2%	*%
Disagree	(-1)	130	4	9	*	7	33	7	8	60	112	19	127	3
		7%	6%	5%	*%	3%	8%	10%	6%	8%	7%	6%	7%	4%
Neither Agree nor disagree	(0)	482	14	56	2	60	88	15	38	176	402	80	466	16
		24%	20%	31%	15%	25%	21%	24%	29%	23%	24%	24%	24%	17%
Agree	(1)	913	27	75	11	106	189	22	67	362	767	146	871	42
		46%	39%	43%	81%	44%	45%	35%	51%	47%	46%	44%	46%	47%
Agree very strongly	(2)	423	19	28	*	62	100	18	15	159	352	71	394	29
		21%	28%	16%	4%	26%	24%	28%	11%	21%	21%	22%	21%	32%
			g			g	g	g						a
Don't Know (DO NOT READ OUT)		7	-	1	-	*	-	2	-	4	5	3	7	*
		*%	-%	*%	-%	*%	-%	3%	-%	1%	*%	1%	*%	*%
								eh						
NET: Agree		1337	46	103	11	169	289	40	81	521	1119	218	1265	71
		67%	68%	59%	84%	70%	69%	62%	62%	67%	67%	66%	66%	79%
														a
NET: Disagree		174	8	17	*	13	43	7	11	72	142	32	170	3
		9%	12%	10%	*%	5%	10%	11%	8%	9%	8%	10%	9%	4%
Answered		1993	69	176	13	241	420	62	130	769	1663	330	1902	91
Mean score		.8	.8	.6	.9	.9	.8	.8	.6	.8	.8	.7	.8	1.1
														a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Internet connection		Role of mail services		
		Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%			a	b	a	b	c
Unweighted Base		2198	2146	52	1344	423	428
Effective base		865	839	26	551	132	183
Weighted Base		2000	1946	54	1276	277	445
Disagree very strongly	(-2)	43	42	2	25	5	13
		2%	2%	3%	2%	2%	3%
Disagree	(-1)	130	128	2	74	25	31
		7%	7%	4%	6%	9%	7%
Neither Agree nor disagree	(0)	482	467	15	310	61	111
		24%	24%	28%	24%	22%	25%
Agree	(1)	913	889	25	575	117	220
		46%	46%	46%	45%	42%	49%
Agree very strongly	(2)	423	413	10	287	67	69
		21%	21%	19%	23%	24%	15%
					c		
Don't Know (DO NOT READ OUT)		7	7	-	5	1	1
		*%	*%	-%	*%	1%	*%
NET: Agree		1337	1302	35	863	185	288
		67%	67%	65%	68%	67%	65%
NET: Disagree		174	169	4	99	30	44
		9%	9%	8%	8%	11%	10%
Answered		1993	1938	54	1271	276	444
Mean score		.8	.8	.7	.8	.8	.7

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Monthly postal spend											Monthly Postal Spend (size)		
		Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%			a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base		2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base		865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base		2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Disagree very strongly	(-2)	43	37	7	-	-	-	-	-	-	43	-	-	17	20	7
		2%	2%	3%	-%	-%	-%	-%	-%	-%	2%	-%	-%	2%	3%	2%
Disagree	(-1)	130	104	22	2	*	2	-	*	-	126	4	2	61	43	27
		7%	6%	10%	6%	1%	21%	-%	10%	-%	7%	7%	7%	6%	6%	9%
Neither Agree nor disagree	(0)	482	415	58	7	*	2	*	*	*	473	9	2	249	166	67
		24%	24%	25%	22%	1%	16%	2%	1%	*%	24%	14%	6%	25%	23%	23%
Agree	(1)	913	790	101	12	3	3	1	*	3	892	22	10	433	357	123
		46%	46%	44%	39%	22%	31%	19%	37%	55%	46%	35%	31%	44%	50%	42%
Agree very strongly	(2)	423	354	42	10	10	3	2	*	3	395	28	18	230	124	70
		21%	21%	18%	33%	77%	32%	79%	53%	44%	20%	45% abi	57% abi	23%	17%	24%
Don't Know (DO NOT READ OUT)		7	7	*	*	-	-	-	-	-	7	*	-	6	1	*
		*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	1%	*%	*%
NET: Agree		1337	1144	143	22	12	6	3	*	6	1287	50	28	663	481	193
		67%	67%	62%	72%	99%	63%	98%	90%	100%	66%	80%	87%	67%	68%	66%
NET: Disagree		174	140	29	2	*	2	-	*	-	169	4	2	77	63	33
		9%	8%	13%	6%	1%	21%	-%	10%	-%	9%	7%	7%	8%	9%	11%
Answered		1993	1699	230	31	13	10	3	*	6	1930	63	32	989	710	293
Mean score		.8	.8	.6	1.0	1.7	.7	1.8	1.3	1.4	.8	1.2 abi	1.4 abi	.8	.7	.8

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Types of mail sent						Number of letters/ large letters sent						
		Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base		2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base		865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base		2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Disagree very strongly	(-2)	43	21	17	31	30	2	12	31	*	*	-	*	-	-
		2%	2%	2%	2%	4%	1%	3%	2%	*%	*%	-%	*%	-%	-%
Disagree	(-1)	130	66	54	88	55	5	30	76	8	2	2	*	*	-
		7%	6%	7% e	6%	6%	2%	7% e	6%	9%	5%	7%	1%	*%	-%
Neither Agree nor disagree	(0)	482	256	167	315	225	75	114	288	10	7	4	*	5	1
		24%	22%	23%	22%	26%	31% ac	27%	23%	11%	14%	15%	1%	41%	23%
Agree	(1)	913	546	371	682	391	107	190	571	54	32	11	5	7	3
		46%	47%	50%	48%	45%	44%	44%	46%	58%	65%	46%	53%	54%	46%
Agree very strongly	(2)	423	273	132	312	161	51	83	270	20	8	8	4	1	2
		21%	23%	18%	22%	19%	21%	19%	22%	22%	16%	32%	45%	5%	31%
Don't Know (DO NOT READ OUT)		7	5	*	5	2	1	*	5	*	*	-	-	-	-
		*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	-%	-%	-%	-%
NET: Agree		1337	819	502	994	552	158	273	841	74	39	19	9	7	4
		67%	70% d	68%	69%	64%	66%	64%	68%	80%	80%	78%	98%	59%	77%
NET: Disagree		174	87	72	119	86	7	42	106	8	3	2	*	*	-
		9%	7%	10% e	8% e	10% e	3%	10% e	9%	9%	5%	7%	1%	*%	-%
Answered		1993	1162	741	1429	863	240	429	1235	93	49	25	10	12	6
Mean score		.8	.8 d	.7	.8	.7	.8	.7	.8	.9	.9	1.0	1.4 f	.6	1.1

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Number of packets and parcels sent								Frequency - letters/large letters sent				
		Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%			a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base		2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base		865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base		2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Disagree very strongly	(-2)	43	30	-	-	-	-	-	-	-	10	6	11	3	*
		2%	4%	-%	-%	-%	-%	-%	-%	-%	2%	2%	3%	2%	*%
Disagree	(-1)	130	48	6	*	1	-	*	*	*	37	21	22	8	1
		7%	6%	14%	*%	6%	-%	2%	1%	1%	6%	7%	6%	6%	4%
Neither Agree nor disagree	(0)	482	213	2	6	*	1	*	2	4	137	59	70	49	*
		24%	28%	5%	27%	3%	19%	6%	36%	23%	22%	20%	20%	37%	1%
			b											abce	
Agree	(1)	913	341	26	14	6	2	3	1	5	285	151	176	53	17
		46%	44%	58%	64%	47%	30%	75%	10%	33%	45%	51%	50%	41%	85%
															acd
Agree very strongly	(2)	423	137	10	2	6	3	1	3	7	161	58	73	19	2
		21%	18%	23%	8%	44%	51%	17%	53%	44%	25%	19%	21%	14%	10%
						a				a					
Don't Know (DO NOT READ OUT)		7	2	-	*	-	-	-	-	-	3	2	*	-	-
		*%	*%	-%	*%	-%	-%	-%	-%	-%	1%	1%	*%	-%	-%
NET: Agree		1337	477	36	15	12	4	3	4	12	445	209	249	72	19
		67%	62%	81%	72%	91%	81%	92%	63%	76%	70%	70%	71%	55%	95%
											d	d	d		d
NET: Disagree		174	78	6	*	1	-	*	*	*	47	27	34	11	1
		9%	10%	14%	*%	6%	-%	2%	1%	1%	7%	9%	10%	8%	4%
Answered		1993	769	44	21	13	5	4	6	15	630	294	353	132	20
Mean score		.8	.7	.9	.8	1.3	1.3	1.1	1.2	1.2	.9	.8	.8	.6	1.0
						a				a	d				

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
		Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%			a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base		2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base		865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base		2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Disagree very strongly	(-2)	43	9	3	14	4	1	28	-	3	40	3	31	*
		2%	3%	1%	6%	5%	7%	5%	-%	1%	2%	1%	2%	*%
Disagree	(-1)	130	17	14	14	10	-	37	3	16	114	16	84	4
		7%	5%	7%	6%	13%	-%	6%	5%	8%	6%	8%	6%	6%
Neither Agree nor disagree	(0)	482	99	50	56	20	*	148	15	61	437	45	300	15
		24%	28%	26%	24%	28%	*%	25%	25%	29%	24%	22%	22%	20%
Agree	(1)	913	152	92	108	29	9	277	28	85	817	97	640	42
		46%	43%	48%	47%	40%	64%	47%	47%	41%	45%	48%	47%	55%
Agree very strongly	(2)	423	77	33	36	11	4	103	14	44	383	41	298	14
		21%	22%	17%	16%	14%	28%	17%	23%	21%	21%	20%	22%	19%
Don't Know (DO NOT READ OUT)		7	-	1	1	-	-	2	-	-	7	-	5	-
		*%	-%	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
NET: Agree		1337	229	126	144	40	13	380	41	129	1199	138	939	56
		67%	65%	65%	63%	54%	93%	64%	70%	62%	67%	68%	69%	74%
NET: Disagree		174	26	17	28	14	1	64	3	19	155	19	115	5
		9%	7%	9%	12%	18%	7%	11%	5%	9%	9%	9%	8%	6%
Answered		1993	354	193	228	74	14	592	59	209	1790	202	1354	75
Mean score		.8	.8	.7	.6	.4	1.1	.7	.9	.7	.8	.8	.8	.9

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
		Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%			a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base		2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base		865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base		2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Disagree very strongly	(-2)	43	10	4	8	1	26	5	10	15	4	8	15	3	*
		2%	5%	3%	3%	1%	4%	3%	2%	1%	3%	2%	2%	2%	54%
Disagree	(-1)	130	18	16	24	4	39	16	27	64	6	25	49	14	*
		7%	9%	11%	9%	7%	6%	9%	6%	6%	5%	6%	8%	10%	46%
Neither Agree nor disagree	(0)	482	43	49	72	11	173	52	98	228	23	105	136	26	-
		24%	22%	35%	27%	19%	25%	28%	22%	22%	18%	26%	22%	18%	-%
Agree	(1)	913	89	46	117	29	307	84	199	494	70	192	315	79	-
		46%	46%	33%	44%	48%	45%	46%	44%	47%	55%	47%	51%	55%	-%
Agree very strongly	(2)	423	37	24	42	15	134	27	115	239	25	80	105	21	-
		21%	19%	17%	16%	25%	20%	15%	26%	23%	19%	19%	17%	15%	-%
Don't Know (DO NOT READ OUT)		7	-	1	1	-	2	-	1	5	*	*	*	*	-
		*%	-%	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	-%
NET: Agree		1337	127	70	160	44	441	111	313	733	95	272	419	100	-
		67%	64%	50%	60%	73%	65%	60%	70%	70%	74%	66%	68%	70%	-%
NET: Disagree		174	27	20	32	5	65	21	37	79	10	33	64	17	1
		9%	14%	14%	12%	9%	10%	11%	8%	8%	8%	8%	10%	12%	100%
Answered		1993	196	139	264	60	679	184	448	1040	128	410	619	142	1
Mean score		.8	.6	.5	.6	.9	.7	.6	.9	.8	.8	.8	.7	.7	-1.5

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
		Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%			a	b	c	*d	a	b	c	a	b	*c
Unweighted Base		2198	649	561	185	2	1402	814	700	1223	937	27
Effective base		865	250	227	66	2	515	306	288	456	350	4
Weighted Base		2000	603	553	159	1	1156	704	702	1054	795	8
Disagree very strongly	(-2)	43	23	21	8	*	20	17	22	22	26	-
		2%	4%	4%	5%	32%	2%	2%	3%	2%	3%	-%
Disagree	(-1)	130	43	27	4	-	66	51	41	69	44	*
		7%	7%	5%	3%	-%	6%	7%	6%	7%	5%	4%
Neither Agree nor disagree	(0)	482	154	151	37	-	254	163	175	212	201	*
		24%	25%	27%	23%	-%	22%	23%	25%	20%	25%	*%
Agree	(1)	913	279	239	94	1	540	346	324	500	382	2
		46%	46%	43%	59% b	68%	47%	49%	46%	47%	48%	24%
Agree very strongly	(2)	423	103	113	17	-	271	126	139	246	139	6
		21%	17%	20%	11%	-%	23%	18%	20%	23% b	18%	71%
Don't Know (DO NOT READ OUT)		7	2	1	*	-	5	*	2	5	3	*
		*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%
NET: Agree		1337	382	352	111	1	811	472	463	746	521	8
		67%	63%	64%	70%	68%	70%	67%	66%	71%	66%	95%
NET: Disagree		174	65	48	12	*	86	69	63	91	70	*
		9%	11%	9%	7%	32%	7%	10%	9%	9%	9%	4%
Answered		1993	601	552	159	1	1151	703	700	1049	792	8
Mean score		.8	.7	.7	.7	*	.8	.7	.7	.8	.7	1.6

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
		Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%			a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base		2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base		865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base		2000	347	352	337	91	53	887	741	101	40	47	14
Disagree very strongly	(-2)	43	6	13	12	7	4	12	20	6	3	1	-
		2%	2%	4%	3%	8%	7%	1%	3%	6%	6%	2%	-%
						a							
Disagree	(-1)	130	19	24	14	3	1	65	50	8	1	7	7
		7%	5%	7%	4%	3%	3%	7%	7%	8%	2%	15%	50%
Neither Agree nor disagree	(0)	482	87	90	76	18	8	171	185	26	19	12	*
		24%	25%	26%	22%	19%	15%	19%	25%	26%	47%	25%	2%
Agree	(1)	913	152	160	173	57	37	432	352	38	11	20	3
		46%	44%	45%	51%	63%	70%	49%	47%	38%	26%	42%	25%
						a	ab						
Agree very strongly	(2)	423	83	64	62	6	3	202	132	22	7	8	3
		21%	24%	18%	18%	7%	6%	23%	18%	22%	18%	16%	23%
			d										
Don't Know (DO NOT READ OUT)		7	1	1	1	-	-	5	3	-	-	-	-
		*%	*%	*%	*%	-%	-%	1%	*%	-%	-%	-%	-%
NET: Agree		1337	234	224	234	63	40	634	483	60	18	27	6
		67%	68%	64%	70%	69%	75%	71%	65%	59%	45%	58%	48%
NET: Disagree		174	25	36	26	10	5	77	69	15	3	8	7
		9%	7%	10%	8%	11%	9%	9%	9%	15%	8%	17%	50%
Answered		1993	346	351	336	91	53	882	738	101	40	47	14
Mean score		.8	.8	.7	.8	.6	.6	.8	.7	.6	.5	.6	.2
								b					

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
		Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%			a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base		2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base		865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base		2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Disagree very strongly	(-2)	43	38	11	38	25	23	21	41	10	-	12	23	34	9
		2%	2%	1%	2%	2%	2%	3%	2%	4%	-%	1%	23% a	7% b	1%
Disagree	(-1)	130	109	71	112	76	78	63	108	10	-	64	22	71	52
		7%	6%	7%	6%	7%	7%	7%	6%	5%	-%	4%	23% a	14% b	4%
Neither Agree nor disagree	(0)	482	398	214	406	269	241	182	410	47	*	319	31	163	301
		24%	23%	21%	23%	24%	21%	21%	23%	22%	1%	20%	32%	33% b	21%
Agree	(1)	913	799	482	845	513	514	393	835	118	4	790	17	166	701
		46%	47%	48%	47%	45%	46%	46%	47%	55%	99%	50% b	18%	34%	49% a
Agree very strongly	(2)	423	356	228	373	248	262	188	370	29	-	400	4	53	357
		21%	21%	23%	21%	22%	23%	22%	21%	13%	-%	25% b	4%	11%	25% a
Don't Know (DO NOT READ OUT)		7	7	2	7	4	3	1	7	-	-	7	-	2	6
		*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	*%
NET: Agree		1337	1154	710	1218	760	776	581	1205	147	4	1190	21	219	1059
		67%	68%	70%	68%	67%	69%	68%	68%	69%	99%	75% b	22%	45%	74% a
NET: Disagree		174	147	82	150	101	100	84	149	20	-	76	45	104	61
		9%	9%	8%	8%	9%	9%	10%	8%	9%	-%	5%	46% a	21% b	4%
Answered		1993	1699	1007	1774	1130	1117	847	1764	214	4	1584	97	486	1420
Mean score		.8	.8	.8	.8	.8	.8	.8	.8	.7	1.0	.9 b	-.4	.3	.9 a

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
		Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%			a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base		2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base		865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base		2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Disagree very strongly	(-2)	43	8	1	2	13	12	26	5	12	1	30	14	29
		2%	2%	3%	1%	4%	5% c	2%	1%	6% bc	*%	2%	2%	2%
Disagree	(-1)	130	27	13	20	25	21	76	32	27	24	75	62	68
		7%	6%	59%	14%	7%	10%	6%	6%	12% c	11% c	5%	8%	6%
Neither Agree nor disagree	(0)	482	88	3	48	75	28	313	139	66	65	316	193	289
		24%	21%	15%	33%	22%	13%	26% a	25% a	31% c	29%	21%	25%	23%
Agree	(1)	913	199	4	52	164	101	534	266	75	93	716	329	585
		46%	48%	19%	35%	47%	45%	44%	48%	35%	42%	48% a	43%	48%
Agree very strongly	(2)	423	93	1	26	70	63	254	104	35	38	336	168	255
		21%	22%	4%	18%	20%	28%	21%	19%	16%	17%	23%	22%	21%
Don't Know (DO NOT READ OUT)		7	1	-	-	1	-	5	2	-	1	5	4	3
		*%	*%	-%	-%	*%	-%	*%	*%	-%	*%	*%	1%	*%
NET: Agree		1337	293	5	77	234	164	788	370	110	132	1052	497	840
		67%	70%	23%	53%	67%	73%	65%	67%	51%	59%	71% ab	64%	68%
NET: Disagree		174	35	14	22	38	34	102	37	39	25	105	76	97
		9%	8%	62%	15%	11%	15% bc	8%	7%	18% c	11%	7%	10%	8%
Answered		1993	416	22	147	347	226	1202	547	216	221	1473	767	1226
Mean score		.8	.8	-.4	.5	.7	.8	.8	.8	.4	.7	.9 a	.7	.8

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 258 (continuation)

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that postal services in the UK provide good value for money

Base: All respondents

			Quarter				Half	
		Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%			a	b	c	d	a	b
Unweighted Base		2198	475	619	578	526	1094	1104
Effective base		865	179	223	214	265	397	474
Weighted Base		2000	500	500	500	500	1000	1000
Disagree very strongly	(-2)	43	4	16	9	14	20	23
		2%	1%	3%	2%	3%	2%	2%
Disagree	(-1)	130	40	25	31	35	64	66
		7%	8%	5%	6%	7%	6%	7%
Neither Agree nor disagree	(0)	482	124	130	124	104	254	228
		24%	25%	26%	25%	21%	25%	23%
Agree	(1)	913	227	233	210	243	460	453
		46%	45%	47%	42%	49%	46%	45%
Agree very strongly	(2)	423	104	94	125	101	197	226
		21%	21%	19%	25%	20%	20%	23%
Don't Know (DO NOT READ OUT)		7	2	3	*	3	5	3
		*%	*%	1%	*%	1%	*%	*%
NET: Agree		1337	331	327	336	344	658	679
		67%	66%	65%	67%	69%	66%	68%
NET: Disagree		174	44	40	40	49	84	89
		9%	9%	8%	8%	10%	8%	9%
Answered		1993	498	497	500	497	995	997
Mean score		.8	.8	.7	.8	.8	.8	.8

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Increased	226	88	138	217	7	1	1	9
	11%	10%	12%	11%	10%	10%	13%	10%
Stayed about the same	1208	469	739	1165	36	4	3	43
	60%	54%	65%	61%	47%	48%	56%	47%
			a	be				
Decreased	549	294	255	512	32	4	2	37
	27%	34%	22%	27%	42%	41%	30%	42%
		b			ad			ad
Don't Know (DO NOT READ OUT)	17	11	7	17	1	-	*	1
	1%	1%	1%	1%	1%	-%	1%	1%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Increased	226	126	67	24	4	5	1	217	7	2
	11%	10%	13%	14%	8%	12%	13%	11%	10%	11%
Stayed about the same	1208	778	289	98	22	17	3	1165	36	7
	60%	63%	58%	56%	48%	46%	56%	61%	47%	51%
		dehi	eh					deh		
Decreased	549	321	136	54	21	15	2	512	32	5
	27%	26%	27%	31%	44%	40%	30%	27%	42%	38%
					abcfg	abg			abcfg	a
Don't Know (DO NOT READ OUT)	17	7	10	*	*	*	*	17	1	*
	1%	1%	2%	*%	1%	1%	1%	1%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Increased	226	135	15	14	10	10
	11%	11%	7%	34%	48%	16%
				ab	abe	
Stayed about the same	1208	740	162	19	7	27
	60%	62%	69%	47%	34%	45%
		e	cde			
Decreased	549	314	56	7	4	23
	27%	26%	24%	16%	18%	38%
Don't Know (DO NOT READ OUT)	17	7	2	1	-	*
	1%	1%	1%	3%	-%	*%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Increased	226	24	14	36	7	18	21	39	15	20	194	18	13	2
	11%	14%	9%	11%	8%	11%	7%	15%	10%	13%	11%	15%	16%	4%
		m		m		m		m		m	m	m	fm	
Stayed about the same	1208	97	109	202	58	100	196	154	60	94	1071	69	45	23
	60%	57%	67%	63%	65%	62%	65%	60%	40%	62%	61%	58%	56%	57%
		h	h	h	h	h	h	h		h	h	h	h	h
Decreased	549	47	38	81	24	37	78	64	74	36	479	32	22	16
	27%	27%	24%	25%	27%	23%	26%	25%	50%	24%	27%	26%	28%	39%
									abcdefgijkl					bcefgijkl
Don't Know (DO NOT READ OUT)	17	1	*	3	-	5	6	-	-	1	16	1	*	*
	1%	1%	*%	1%	-%	3%	2%	-%	-%	1%	1%	1%	*%	*%
						l								

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Increased	226	9	26	*	4	68	4	10	91	201	24	211	15
	11%	13%	15%	1%	2%	16%	6%	7%	12%	12%	7%	11%	17%
		d	d			d			d				
Stayed about the same	1208	43	92	7	168	216	42	92	484	992	215	1160	48
	60%	63%	52%	55%	70%	52%	65%	71%	63%	60%	65%	61%	53%
					be			be	e				
Decreased	549	15	59	1	66	132	18	28	195	458	91	525	24
	27%	21%	33%	11%	27%	31%	29%	21%	25%	27%	27%	28%	26%
Don't Know (DO NOT READ OUT)	17	2	*	4	3	4	*	*	3	16	1	14	4
	1%	3%	*%	33%	1%	1%	*%	*%	*%	1%	*%	1%	4%
		h											a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Increased	226	226	*	78	52	96
	11%	12%	*%	6%	19%	22%
					a	a
Stayed about the same	1208	1164	43	830	152	225
	60%	60%	80%	65%	55%	51%
			a	bc		
Decreased	549	538	11	358	71	119
	27%	28%	20%	28%	26%	27%
Don't Know (DO NOT READ OUT)	17	17	*	10	3	5
	1%	1%	*%	1%	1%	1%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Increased	226	128	62	21	7	3	2	*	2	190	36	15	35	93	98
	11%	7%	27%	67%	59%	30%	75%	38%	36%	10%	57%	47%	4%	13%	33%
			ai	abi		a					abi	ai		a	ab
Stayed about the same	1208	1080	106	7	5	5	1	*	4	1187	21	14	688	392	128
	60%	63%	46%	22%	40%	49%	24%	5%	64%	61%	34%	45%	69%	55%	44%
		bcj								bcj			bc	c	
Decreased	549	482	61	3	*	2	*	*	*	543	6	2	258	223	67
	27%	28%	27%	11%	1%	21%	*%	56%	*%	28%	9%	8%	26%	31%	23%
		j								j					
Don't Know (DO NOT READ OUT)	17	17	*	-	-	-	-	-	-	17	-	-	14	3	*
	1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	*%	*%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Increased	226	97	113	147	161	47	71	104	14	8	12	6	*	4
	11%	8%	15%	10%	19%	20%	16%	8%	15%	16%	50%	59%	3%	61%
			ac		ac	ac	ac				ab	abcf		abc
Stayed about the same	1208	734	421	873	479	123	224	772	59	24	7	3	6	2
	60%	63%	57%	61%	55%	51%	52%	62%	64%	48%	28%	34%	47%	34%
		def		ef				d						
Decreased	549	325	207	404	221	71	133	354	20	17	5	1	6	*
	27%	28%	28%	28%	26%	29%	31%	29%	22%	36%	22%	7%	50%	5%
Don't Know (DO NOT READ OUT)	17	10	1	10	4	*	2	10	-	-	-	-	-	-
	1%	1%	*%	1%	*%	*%	*%	1%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Increased	226	121	21	6	4	4	2	3	9	40	19	59	21	8
	11%	16%	48%	28%	32%	75%	56%	43%	58%	6%	6%	17%	16%	38%
			a				a		a			ab	ab	ab
Stayed about the same	1208	437	18	10	8	1	1	4	6	400	193	222	51	7
	60%	57%	40%	46%	64%	24%	37%	57%	40%	63%	65%	63%	39%	33%
										d	d	d		
Decreased	549	209	6	5	1	*	*	-	*	188	79	71	59	6
	27%	27%	13%	25%	4%	2%	7%	-%	2%	30%	27%	20%	45%	29%
		h								c			abc	
Don't Know (DO NOT READ OUT)	17	4	-	-	-	-	-	-	-	5	5	*	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	2%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Increased	226	41	27	57	27	10	140	7	14	166	60	132	15
	11%	11%	14%	25%	36%	68%	24%	11%	7%	9%	29%	10%	20%
				a	ab	abc	c				a		
Stayed about the same	1208	230	105	119	23	2	304	38	135	1128	79	850	23
	60%	65%	54%	52%	31%	16%	51%	65%	65%	63%	39%	63%	31%
		cde	d	d					a	b		b	
Decreased	549	82	62	53	22	2	148	13	59	486	63	367	37
	27%	23%	32%	23%	29%	16%	25%	22%	28%	27%	31%	27%	49%
													a
Don't Know (DO NOT READ OUT)	17	1	*	*	2	-	3	1	*	17	*	10	-
	1%	*%	*%	*%	3%	-%	*%	2%	*%	1%	*%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Increased	226	44	29	52	13	115	45	57	79	23	73	96	21	*
	11%	23%	21%	20%	22%	17%	25%	13% b	8%	18% b	18%	15%	15%	54%
Stayed about the same	1208	87	64	133	16	393	86	280	654	58	216	346	76	*
	60%	44%	46%	50%	26%	58%	47%	62% c	63% c	46%	53%	56%	54%	46%
Decreased	549	65	46	81	31	169	52	112	303	46	120	176	44	-
	27%	33%	33%	30%	52%	25%	28%	25%	29%	36%	29%	29%	31%	-%
Don't Know (DO NOT READ OUT)	17	-	-	-	-	4	-	*	10	*	*	1	*	-
	1%	-%	-%	-%	-%	1%	-%	*%	1%	*%	*%	*%	*%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Increased	226	133	104	36	*	96	102	121	115	78	6
	11%	22%	19%	23%	32%	8%	14%	17%	11%	10%	77%
							a	a			
Stayed about the same	1208	303	303	64	1	727	399	390	643	470	1
	60%	50%	55%	40%	68%	63%	57%	56%	61%	59%	13%
			c			c					
Decreased	549	166	145	59	-	324	202	187	286	246	1
	27%	28%	26%	37%	-%	28%	29%	27%	27%	31%	9%
Don't Know (DO NOT READ OUT)	17	1	1	*	-	10	1	4	10	*	-
	1%	*%	*%	*%	-%	1%	*%	1%	1%	*%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Increased	226	60	65	72	22	13	79	65	29	6	16	9
	11%	17%	18%	21%	24%	24%	9%	9%	29%	16%	34%	65%
Stayed about the same	1208	182	192	165	37	17	546	453	32	18	24	2
	60%	53%	55%	49%	41%	32%	62%	61%	31%	45%	52%	13%
Decreased	549	104	95	99	32	23	253	222	40	16	7	3
	27%	30%	27%	29%	35%	44%	28%	30%	40% c	39%	14%	22%
Don't Know (DO NOT READ OUT)	17	*	*	1	-	-	10	*	*	-	-	-
	1%	*%	*%	*%	-%	-%	1%	*%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Increased	226	165	117	180	161	136	130	176	40	-	171	17	80	119
	11%	10%	12%	10%	14% ac	12%	15% b	10%	19% b	-%	11%	17%	16% b	8%
Stayed about the same	1208	1038	587	1080	631	594	455	1075	108	4	985	49	273	897
	60%	61% e	58%	61% e	56%	53%	54%	61% a	50%	95%	62%	50%	56%	63%
Decreased	549	486	294	503	332	376	256	504	66	*	420	30	135	393
	27%	28%	29%	28%	29%	34% c	30%	28%	31%	5%	26%	31%	28%	28%
Don't Know (DO NOT READ OUT)	17	17	12	17	10	14	6	16	*	-	15	2	*	17
	1%	1%	1%	1%	1%	1%	1%	1%	*%	-%	1%	2%	*%	1%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Increased	226	99	9	50	67	226	-	-	68	48	101	81	145
	11%	24%	39%	34%	19%	100%	-%	-%	32%	21%	7%	11%	12%
				b		bc			c	c			
Stayed about the same	1208	188	8	55	167	-	1208	-	89	133	935	356	851
	60%	45%	38%	37%	48%	-%	100%	-%	41%	60%	63%	46%	69%
							ac			a	a		a
Decreased	549	129	5	42	114	-	-	549	58	41	429	327	222
	27%	31%	23%	29%	33%	-%	-%	100%	27%	19%	29%	42%	18%
								ab			b	b	
Don't Know (DO NOT READ OUT)	17	*	-	-	*	-	-	-	*	-	15	7	10
	1%	*%	-%	-%	*%	-%	-%	-%	*%	-%	1%	1%	1%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 259 (continuation)

QS1. In the past 12 months, has the volume of post your organisation has sent increased, decreased or stayed about the same?

Base: All respondents

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Increased	226	68	59	54	45	127	99
	11%	14%	12%	11%	9%	13%	10%
Stayed about the same	1208	237	297	336	338	534	674
	60%	47%	59%	67%	68%	53%	67%
			a	a	a		a
Decreased	549	192	137	104	115	330	219
	27%	38%	27%	21%	23%	33%	22%
		bcd				b	
Don't Know (DO NOT READ OUT)	17	2	7	6	3	9	8
	1%	*%	1%	1%	1%	1%	1%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	267	102	165	171	41	15	40	96
Effective base	96	43	54	89	23	6	19	32
Weighted Base	226	88	138	217	7	1	1	9
Parcels and packets	151	58	93	146	4	*	*	5
	67%	66%	67%	67%	57%	39%	52%	55%
Letters	63	19	43	59	3	*	*	4
	28%	22%	31%	27%	41%	35%	35%	40%
Large letters	62	10	52	59	2	*	*	2
	27%	11%	37%	27%	25%	42%	29%	27%
			a					
Order fulfilment (sending ordered goods to customers)	20	4	16	19	1	-	*	1
	9%	5%	11%	9%	11%	-%	7%	10%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	*	16	15	1	*	*	1
	7%	*%	11%	7%	11%	9%	10%	10%
			a					
Other everyday correspondence, such as invoices, one off bills etc.	11	-	11	11	*	-	*	*
	5%	-%	8%	5%	1%	-%	1%	1%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	2	8	9	*	-	*	*
	4%	2%	6%	4%	3%	-%	5%	3%
Publications, such as magazines, periodicals, customer newsletters	6	*	6	6	*	*	*	*
	3%	*%	4%	3%	3%	7%	14%	5%
							a	
Other (PLEASE SPECIFY)	1	1	*	1	-	*	-	*
	*%	1%	*%	*%	-%	2%	-%	*%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	267	102	165	171	41	15	40	96
Effective base	96	43	54	89	23	6	19	32
Weighted Base	226	88	138	217	7	1	1	9
None of these (DO NOT READ OUT)	14	7	7	14	*	-	*	*
	6%	8%	5%	6%	6%	-%	6%	6%
Don't Know (DO NOT READ OUT)	*	-	*	*	*	-	-	*
	*%	-%	*%	*%	1%	-%	-%	1%
Refused (DO NOT READ OUT)	1	-	1	1	-	-	-	-
	1%	-%	1%	1%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	*c	*d	e	f	g	h	i
Unweighted Base	267	97	54	20	21	35	40	171	41	55
Effective base	96	50	28	12	12	16	19	89	23	14
Weighted Base	226	126	67	24	4	5	1	217	7	2
Parcels and packets	151	88	40	17	3	2	*	146	4	1
	67%	70%	61%	73%	77%	37%	52%	67%	57%	44%
		e						e		
Letters	63	39	17	4	1	2	*	59	3	1
	28%	31%	25%	16%	40%	41%	35%	27%	41%	35%
Large letters	62	40	15	4	1	1	*	59	2	1
	27%	32%	22%	19%	23%	31%	29%	27%	25%	37%
Order fulfilment (sending ordered goods to customers)	20	17	2	*	-	1	*	19	1	*
	9%	14%	3%	*%	-%	17%	7%	9%	11%	3%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	11	3	1	*	1	*	15	1	*
	7%	9%	4%	5%	6%	13%	10%	7%	11%	9%
Other everyday correspondence, such as invoices, one off bills etc.	11	11	-	*	*	*	*	11	*	*
	5%	9%	-%	*%	1%	*%	1%	5%	1%	*%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	6	3	*	*	*	*	9	*	*
	4%	5%	4%	*%	6%	*%	5%	4%	3%	2%
Publications, such as magazines, periodicals, customer newsletters	6	6	*	-	*	*	*	6	*	*
	3%	5%	*%	-%	6%	2%	14%	3%	3%	10%
							g			
Other (PLEASE SPECIFY)	1	1	-	-	-	*	-	1	-	*
	*%	*%	-%	-%	-%	*%	-%	*%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	*c	*d	e	f	g	h	i
Unweighted Base	267	97	54	20	21	35	40	171	41	55
Effective base	96	50	28	12	12	16	19	89	23	14
Weighted Base	226	126	67	24	4	5	1	217	7	2
None of these (DO NOT READ OUT)	14	8	6	-	-	*	*	14	*	*
	6%	6%	8%	-%	-%	10%	6%	6%	6%	3%
Don't Know (DO NOT READ OUT)	*	-	*	-	*	*	-	*	*	-
	*%	-%	1%	-%	1%	1%	-%	*%	1%	-%
Refused (DO NOT READ OUT)	1	1	-	-	-	-	-	1	-	-
	1%	1%	-%	-%	-%	-%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	267	97	35	20	15	31
Effective base	96	52	11	7	2	7
Weighted Base	226	135	15	14	10	10
Parcels and packets	151	97	8	14	9	6
	67%	72%	51%	98%	85%	58%
Letters	63	31	7	1	7	1
	28%	23%	44%	6%	68%	6%
Large letters	62	41	8	1	1	1
	27%	30%	53%	6%	9%	11%
Order fulfilment (sending ordered goods to customers)	20	15	*	2	1	*
	9%	11%	*%	13%	6%	2%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	12	*	*	*	3
	7%	9%	*%	2%	1%	33%
Other everyday correspondence, such as invoices, one off bills etc.	11	11	*	*	-	-
	5%	8%	*%	*%	-%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	6	1	1	-	2
	4%	4%	8%	4%	-%	18%
Publications, such as magazines, periodicals, customer newsletters	6	6	*	-	*	*
	3%	4%	*%	-%	1%	1%
Other (PLEASE SPECIFY)	1	1	-	-	*	-
	*%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	14	12	-	-	-	*
	6%	9%	-%	-%	-%	5%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	267	97	35	20	15	31
Effective base	96	52	11	7	2	7
Weighted Base	226	135	15	14	10	10
Don't Know (DO NOT READ OUT)	*	*	*	*	-	-
	*%	*%	*%	*%	-%	-%
Refused (DO NOT READ OUT)	1	-	-	-	-	-
	1%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted Base	267	18	11	22	9	13	15	16	12	12	128	42	50	47
Effective base	96	11	6	11	6	9	9	10	7	9	73	29	33	13
Weighted Base	226	24	14	36	7	18	21	39	15	20	194	18	13	2
Parcels and packets	151	20	10	21	5	13	14	29	6	14	132	10	8	1
	67%	81%	68%	60%	65%	74%	68%	74%	39%	72%	68%	58%	61%	49%
Letters	63	5	10	2	4	1	5	15	4	7	55	5	3	1
	28%	23%	70%	7%	62%	8%	23%	39%	27%	36%	28%	29%	20%	39%
Large letters	62	8	9	7	5	5	6	4	3	8	55	3	3	*
	27%	34%	62%	19%	77%	27%	27%	9%	22%	41%	28%	17%	26%	17%
Order fulfilment (sending ordered goods to customers)	20	-	6	2	-	2	-	*	3	4	18	2	*	*
	9%	-%	41%	5%	-%	13%	-%	1%	20%	22%	9%	12%	3%	2%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	3	6	-	*	-	3	-	-	3	16	*	*	*
	7%	14%	41%	-%	3%	-%	14%	-%	-%	15%	8%	1%	1%	6%
Other everyday correspondence, such as invoices, one off bills etc.	11	-	6	-	-	-	-	-	-	5	11	-	-	*
	5%	-%	41%	-%	-%	-%	-%	-%	-%	26%	6%	-%	-%	5%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	-	6	-	-	-	*	1	2	*	9	1	-	*
	4%	-%	41%	-%	-%	-%	1%	2%	12%	*%	4%	5%	-%	4%
Publications, such as magazines, periodicals, customer newsletters	6	-	6	-	-	-	*	*	-	*	6	*	*	*
	3%	-%	41%	-%	-%	-%	1%	*%	-%	*%	3%	1%	1%	5%
Other (PLEASE SPECIFY)	1	-	-	-	-	-	-	-	-	-	-	-	1	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted Base	267	18	11	22	9	13	15	16	12	12	128	42	50	47
Effective base	96	11	6	11	6	9	9	10	7	9	73	29	33	13
Weighted Base	226	24	14	36	7	18	21	39	15	20	194	18	13	2
None of these (DO NOT READ OUT)	14	-	-	8	-	-	*	3	-	-	11	1	2	-
	6%	-%	-%	23%	-%	-%	*%	9%	-%	-%	6%	7%	12%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	5%
Refused (DO NOT READ OUT)	1	-	1	-	-	-	-	-	-	-	1	-	-	-
	1%	-%	10%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base	267	10	24	2	11	57	4	16	130	219	48	234	33
Effective base	96	2	12	2	4	23	2	5	51	82	18	88	9
Weighted Base	226	9	26	*	4	68	4	10	91	201	24	211	15
Parcels and packets	151	2	22	*	1	55	1	4	56	137	14	141	10
	67%	21%	86%	33%	21%	82%	24%	41%	61%	68%	57%	67%	66%
Letters	63	*	8	*	*	17	*	2	35	59	4	60	3
	28%	*%	29%	67%	1%	25%	1%	22%	39%	29%	17%	29%	18%
Large letters	62	*	6	-	1	12	3	7	26	57	5	57	4
	27%	1%	24%	-%	18%	18%	67%	71%	29%	28%	20%	27%	27%
Order fulfilment (sending ordered goods to customers)	20	*	3	-	*	7	-	-	6	18	2	20	*
	9%	3%	13%	-%	8%	11%	-%	-%	7%	9%	7%	9%	2%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	*	4	-	-	6	3	*	3	12	3	13	3
	7%	*%	15%	-%	-%	9%	66%	*%	3%	6%	14%	6%	21%
Other everyday correspondence, such as invoices, one off bills etc.	11	-	3	-	-	6	-	*	*	11	*	11	*
	5%	-%	11%	-%	-%	9% h	-%	*%	*%	5%	*%	5%	*%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	-	3	-	2	3	-	-	1	10	*	10	*
	4%	-%	11%	-%	42%	5%	-%	-%	1%	5%	*%	5%	*%
Publications, such as magazines, periodicals, customer newsletters	6	*	3	-	-	3	-	-	1	6	*	6	*
	3%	*%	11%	-%	-%	4%	-%	-%	1%	3%	*%	3%	*%
Other (PLEASE SPECIFY)	1	-	-	-	-	1	-	-	*	1	-	1	-
	*%	-%	-%	-%	-%	1%	-%	-%	*%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base	267	10	24	2	11	57	4	16	130	219	48	234	33
Effective base	96	2	12	2	4	23	2	5	51	82	18	88	9
Weighted Base	226	9	26	*	4	68	4	10	91	201	24	211	15
None of these (DO NOT READ OUT)	14	6	2	-	1	1	*	1	3	12	2	14	*
	6%	74%	6%	-%	23%	1%	9%	9%	4%	6%	9%	7%	*%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	*	*	*	-	*	*
	*%	*%	-%	-%	-%	-%	-%	*%	*%	*%	-%	*%	*%
Refused (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	-	1	1	-
	1%	-%	-%	-%	-%	-%	-%	-%	2%	-%	6% a	1%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	267	266	1	104	75	88
Effective base	96	96	1	30	29	39
Weighted Base	226	226	*	78	52	96
Parcels and packets	151	151	-	46	35	70
	67%	67%	-%	58%	68%	73%
Letters	63	63	*	30	14	19
	28%	28%	100%	38%	27%	20%
Large letters	62	62	-	15	22	24
	27%	27%	-%	19%	43%	25%
Order fulfilment (sending ordered goods to customers)	20	20	-	2	4	14
	9%	9%	-%	3%	8%	14%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	16	-	7	3	6
	7%	7%	-%	9%	6%	6%
Other everyday correspondence, such as invoices, one off bills etc.	11	11	-	3	2	6
	5%	5%	-%	4%	4%	6%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	10	-	1	1	8
	4%	4%	-%	1%	2%	8%
Publications, such as magazines, periodicals, customer newsletters	6	6	-	*	*	6
	3%	3%	-%	*%	1%	6%
Other (PLEASE SPECIFY)	1	1	-	1	-	-
	*%	*%	-%	1%	-%	-%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	267	266	1	104	75	88
Effective base	96	96	1	30	29	39
Weighted Base	226	226	*	78	52	96
None of these (DO NOT READ OUT)	14	14	-	8	*	5
	6%	6%	-%	11%	1%	6%
Don't Know (DO NOT READ OUT)	*	*	-	*	*	-
	*%	*%	-%	1%	*%	-%
Refused (DO NOT READ OUT)	1	1	-	-	-	1
	1%	1%	-%	-%	-%	1%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	267	136	69	27	8	11	7	5	4	205	62	35	35	101	131
Effective base	96	58	29	7	1	2	2	2	1	88	11	4	16	42	39
Weighted Base	226	128	62	21	7	3	2	*	2	190	36	15	35	93	98
Parcels and packets	151	90	41	10	7	1	*	*	2	131	20	10	21	69	61
	67%	70%	65%	50%	93%	32%	3%	73%	96%	69%	57%	67%	61%	74%	62%
Letters	63	45	7	4	7	*	*	*	*	52	11	7	14	31	18
	28%	35%	11%	19%	91%	9%	*%	3%	4%	27%	31%	48%	39%	33%	19%
		b													
Large letters	62	35	20	3	*	2	1	*	*	55	7	4	11	25	26
	27%	28%	31%	15%	3%	75%	43%	3%	4%	29%	19%	24%	30%	27%	27%
Order fulfilment (sending ordered goods to customers)	20	14	3	2	*	*	*	-	*	18	2	*	6	9	6
	9%	11%	6%	9%	4%	2%	*%	-%	1%	9%	6%	2%	16%	9%	6%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	9	3	*	*	*	1	*	2	12	4	4	6	3	7
	7%	7%	5%	*%	1%	8%	56%	3%	100%	6%	10%	24%	17%	3%	7%
Other everyday correspondence, such as invoices, one off bills etc.	11	11	*	-	-	*	*	-	*	11	*	*	6	5	*
	5%	9%	*%	-%	-%	1%	*%	-%	1%	6%	*%	*%	16%	6%	*%
													c		
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	7	2	*	-	*	*	*	*	9	*	*	6	2	2
	4%	6%	3%	*%	-%	8%	*%	3%	2%	5%	1%	2%	16%	2%	2%
													bc		
Publications, such as magazines, periodicals, customer newsletters	6	6	*	-	-	*	*	*	*	6	*	*	6	*	1
	3%	5%	*%	-%	-%	8%	1%	25%	4%	3%	1%	3%	16%	*%	1%
													bc		
Other (PLEASE SPECIFY)	1	*	-	1	-	-	-	-	-	*	1	-	-	*	1
	*%	*%	-%	2%	-%	-%	-%	-%	-%	*%	1%	-%	-%	*%	1%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	267	136	69	27	8	11	7	5	4	205	62	35	35	101	131
Effective base	96	58	29	7	1	2	2	2	1	88	11	4	16	42	39
Weighted Base	226	128	62	21	7	3	2	*	2	190	36	15	35	93	98
None of these (DO NOT READ OUT)	14	6	2	6	-	-	-	-	-	8	6	-	1	4	8
	6%	4%	3%	31%	-%	-%	-%	-%	-%	4%	18%	-%	4%	5%	9%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	-	-	-	-	*	-	-	*	*	*
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%	*%	*%
Refused (DO NOT READ OUT)	1	-	1	-	-	-	-	-	-	1	-	-	-	-	1
	1%	-%	2%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	267	153	149	198	182	86	86	104	25	20	16	16	4	13
Effective base	96	43	58	65	72	25	30	48	6	4	3	4	1	3
Weighted Base	226	97	113	147	161	47	71	104	14	8	12	6	*	4
Parcels and packets	151	48	68	81	133	33	55	56	11	3	8	4	*	*
	67%	49%	60%	55%	83%	71%	78%	54%	78%	33%	66%	63%	8%	1%
					abc		ac							
Letters	63	46	41	58	33	16	28	39	1	2	10	4	*	2
	28%	47%	36%	40%	21%	34%	39%	37%	10%	30%	83%	66%	91%	48%
		d		d										
Large letters	62	30	54	57	44	22	25	43	4	5	1	1	*	2
	27%	30%	47%	39%	27%	46%	36%	42%	27%	61%	11%	22%	91%	66%
			d											
Order fulfilment (sending ordered goods to customers)	20	9	14	14	17	13	17	12	-	-	*	2	-	*
	9%	9%	12%	10%	11%	27%	24%	12%	-%	-%	2%	32%	-%	*%
						ac								
Advertising and promotional material, such as catalogues, brochures and direct mail	16	7	12	12	10	13	4	9	*	3	*	*	*	*
	7%	7%	11%	8%	6%	27%	5%	9%	*%	35%	*%	1%	1%	9%
						acdf								
Other everyday correspondence, such as invoices, one off bills etc.	11	8	11	11	11	8	5	11	-	-	*	*	*	-
	5%	9%	10%	8%	7%	17%	7%	11%	-%	-%	*%	1%	*%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	7	9	10	8	10	4	8	-	*	*	1	*	*
	4%	7%	8%	7%	5%	20%	6%	8%	-%	3%	*%	18%	*%	7%
						d								
Publications, such as magazines, periodicals, customer newsletters	6	4	6	6	6	6	3	6	-	*	*	*	*	*
	3%	4%	5%	4%	4%	13%	4%	6%	-%	3%	*%	*%	*%	10%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	267	153	149	198	182	86	86	104	25	20	16	16	4	13
Effective base	96	43	58	65	72	25	30	48	6	4	3	4	1	3
Weighted Base	226	97	113	147	161	47	71	104	14	8	12	6	*	4
Other (PLEASE SPECIFY)	1	1	1	1	1	-	1	1	-	-	-	-	-	-
	*%	1%	*%	*%	*%	-%	1%	*%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	14	12	6	13	4	2	2	13	-	-	-	-	-	-
	6%	13% d	5%	9%	2%	4%	2%	13%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	*	*	-	*	-	*	-	*	-	-	-	-
	*%	*%	*%	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	1	-	-	-	1	-	-	-	-	-	-	-	-	-
	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	267	106	23	13	8	7	12	13	32	40	38	60	41	19
Effective base	96	51	10	4	3	4	1	3	8	14	12	26	11	4
Weighted Base	226	121	21	6	4	4	2	3	9	40	19	59	21	8
Parcels and packets	151	102	16	5	4	4	2	*	6	16	11	39	9	6
	67%	84%	74%	89%	91%	100%	99%	11%	73%	41%	57%	66%	42%	71%
Letters	63	27	3	1	*	1	*	1	3	16	13	21	8	1
	28%	22%	13%	17%	9%	28%	*%	54%	30%	40%	70% c	35%	36%	12%
Large letters	62	35	4	*	1	1	*	1	3	14	9	23	7	5
	27%	29%	21%	5%	35%	32%	*%	48%	30%	34%	45%	39%	32%	65%
Order fulfilment (sending ordered goods to customers)	20	15	*	-	*	*	2	*	2	6	1	6	*	2
	9%	12%	1%	-%	1%	5%	87%	1%	23%	15%	3%	9%	*%	26%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	10	-	-	*	-	*	*	*	9	*	*	3	*
	7%	8%	-%	-%	*%	-%	1%	5%	2%	23% c	1%	*%	13%	1%
Other everyday correspondence, such as invoices, one off bills etc.	11	11	-	*	-	-	*	*	*	9	*	2	*	*
	5%	9%	-%	1%	-%	-%	*%	1%	*%	22%	*%	4%	*%	*%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	6	*	1	-	1	*	*	1	6	*	3	*	1
	4%	5%	1%	9%	-%	24%	1%	1%	11%	15%	*%	5%	1%	7%
Publications, such as magazines, periodicals, customer newsletters	6	6	*	-	*	-	*	*	*	6	*	-	*	*
	3%	5%	1%	-%	*%	-%	1%	4%	1%	15%	*%	-%	1%	1%
Other (PLEASE SPECIFY)	1	-	1	-	-	-	-	-	-	-	-	1	-	-
	*%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	267	106	23	13	8	7	12	13	32	40	38	60	41	19
Effective base	96	51	10	4	3	4	1	3	8	14	12	26	11	4
Weighted Base	226	121	21	6	4	4	2	3	9	40	19	59	21	8
None of these (DO NOT READ OUT)	14	4	-	-	-	-	-	-	-	9	*	3	*	-
	6%	3%	-%	-%	-%	-%	-%	-%	-%	23%	2%	5%	2%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
Refused (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	*c	a	b	a	b
Unweighted Base	267	36	34	52	37	23	150	13	19	189	78	164	34
Effective base	96	19	14	23	13	4	61	3	8	74	23	58	7
Weighted Base	226	41	27	57	27	10	140	7	14	166	60	132	15
Parcels and packets	151	28	19	52	24	9	122	1	10	111	40	75	6
	67%	68%	71%	91%	92%	96%	87%	12%	70%	67%	68%	57%	40%
Letters	63	18	7	4	5	*	26	5	2	51	12	51	8
	28%	43% c	28%	6%	17%	3%	18%	81%	15%	31%	19%	38%	51%
Large letters	62	16	12	12	3	*	39	3	2	49	12	45	12
	27%	40%	44%	21%	13%	5%	28%	43%	11%	30%	21%	34%	78% a
Order fulfilment (sending ordered goods to customers)	20	7	7	-	1	3	17	*	-	14	6	9	5
	9%	17% c	27% c	-%	2%	27%	12%	*%	-%	8%	10%	7%	34% a
Advertising and promotional material, such as catalogues, brochures and direct mail	16	9	*	-	*	*	7	3	-	10	6	7	6
	7%	22% c	1%	-%	1%	1%	5%	46%	-%	6%	10%	5%	38% a
Other everyday correspondence, such as invoices, one off bills etc.	11	9	2	-	-	*	8	3	-	11	*	8	3
	5%	22% c	8%	-%	-%	*%	6%	46%	-%	7%	*%	6%	19%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	*c	a	b	a	b
Unweighted Base	267	36	34	52	37	23	150	13	19	189	78	164	34
Effective base	96	19	14	23	13	4	61	3	8	74	23	58	7
Weighted Base	226	41	27	57	27	10	140	7	14	166	60	132	15
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	6	*	1	1	*	7	1	-	10	*	7	3
	4%	14%	*%	2%	2%	*%	5%	13%	-%	6%	*%	5%	20%
Publications, such as magazines, periodicals, customer newsletters	6	6	*	-	*	*	6	*	*	6	*	3	3
	3%	14%	*%	-%	1%	1%	4%	*%	2%	4%	*%	3%	20%
Other (PLEASE SPECIFY)	1	-	-	1	-	-	1	-	-	-	1	-	1
	*%	-%	-%	1%	-%	-%	*%	-%	-%	-%	1%	-%	3%
None of these (DO NOT READ OUT)	14	3	-	1	*	-	2	-	2	14	1	13	-
	6%	8%	-%	1%	*%	-%	2%	-%	11%	8%	1%	10%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%
Refused (DO NOT READ OUT)	1	-	1	-	-	-	1	-	-	-	1	-	-
	1%	-%	5%	-%	-%	-%	1%	-%	-%	-%	2%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	267	40	56	55	31	110	72	101	114	39	102	111	35	1
Effective base	96	19	15	24	3	49	23	26	38	7	35	47	10	1
Weighted Base	226	44	29	52	13	115	45	57	79	23	73	96	21	*
Parcels and packets	151	40	21	40	7	97	36	34	33	17	42	54	16	*
	67%	90%	72%	78%	56%	84%	79%	59%	42%	75%	57%	57%	76%	100%
Letters	63	14	3	15	7	28	5	30	37	13	29	37	5	-
	28%	32%	11%	29%	51%	24%	12%	52%	47%	58%	40%	39%	25%	-%
Large letters	62	11	7	19	5	34	10	25	24	9	40	46	16	*
	27%	24%	24%	37%	40%	29%	22%	44%	30%	40%	55%	48%	75%	100%
Order fulfilment (sending ordered goods to customers)	20	9	4	9	*	11	6	7	8	2	12	14	4	-
	9%	19%	12%	17%	1%	10%	13%	13%	10%	8%	17%	14%	19%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	9	*	9	3	10	*	7	7	*	12	12	3	-
	7%	20%	1%	17%	22%	8%	*%	12%	8%	2%	17%	13%	15%	-%
Other everyday correspondence, such as invoices, one off bills etc.	11	9	*	9	*	11	*	8	8	*	11	11	3	-
	5%	20% b	*%	17%	*%	10%	*%	15%	10%	*%	15%	12%	13%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	7	*	7	*	8	*	6	6	1	9	9	4	-
	4%	15%	*%	13%	*%	7%	*%	11%	7%	4%	12%	9%	18%	-%
Publications, such as magazines, periodicals, customer newsletters	6	6	*	6	*	6	*	3	4	*	6	6	3	-
	3%	13%	*%	11%	1%	5%	*%	6%	5%	2%	8%	6%	14%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	267	40	56	55	31	110	72	101	114	39	102	111	35	1
Effective base	96	19	15	24	3	49	23	26	38	7	35	47	10	1
Weighted Base	226	44	29	52	13	115	45	57	79	23	73	96	21	*
Other (PLEASE SPECIFY)	1	-	1	1	-	-	1	-	1	-	-	1	-	-
	*%	-%	2%	1%	-%	-%	1%	-%	1%	-%	-%	1%	-%	-%
None of these (DO NOT READ OUT)	14	*	1	*	1	3	1	2	12	-	3	6	-	-
	6%	1%	3%	1%	4%	3%	2%	3%	15%	-%	4%	6%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	*	*	*	*	*	*	-
	*%	-%	-%	-%	-%	-%	-%	*%	1%	*%	*%	*%	*%	-%
Refused (DO NOT READ OUT)	1	-	1	-	-	-	1	-	-	-	-	-	-	-
	1%	-%	5%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	267	149	103	48	1	136	126	128	140	103	9
Effective base	96	58	47	17	1	42	51	53	47	40	2
Weighted Base	226	133	104	36	*	96	102	121	115	78	6
Parcels and packets	151	110	82	29	*	46	64	101	63	52	6
	67%	83%	79%	80%	100%	48%	63%	83% ab	55%	66%	91%
Letters	63	30	31	8	-	46	32	27	44	27	6
	28%	22%	30%	23%	-%	48% c	32%	23%	39%	34%	95%
Large letters	62	37	39	16	*	29	48	37	43	38	6
	27%	28%	38%	44%	100%	31%	47%	31%	37%	48%	95%
Order fulfilment (sending ordered goods to customers)	20	16	16	4	-	9	12	13	12	11	6
	9%	12%	15%	10%	-%	9%	12%	11%	10%	14%	94%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	9	9	1	-	7	12	10	12	7	6
	7%	7%	9%	2%	-%	7%	12%	8%	11%	8%	95%
Other everyday correspondence, such as invoices, one off bills etc.	11	11	11	*	-	8	11	11	11	8	6
	5%	8%	11%	*%	-%	9%	11%	9%	10%	10%	90%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	7	7	1	-	7	9	7	9	7	6
	4%	6%	6%	3%	-%	7%	9%	6%	8%	9%	94%
Publications, such as magazines, periodicals, customer newsletters	6	6	6	*	-	4	6	6	6	6	6
	3%	4%	6%	*%	-%	4%	6%	5%	6%	8%	94%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	267	149	103	48	1	136	126	128	140	103	9
Effective base	96	58	47	17	1	42	51	53	47	40	2
Weighted Base	226	133	104	36	*	96	102	121	115	78	6
Other (PLEASE SPECIFY)	1	1	1	-	-	1	1	1	1	-	-
	*%	*%	*%	-%	-%	1%	1%	*%	*%	-%	-%
None of these (DO NOT READ OUT)	14	1	3	*	-	12	6	3	13	5	-
	6%	1%	3%	1%	-%	13%	6%	2%	11%	6%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	*	-	*	*	-
	*%	-%	-%	-%	-%	*%	*%	-%	*%	1%	-%
Refused (DO NOT READ OUT)	1	1	-	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	267	60	58	73	18	11	103	85	36	12	22	7
Effective base	96	29	27	29	10	7	41	32	11	4	10	4
Weighted Base	226	60	65	72	22	13	79	65	29	6	16	9
Parcels and packets	151	46	53	60	15	13	40	40	21	3	10	6
	67%	77%	81%	84%	71%	98%	50%	61%	73%	47%	61%	63%
Letters	63	19	19	17	8	-	34	23	10	4	2	2
	28%	31%	29%	23%	36%	-%	43%	35%	35%	68%	13%	18%
Large letters	62	26	31	26	11	5	32	33	10	4	5	2
	27%	43%	48%	37%	51%	36%	40%	51%	33%	63%	31%	18%
Order fulfilment (sending ordered goods to customers)	20	12	12	11	2	4	12	8	2	*	-	3
	9%	20%	18%	16%	10%	29%	15%	12%	6%	*%	-%	37%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	9	6	6	*	-	12	7	*	*	2	-
	7%	15%	10%	8%	1%	-%	15%	10%	1%	*%	12%	-%
Other everyday correspondence, such as invoices, one off bills etc.	11	11	8	8	*	-	11	8	*	*	-	-
	5%	18%	12%	11%	*%	-%	14%	12%	*%	1%	-%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	7	7	7	1	-	9	7	1	2	*	-
	4%	12%	10%	10%	5%	-%	12%	11%	4%	36%	*%	-%
Publications, such as magazines, periodicals, customer newsletters	6	6	6	6	-	-	6	6	*	*	*	-
	3%	10%	9%	8%	-%	-%	8%	10%	*%	*%	*%	-%
Other (PLEASE SPECIFY)	1	1	-	-	-	-	1	-	-	-	-	-
	*%	1%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	267	60	58	73	18	11	103	85	36	12	22	7
Effective base	96	29	27	29	10	7	41	32	11	4	10	4
Weighted Base	226	60	65	72	22	13	79	65	29	6	16	9
None of these (DO NOT READ OUT)	14	2	3	*	*	-	6	5	-	-	1	-
	6%	3%	4%	1%	2%	-%	7%	7%	-%	-%	3%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	-	1	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	9%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	267	210	161	229	191	168	177	207	50	198	19	97	133	113	9
Effective base	96	79	61	87	76	63	65	84	19	69	11	34	51	40	3
Weighted Base	226	165	117	180	161	136	130	176	40	171	17	80	119	99	9
Parcels and packets	151	112	66	119	117	88	81	121	26	115	11	48	83	74	6
	67%	68%	56%	66%	72%	65%	62%	69%	64%	67%	66%	59%	70%	74%	68%
Letters	63	50	41	52	41	34	41	48	11	47	7	25	33	29	1
	28%	30%	35%	29%	25%	25%	32%	27%	28%	27%	45%	32%	28%	30%	12%
Large letters	62	42	50	55	43	39	41	53	22	45	9	29	27	25	4
	27%	25%	43% ad	31%	26%	28%	32%	30%	54% b	26%	56%	36%	23%	26%	44%
Order fulfilment (sending ordered goods to customers)	20	20	16	20	18	18	16	20	5	18	*	7	11	17	-
	9%	12%	14%	11%	11%	13%	12%	11%	13%	10%	*%	9%	9%	18%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	10	10	10	14	16	14	10	1	14	*	8	6	15	-
	7%	6%	8%	6%	9%	12%	11%	6%	1%	8%	1%	10%	5%	15%	-%
Other everyday correspondence, such as invoices, one off bills etc.	11	11	11	11	9	11	11	11	*	11	-	5	6	9	-
	5%	7%	9%	6%	5%	8%	8%	6%	*%	6%	-%	7%	5%	9%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	9	9	9	8	9	9	9	1	10	*	4	6	7	-
	4%	6%	8%	5%	5%	7%	7%	5%	3%	6%	*%	4%	5%	7%	-%
Publications, such as magazines, periodicals, customer newsletters	6	6	6	6	6	6	6	6	*	6	*	*	6	6	*
	3%	4%	5%	4%	4%	5%	5%	4%	*%	4%	*%	*%	5%	6%	1%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	267	210	161	229	191	168	177	207	50	198	19	97	133	113	9
Effective base	96	79	61	87	76	63	65	84	19	69	11	34	51	40	3
Weighted Base	226	165	117	180	161	136	130	176	40	171	17	80	119	99	9
Other (PLEASE SPECIFY)	1	1	-	1	-	1	-	1	-	-	1	1	-	*	-
	*%	*%	-%	*%	-%	*%	-%	*%	-%	-%	3%	1%	-%	*%	-%
None of these (DO NOT READ OUT)	14	6	6	7	7	7	7	7	1	13	1	9	6	1	-
	6%	4%	6%	4%	4%	5%	5%	4%	2%	8%	3%	11%	5%	1%	-%
Don't Know (DO NOT READ OUT)	*	*	*	*	*	*	*	*	-	*	-	-	*	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%
Refused (DO NOT READ OUT)	1	1	1	1	1	-	1	1	-	-	1	1	-	1	-
	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	9%	2%	-%	1%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail	Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			
	Total base	Yes	No	Increase	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%		a	b		a	b	c	a	b	a	b	c	d
Unweighted Base	267	80	58	267	85	52	120	129	138	64	96	58	49
Effective base	96	21	28	96	31	17	43	40	58	24	30	21	23
Weighted Base	226	50	67	226	68	48	101	81	145	68	59	54	45
Parcels and packets	151	37	51	151	50	40	58	55	96	52	36	38	25
	67%	74%	76%	67%	73%	83%	57%	67%	67%	76%	61%	69%	57%
Letters	63	14	16	63	15	11	31	31	31	7	17	28	11
	28%	28%	25%	28%	22%	24%	31%	39%	22%	11%	29%	51% a	24%
Large letters	62	14	16	62	25	7	30	25	37	11	22	21	8
	27%	28%	24%	27%	36%	14%	30%	30%	26%	17%	37%	38%	18%
Order fulfilment (sending ordered goods to customers)	20	4	13	20	9	1	11	7	13	8	6	4	2
	9%	8%	20%	9%	13%	2%	11%	9%	9%	11%	11%	8%	5%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	6	9	16	9	*	7	12	4	1	9	6	*
	7%	12%	14%	7%	13%	1%	7%	15% b	3%	1%	16%	11%	*%
Other everyday correspondence, such as invoices, one off bills etc.	11	*	9	11	5	*	6	8	3	2	6	3	-
	5%	*%	13% a	5%	8%	*%	6%	10%	2%	3%	10%	5%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	1	6	10	5	-	5	5	5	2	3	4	-
	4%	2%	9%	4%	7%	-%	5%	6%	3%	3%	5%	8%	-%
Publications, such as magazines, periodicals, customer newsletters	6	*	6	6	3	*	3	3	4	*	3	3	*
	3%	*%	9%	3%	5%	*%	3%	4%	2%	*%	5%	6%	*%

Columns Tested:: a,b - a,b,c - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail	Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			
	Total base	Yes	No	Increase	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%		a	b		a	b	c	a	b	a	b	c	d
Unweighted Base	267	80	58	267	85	52	120	129	138	64	96	58	49
Effective base	96	21	28	96	31	17	43	40	58	24	30	21	23
Weighted Base	226	50	67	226	68	48	101	81	145	68	59	54	45
Other (PLEASE SPECIFY)	1	1	-	1	1	-	-	*	1	-	-	1	-
	*%	1%	-%	*%	1%	-%	-%	*%	*%	-%	-%	1%	-%
None of these (DO NOT READ OUT)	14	-	1	14	2	2	11	2	12	7	-	1	6
	6%	-%	2%	6%	3%	3%	11%	3%	8%	11%	-%	1%	14% b
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	*	*	-	-	-	*	*
	*%	-%	-%	*%	-%	-%	*%	1%	-%	-%	-%	*%	1%
Refused (DO NOT READ OUT)	1	1	-	1	1	-	-	-	1	1	-	-	-
	1%	3%	-%	1%	2%	-%	-%	-%	1%	2%	-%	-%	-%

Columns Tested:: a,b - a,b,c - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Half	
	Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b
Unweighted Base	267	160	107
Effective base	96	53	44
Weighted Base	226	127	99
Parcels and packets	151	88	63
	67%	69%	64%
Letters	63	25	38
	28%	19%	39%
			a
Large letters	62	33	29
	27%	26%	29%
Order fulfilment (sending ordered goods to customers)	20	14	6
	9%	11%	6%
Advertising and promotional material, such as catalogues, brochures and direct mail	16	10	6
	7%	8%	6%
Other everyday correspondence, such as invoices, one off bills etc.	11	8	3
	5%	7%	3%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	10	5	4
	4%	4%	4%
Publications, such as magazines, periodicals, customer newsletters	6	3	3
	3%	3%	3%
Other (PLEASE SPECIFY)	1	-	1
	*%	-%	1%
None of these (DO NOT READ OUT)	14	7	7
	6%	6%	7%

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 260 (continuation)

QS1a. Are there any types of post that you send in particular that have experienced an increase in volumes?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Half	
	Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b
Unweighted Base	267	160	107
Effective base	96	53	44
Weighted Base	226	127	99
Don't Know (DO NOT READ OUT)	*	-	*
	*%	-%	*%
Refused (DO NOT READ OUT)	1	1	-
	1%	1%	-%

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	640	384	256	430	128	25	57	210
Effective base	236	139	100	208	83	11	39	102
Weighted Base	549	294	255	512	32	4	2	37
Letters	289	192	97	263	22	3	1	26
	53%	65%	38%	51%	70%	72%	70%	70%
		b			a		a	a
Parcels and packets	174	67	107	163	9	1	*	10
	32%	23%	42%	32%	29%	23%	26%	28%
			a					
Large letters	167	81	86	152	13	1	1	15
	30%	28%	34%	30%	40%	39%	53%	40%
							a	
Other everyday correspondence, such as invoices, one off bills etc.	60	28	33	58	2	*	*	2
	11%	9%	13%	11%	7%	6%	5%	7%
Publications, such as magazines, periodicals, customer newsletters	27	10	16	26	*	*	*	*
	5%	4%	6%	5%	1%	3%	1%	1%
Order fulfilment (sending ordered goods to customers)	22	6	16	22	*	-	-	*
	4%	2%	6%	4%	1%	-%	-%	1%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	12	10	20	1	-	*	1
	4%	4%	4%	4%	4%	-%	5%	3%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	8	9	15	1	*	*	1
	3%	3%	3%	3%	4%	3%	6%	4%
Other (PLEASE SPECIFY)	3	3	-	3	1	-	-	1
	1%	1%	-%	*%	2%	-%	-%	1%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	640	384	256	430	128	25	57	210
Effective base	236	139	100	208	83	11	39	102
Weighted Base	549	294	255	512	32	4	2	37
None of these (DO NOT READ OUT)	77	50	27	72	4	1	*	5
	14%	17%	10%	14%	12%	26%	10%	13%
Don't Know (DO NOT READ OUT)	21	3	17	20	1	*	*	1
	4%	1%	7%	4%	2%	1%	3%	2%
			a					
Refused (DO NOT READ OUT)	*	-	*	-	*	-	-	*
	*%	-%	*%	-%	*%	-%	-%	*%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	640	225	131	74	78	75	57	430	128	82
Effective base	236	113	66	43	53	41	39	208	83	21
Weighted Base	549	321	136	54	21	15	2	512	32	5
Letters	289	149	75	39	15	10	1	263	22	4
	53%	46%	55%	73%	73%	67%	70%	51%	70%	71%
				ag	abg	a	ag		ag	a
Parcels and packets	174	124	28	11	6	4	*	163	9	1
	32%	39%	21%	20%	30%	26%	26%	32%	29%	24%
		bc								
Large letters	167	95	36	21	10	5	1	152	13	2
	30%	30%	26%	39%	46%	31%	53%	30%	40%	43%
					abg		abeg			
Other everyday correspondence, such as invoices, one off bills etc.	60	48	8	3	1	2	*	58	2	*
	11%	15%	6%	5%	2%	12%	5%	11%	7%	6%
		d								
Publications, such as magazines, periodicals, customer newsletters	27	19	7	*	*	*	*	26	*	*
	5%	6%	5%	*%	1%	1%	1%	5%	1%	2%
Order fulfilment (sending ordered goods to customers)	22	17	4	1	*	*	-	22	*	-
	4%	5%	3%	1%	2%	*%	-%	4%	1%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	12	7	2	1	*	*	20	1	*
	4%	4%	5%	4%	4%	3%	5%	4%	4%	1%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	14	*	*	-	1	*	15	1	*
	3%	4%	*%	1%	-%	8%	6%	3%	4%	4%
						bd	b			

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	640	225	131	74	78	75	57	430	128	82
Effective base	236	113	66	43	53	41	39	208	83	21
Weighted Base	549	321	136	54	21	15	2	512	32	5
Other (PLEASE SPECIFY)	3	*	2	-	-	1	-	3	1	-
	1%	*%	2%	-%	-%	3%	-%	*%	2%	-%
None of these (DO NOT READ OUT)	77	42	24	7	3	1	*	72	4	1
	14%	13%	17%	12%	17%	9%	10%	14%	12%	21%
Don't Know (DO NOT READ OUT)	21	16	4	-	1	*	*	20	1	*
	4%	5%	3%	-%	3%	1%	3%	4%	2%	1%
Refused (DO NOT READ OUT)	*	-	-	-	*	-	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	640	215	63	24	11	77
Effective base	236	114	24	13	5	14
Weighted Base	549	314	56	7	4	23
Letters	289	136	39	5	3	17
	53%	43%	70%	71%	87%	73%
			a			a
Parcels and packets	174	124	14	1	-	5
	32%	39%	25%	11%	-%	21%
Large letters	167	107	15	3	*	7
	30%	34%	26%	37%	5%	29%
Other everyday correspondence, such as invoices, one off bills etc.	60	51	5	*	1	1
	11%	16%	9%	7%	20%	3%
Publications, such as magazines, periodicals, customer newsletters	27	23	2	1	-	*
	5%	7%	4%	13%	-%	*%
Order fulfilment (sending ordered goods to customers)	22	21	-	*	-	*
	4%	7%	-%	4%	-%	*%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	14	5	1	-	*
	4%	4%	8%	19%	-%	1%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	14	1	-	-	*
	3%	4%	1%	-%	-%	2%
Other (PLEASE SPECIFY)	3	*	-	-	-	-
	1%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	640	215	63	24	11	77
Effective base	236	114	24	13	5	14
Weighted Base	549	314	56	7	4	23
None of these (DO NOT READ OUT)	77	36	7	*	*	5
	14%	12%	12%	6%	11%	20%
Don't Know (DO NOT READ OUT)	21	17	1	*	*	*
	4%	5%	1%	4%	1%	1%
Refused (DO NOT READ OUT)	*	-	*	-	-	-
	*%	-%	*%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base	640	39	31	57	26	36	49	32	47	37	354	94	96	96
Effective base	236	27	18	26	15	18	26	19	28	19	185	59	65	34
Weighted Base	549	47	38	81	24	37	78	64	74	36	479	32	22	16
Letters	289	19	27	45	19	16	51	34	23	22	255	15	12	7
	53%	41%	71% ah	56%	77%	42%	65% h	53%	31%	61% h	53% h	48%	54% h	45%
Parcels and packets	174	16	9	26	11	8	20	16	37	10	153	10	8	3
	32%	35%	23%	32%	44%	23%	26%	24%	50% m	27%	32%	33%	36%	18%
Large letters	167	8	17	27	9	3	30	23	27	7	151	7	6	3
	30%	16%	45% aek	34%	37%	8%	38% e	37% e	37% e	19%	32% e	21%	27%	23%
Other everyday correspondence, such as invoices, one off bills etc.	60	*	6	17	7	4	8	8	5	2	57	2	1	*
	11%	1%	16% m	20% alm	29%	10%	11%	13%	7%	6%	12%	7%	4%	2%
Publications, such as magazines, periodicals, customer newsletters	27	4	1	11	-	4	1	5	-	-	25	1	1	*
	5%	9%	2%	14% m	-%	10%	1%	7%	-%	-%	5%	3%	3%	1%
Order fulfilment (sending ordered goods to customers)	22	3	-	9	2	-	1	-	7	-	21	1	1	*
	4%	6%	-%	11% m	9%	-%	1%	-%	9% m	-%	4%	2%	2%	*%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	2	5	6	-	2	2	-	-	1	18	3	1	*
	4%	5%	12% m	7%	-%	4%	3%	-%	-%	3%	4%	10%	3%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base	640	39	31	57	26	36	49	32	47	37	354	94	96	96
Effective base	236	27	18	26	15	18	26	19	28	19	185	59	65	34
Weighted Base	549	47	38	81	24	37	78	64	74	36	479	32	22	16
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	2	*	5	5	*	-	-	-	1	14	2	*	*
	3%	4%	1%	6%	22%	*%	-%	-%	-%	3%	3%	5%	1%	1%
Other (PLEASE SPECIFY)	3	-	-	-	-	1	2	-	-	-	3	-	*	-
	1%	-%	-%	-%	-%	1%	3%	-%	-%	-%	1%	-%	1%	-%
None of these (DO NOT READ OUT)	77	7	2	14	-	4	10	7	14	8	66	3	3	6
	14%	16%	6%	17%	-%	10%	12%	10%	19%	23%	14%	9%	12%	37% befgjkl
Don't Know (DO NOT READ OUT)	21	5	-	5	-	-	*	5	1	2	18	2	1	*
	4%	10%	-%	6%	-%	-%	*%	8%	1%	5%	4%	5%	4%	2%
Refused (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	640	17	56	5	79	100	36	38	286	502	138	583	57
Effective base	236	7	25	4	25	43	17	10	114	185	57	222	17
Weighted Base	549	15	59	1	66	132	18	28	195	458	91	525	24
Letters	289	7	18	1	49	51	13	21	115	237	52	274	15
	53%	46%	30%	94%	75% be	39%	69% be	74% be	59% be	52%	57%	52%	64%
Parcels and packets	174	*	26	1	24	64	5	3	40	150	23	169	5
	32%	1%	44% gh	56%	37%	48% gh	28%	9%	21%	33%	26%	32%	21%
Large letters	167	*	10	1	20	52	3	15	63	134	33	160	7
	30%	2%	17%	63%	30%	39%	15%	52% bf	32%	29%	37%	31%	29%
Other everyday correspondence, such as invoices, one off bills etc.	60	*	5	-	18	20	1	2	13	58	3	55	6
	11%	*%	8%	-%	27% h	15%	3%	8%	7%	13% b	3%	10%	25%
Publications, such as magazines, periodicals, customer newsletters	27	3	-	-	1	6	-	2	14	24	3	25	2
	5%	20%	-%	-%	1%	4%	-%	8%	7%	5%	3%	5%	9%
Order fulfilment (sending ordered goods to customers)	22	3	-	-	1	13	-	-	3	19	3	22	1
	4%	20%	-%	-%	1%	10% h	-%	-%	1%	4%	3%	4%	2%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	-	*	-	2	9	1	*	8	18	3	20	1
	4%	-%	*%	-%	3%	7%	4%	1%	4%	4%	4%	4%	5%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	-	-	-	3	6	*	*	4	14	2	16	*
	3%	-%	-%	-%	5%	5%	*%	1%	2%	3%	2%	3%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

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Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	640	17	56	5	79	100	36	38	286	502	138	583	57
Effective base	236	7	25	4	25	43	17	10	114	185	57	222	17
Weighted Base	549	15	59	1	66	132	18	28	195	458	91	525	24
Other (PLEASE SPECIFY)	3	-	*	-	*	2	*	-	-	3	-	3	-
	1%	-%	1%	-%	*%	2%	1%	-%	-%	1%	-%	1%	-%
None of these (DO NOT READ OUT)	77	5	16	*	6	6	2	2	37	71	6	74	3
	14%	32%	28% e	6%	8%	5%	12%	7%	19% e	15%	7%	14%	12%
Don't Know (DO NOT READ OUT)	21	-	*	-	2	-	-	2	8	10	10	21	*
	4%	-%	*%	-%	4%	-%	-%	9%	4%	2%	11% a	4%	*%
Refused (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	*	*	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	640	628	12	406	110	122
Effective base	236	231	6	150	36	51
Weighted Base	549	538	11	358	71	119
Letters	289	285	4	222	41	25
	53%	53%	41%	62%	58%	21%
				c	c	
Parcels and packets	174	172	2	89	18	67
	32%	32%	19%	25%	25%	56%
						ab
Large letters	167	167	-	106	30	32
	30%	31%	-%	30%	42%	27%
Other everyday correspondence, such as invoices, one off bills etc.	60	60	-	46	6	8
	11%	11%	-%	13%	9%	7%
Publications, such as magazines, periodicals, customer newsletters	27	25	2	19	6	2
	5%	5%	15%	5%	8%	2%
Order fulfilment (sending ordered goods to customers)	22	22	-	12	1	9
	4%	4%	-%	3%	1%	8%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	20	2	17	4	*
	4%	4%	15%	5%	5%	*%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	16	-	12	2	2
	3%	3%	-%	3%	3%	2%
Other (PLEASE SPECIFY)	3	3	-	3	-	*
	1%	1%	-%	1%	-%	*%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	640	628	12	406	110	122
Effective base	236	231	6	150	36	51
Weighted Base	549	538	11	358	71	119
None of these (DO NOT READ OUT)	77	74	3	51	9	16
	14%	14%	25%	14%	13%	14%
Don't Know (DO NOT READ OUT)	21	21	*	14	2	4
	4%	4%	*%	4%	3%	4%
Refused (DO NOT READ OUT)	*	*	-	*	-	-
	*%	*%	-%	*%	-%	-%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted Base	640	512	101	18	2	3	1	2	1	613	27	9	265	247	128
Effective base	236	206	27	5	1	1	1	1	1	233	5	2	103	104	31
Weighted Base	549	482	61	3	*	2	*	*	*	543	6	2	258	223	67
Letters	289	264	24	1	*	-	*	*	-	288	1	*	140	124	25
	53%	55%	39%	31%	21%	-%	100%	93%	-%	53%	22%	10%	54%	55%	37%
Parcels and packets	174	129	40	2	*	2	*	*	*	169	5	2	41	89	45
	32%	27%	65%	62%	100%	96%	100%	100%	100%	31%	77%	97%	16%	40%	66%
			ai											a	ab
Large letters	167	139	27	1	-	-	*	*	-	166	1	*	64	76	28
	30%	29%	44%	26%	-%	-%	100%	93%	-%	31%	19%	9%	25%	34%	41%
Other everyday correspondence, such as invoices, one off bills etc.	60	56	5	*	-	*	-	-	-	60	*	*	34	22	5
	11%	12%	8%	*%	-%	2%	-%	-%	-%	11%	1%	2%	13%	10%	7%
Publications, such as magazines, periodicals, customer newsletters	27	27	*	-	-	-	-	-	-	27	-	-	17	10	*
	5%	6%	*%	-%	-%	-%	-%	-%	-%	5%	-%	-%	7%	4%	*%
Order fulfilment (sending ordered goods to customers)	22	22	*	-	-	-	-	-	-	22	-	-	9	13	*
	4%	5%	1%	-%	-%	-%	-%	-%	-%	4%	-%	-%	3%	6%	1%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	17	4	*	-	*	-	-	-	21	*	*	10	7	5
	4%	4%	7%	12%	-%	2%	-%	-%	-%	4%	8%	2%	4%	3%	7%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	13	3	*	-	*	-	-	-	16	*	*	6	6	3
	3%	3%	6%	1%	-%	2%	-%	-%	-%	3%	1%	2%	3%	3%	5%
Other (PLEASE SPECIFY)	3	3	*	-	-	-	-	-	-	3	-	-	3	-	*
	1%	1%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%	*%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted Base	640	512	101	18	2	3	1	2	1	613	27	9	265	247	128
Effective base	236	206	27	5	1	1	1	1	1	233	5	2	103	104	31
Weighted Base	549	482	61	3	*	2	*	*	*	543	6	2	258	223	67
None of these (DO NOT READ OUT)	77	72	5	*	-	-	-	-	-	77	*	-	45	27	5
	14%	15%	8%	1%	-%	-%	-%	-%	-%	14%	1%	-%	18%	12%	7%
Don't Know (DO NOT READ OUT)	21	20	1	-	-	*	-	-	-	20	*	*	13	7	1
	4%	4%	1%	-%	-%	4%	-%	-%	-%	4%	1%	3%	5%	3%	1%
Refused (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	640	449	257	500	232	114	141	406	38	26	17	5	5	3
Effective base	236	147	88	168	90	36	49	145	13	7	3	2	2	2
Weighted Base	549	325	207	404	221	71	133	354	20	17	5	1	6	*
Letters	289	228	104	247	88	39	65	225	12	8	2	*	*	*
	53%	70% bdf	50%	61% d	40%	55%	49%	63%	61%	48%	30%	22%	*%	11%
Parcels and packets	174	69	76	111	149	21	46	94	7	2	1	1	6	*
	32%	21%	37% a	28%	67% abcef	29%	35%	27%	34%	12%	26%	81%	99%	61%
Large letters	167	105	126	153	85	19	38	136	5	6	1	-	5	*
	30%	32%	61% acdef	38%	38%	28%	29%	39%	26%	35%	18%	-%	77%	11%
Other everyday correspondence, such as invoices, one off bills etc.	60	38	27	49	14	10	38	42	3	4	*	-	-	-
	11%	12%	13%	12%	6%	13%	29% abcd	12%	13%	26%	*%	-%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	27	22	9	22	9	10	7	18	*	4	-	*	-	-
	5%	7%	4%	6%	4%	14% bd	5%	5%	*%	22%	-%	16%	-%	-%
Order fulfilment (sending ordered goods to customers)	22	12	10	20	14	6	8	16	-	4	-	-	-	-
	4%	4%	5%	5%	6%	9%	6%	5%	-%	22%	-%	-%	-%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	17	7	17	10	6	4	15	*	2	-	-	-	-
	4%	5%	3%	4%	5%	8%	3%	4%	2%	9%	-%	-%	-%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	10	4	10	9	3	4	10	*	*	-	*	*	-
	3%	3%	2%	2%	4%	4%	3%	3%	*%	*%	-%	16%	*%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	640	449	257	500	232	114	141	406	38	26	17	5	5	3
Effective base	236	147	88	168	90	36	49	145	13	7	3	2	2	2
Weighted Base	549	325	207	404	221	71	133	354	20	17	5	1	6	*
Other (PLEASE SPECIFY)	3	3	*	3	*	-	*	3	-	-	-	-	-	-
	1%	1%	*%	1%	*%	-%	*%	1%	-%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	77	24	16	35	17	9	8	30	1	*	3	-	-	-
	14%	7%	8%	9%	8%	12%	6%	9%	6%	1%	51%	-%	-%	-%
Don't Know (DO NOT READ OUT)	21	18	11	18	13	1	8	18	-	-	*	-	*	*
	4%	6%	5%	5%	6%	1%	6%	5%	-%	-%	1%	-%	1%	29%
Refused (DO NOT READ OUT)	*	-	*	*	-	*	-	*	-	-	-	-	-	-
	*%	-%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Number of packets and parcels sent							Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	c	d	*e
Unweighted Base	640	205	8	7	6	2	4	6	187	91	120	97	5
Effective base	236	86	3	1	3	1	2	3	70	34	42	25	1
Weighted Base	549	209	6	5	1	*	*	*	188	79	71	59	6
Letters	289	87	*	1	*	*	*	*	128	50	38	31	*
	53%	42%	3%	9%	87%	21%	1%	6%	68%	62%	53%	52%	3%
Parcels and packets	174	140	3	5	*	*	*	*	35	26	22	24	5
	32%	67%	61%	90%	41%	21%	100%	79%	18%	32%	31%	40% a	81%
Large letters	167	79	*	5	1	-	*	*	65	24	30	29	5
	30%	38%	2%	88%	94%	-%	1%	*%	35%	31%	42%	49%	81%
Other everyday correspondence, such as invoices, one off bills etc.	60	14	-	-	-	-	-	-	29	7	5	8	-
	11%	7%	-%	-%	-%	-%	-%	-%	16%	9%	6%	14%	-%
Publications, such as magazines, periodicals, customer newsletters	27	8	1	-	-	-	-	-	8	3	10	*	1
	5%	4%	17%	-%	-%	-%	-%	-%	4%	4%	14% d	*%	17%
Order fulfilment (sending ordered goods to customers)	22	13	1	-	-	-	-	-	8	*	6	5	1
	4%	6%	17%	-%	-%	-%	-%	-%	4%	*%	8%	8%	17%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	9	1	-	-	-	-	-	7	4	4	*	1
	4%	5%	17%	-%	-%	-%	-%	-%	4%	5%	5%	*%	17%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	9	-	*	-	-	*	*	7	1	2	*	*
	3%	4%	-%	*%	-%	-%	1%	*%	4%	1%	3%	*%	*%
Other (PLEASE SPECIFY)	3	*	-	-	-	-	-	-	-	2	*	*	-
	1%	*%	-%	-%	-%	-%	-%	-%	-%	3%	*%	1%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Number of packets and parcels sent							Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	c	d	*e
Unweighted Base	640	205	8	7	6	2	4	6	187	91	120	97	5
Effective base	236	86	3	1	3	1	2	3	70	34	42	25	1
Weighted Base	549	209	6	5	1	*	*	*	188	79	71	59	6
None of these (DO NOT READ OUT)	77	16	1	*	*	-	-	-	11	12	8	4	-
	14%	8%	21%	1%	3%	-%	-%	-%	6%	15%	11%	7%	-%
Don't Know (DO NOT READ OUT)	21	13	-	*	-	*	-	*	13	-	4	1	-
	4%	6%	-%	1%	-%	79%	-%	21%	7%	-%	6%	2%	-%
Refused (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base	640	81	54	59	33	5	126	16	88	592	48	477	23
Effective base	236	38	23	20	9	2	57	6	28	218	21	161	10
Weighted Base	549	82	62	53	22	2	148	13	59	486	63	367	37
Letters	289	38	33	8	8	1	35	12	41	256	33	226	21
	53%	47% c	53% c	15%	37%	56%	24%	94%	69% a	53%	52%	61%	58%
Parcels and packets	174	42	49	37	19	1	107	7	34	142	32	102	9
	32%	52%	80% a	70%	86%	57%	72%	56%	58%	29%	51% a	28%	25%
Large letters	167	33	24	16	10	1	51	6	28	150	18	136	17
	30%	41%	39%	31%	46%	56%	34%	44%	46%	31%	28%	37%	46%
Other everyday correspondence, such as invoices, one off bills etc.	60	7	4	2	*	-	13	*	1	54	7	38	11
	11%	9%	7%	4%	2%	-%	8%	2%	2%	11%	10%	10%	29%
Publications, such as magazines, periodicals, customer newsletters	27	5	*	2	*	1	6	*	3	22	5	17	5
	5%	6%	*%	4%	*%	43%	4%	2%	5%	5%	8%	5%	14%
Order fulfilment (sending ordered goods to customers)	22	7	1	*	5	1	13	-	-	18	4	19	1
	4%	9%	1%	1%	21%	43%	9%	-%	-%	4%	6%	5%	3%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	4	4	1	*	1	5	4	1	16	6	14	3
	4%	4%	7%	3%	*%	43%	3%	34%	2%	3%	9%	4%	7%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base	640	81	54	59	33	5	126	16	88	592	48	477	23
Effective base	236	38	23	20	9	2	57	6	28	218	21	161	10
Weighted Base	549	82	62	53	22	2	148	13	59	486	63	367	37
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	6	3	*	*	*	9	*	*	16	*	10	*
	3%	7%	5%	*%	*%	*%	6%	2%	*%	3%	*%	3%	*%
Other (PLEASE SPECIFY)	3	-	*	-	-	-	-	-	*	3	*	3	-
	1%	-%	1%	-%	-%	-%	-%	-%	1%	1%	1%	1%	-%
None of these (DO NOT READ OUT)	77	8	3	5	1	-	11	-	6	77	-	34	*
	14%	9%	5%	10%	6%	-%	8%	-%	10%	16%	-%	9%	1%
Don't Know (DO NOT READ OUT)	21	10	1	3	*	-	11	*	2	21	-	18	-
	4%	12%	1%	5%	*%	-%	7%	*%	4%	4%	-%	5%	-%
Refused (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	640	52	50	89	21	171	61	155	421	63	134	224	45
Effective base	236	25	17	32	8	68	22	47	138	18	48	75	15
Weighted Base	549	65	46	81	31	169	52	112	303	46	120	176	44
Letters	289	25	17	31	21	63	25	67	213	30	58	90	16
	53%	39%	38%	39%	66%	38%	48%	60%	70%	64%	48%	51%	36%
Parcels and packets	174	51	32	49	6	106	43	34	62	15	51	63	23
	32%	77%	71%	61%	20%	63%	82%	31%	21%	32%	42%	36%	53%
Large letters	167	25	16	33	13	70	15	52	100	27	68	104	37
	30%	39%	35%	41%	41%	41%	29%	46%	33%	59% b	56%	59%	82%
Other everyday correspondence, such as invoices, one off bills etc.	60	9	1	10	6	11	2	27	38	5	22	22	9
	11%	14%	2%	12%	21%	7%	4%	24%	13%	10%	18%	13%	20%
Publications, such as magazines, periodicals, customer newsletters	27	4	2	8	4	5	3	12	20	3	7	6	*
	5%	6%	5%	10%	12%	3%	7%	10%	6%	6%	6%	3%	*%
Order fulfilment (sending ordered goods to customers)	22	9	*	7	3	13	1	7	9	2	10	7	7
	4%	13%	*%	8%	9%	8%	2%	6%	3%	4%	8%	4%	15%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	2	3	4	2	3	8	8	16	*	6	6	*
	4%	3%	8%	5%	8%	2%	15% a	7%	5%	*%	5%	4%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	640	52	50	89	21	171	61	155	421	63	134	224	45
Effective base	236	25	17	32	8	68	22	47	138	18	48	75	15
Weighted Base	549	65	46	81	31	169	52	112	303	46	120	176	44
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	5	2	2	*	7	2	4	10	*	4	4	*
	3%	8%	5%	3%	*%	4%	4%	4%	3%	1%	3%	2%	*%
Other (PLEASE SPECIFY)	3	-	*	*	-	-	*	-	3	-	-	*	-
	1%	-%	1%	*%	-%	-%	1%	-%	1%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	77	2	2	3	*	17	*	3	24	5	10	13	1
	14%	3%	4%	4%	2%	10%	1%	2%	8%	11%	8%	7%	3%
Don't Know (DO NOT READ OUT)	21	4	3	8	*	13	*	7	18	*	1	11	1
	4%	7%	6%	10%	*%	8%	*%	6%	6%	1%	1%	6%	1%
Refused (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	640	170	150	51	445	251	188	374	308	7
Effective base	236	66	56	23	146	86	74	126	100	4
Weighted Base	549	166	145	59	324	202	187	286	246	1
Letters	289	63	47	19	227	103	70	160	154	*
	53%	38%	33%	32%	70% bc	51%	37%	56%	63%	34%
Parcels and packets	174	116	96	37	68	73	123	90	69	*
	32%	70%	66%	62%	21%	36% a	66% ab	31%	28%	47%
Large letters	167	68	52	26	104	125	74	122	86	*
	30%	41%	36%	44%	32%	62% ac	40%	43%	35%	34%
Other everyday correspondence, such as invoices, one off bills etc.	60	10	13	5	38	27	14	29	34	-
	11%	6%	9%	8%	12%	13%	7%	10%	14%	-%
Publications, such as magazines, periodicals, customer newsletters	27	3	7	1	22	9	5	18	17	*
	5%	2%	5%	2%	7%	4%	3%	6%	7%	9%
Order fulfilment (sending ordered goods to customers)	22	13	10	10	12	10	13	16	12	-
	4%	8%	7%	17%	4%	5%	7%	6%	5%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	10	5	5	16	6	4	14	12	*
	4%	6%	3%	8%	5%	3%	2%	5%	5%	39%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	5	9	*	10	4	7	9	8	-
	3%	3%	6%	*%	3%	2%	4%	3%	3%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	640	170	150	51	445	251	188	374	308	7
Effective base	236	66	56	23	146	86	74	126	100	4
Weighted Base	549	166	145	59	324	202	187	286	246	1
Other (PLEASE SPECIFY)	3	-	*	-	3	*	-	3	*	-
	1%	-%	*%	-%	1%	*%	-%	1%	*%	-%
None of these (DO NOT READ OUT)	77	12	15	10	24	16	17	30	21	*
	14%	7%	10%	16%	8%	8%	9%	11%	8%	5%
Don't Know (DO NOT READ OUT)	21	10	8	*	18	11	13	15	12	*
	4%	6%	6%	*%	6%	5%	7%	5%	5%	5%
Refused (DO NOT READ OUT)	*	-	-	-	-	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	640	113	97	97	22	17	331	292	33	11	8	3
Effective base	236	39	39	39	12	8	106	94	15	5	6	1
Weighted Base	549	104	95	99	32	23	253	222	40	16	7	3
Letters	289	30	27	38	5	4	144	149	11	10	3	-
	53%	29%	29%	38%	16%	19%	57%	67%	28%	64%	46%	-%
Parcels and packets	174	65	67	56	22	15	81	59	22	*	5	3
	32%	62%	70%	57%	70%	64%	32%	27%	56%	3%	70%	99%
Large letters	167	34	29	48	14	13	106	79	11	15	2	*
	30%	33%	31%	49%	45%	58%	42%	35%	28%	95%	34%	1%
Other everyday correspondence, such as invoices, one off bills etc.	60	6	12	8	3	4	33	30	4	4	-	-
	11%	6%	13%	8%	9%	19%	13%	13%	11%	26%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	27	5	5	*	*	*	13	14	3	-	1	-
	5%	5%	5%	*%	*%	*%	5%	7%	7%	-%	14%	-%
Order fulfilment (sending ordered goods to customers)	22	5	5	10	9	7	14	8	12	*	1	-
	4%	5%	5%	11%	29%	28%	6%	4%	29%	3%	14%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	4	4	3	*	*	15	13	1	*	2	*
	4%	4%	4%	3%	1%	1%	6%	6%	1%	*%	26%	*%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	2	7	3	*	*	9	8	2	-	-	-
	3%	1%	7%	4%	*%	*%	3%	3%	6%	-%	-%	-%
Other (PLEASE SPECIFY)	3	-	-	-	-	-	3	*	-	-	-	-
	1%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	640	113	97	97	22	17	331	292	33	11	8	3
Effective base	236	39	39	39	12	8	106	94	15	5	6	1
Weighted Base	549	104	95	99	32	23	253	222	40	16	7	3
None of these (DO NOT READ OUT)	77	12	7	10	5	4	25	16	3	-	-	-
	14%	12%	7%	10%	15%	19%	10%	7%	8%	-%	-%	-%
Don't Know (DO NOT READ OUT)	21	10	9	10	-	*	9	12	2	1	*	-
	4%	10%	9%	10%	-%	*%	4%	6%	5%	5%	*%	-%
Refused (DO NOT READ OUT)	*	-	-	-	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	640	579	389	596	391	452	322	587	65	1	520	30	129	490
Effective base	236	210	137	216	143	166	117	214	24	1	183	13	52	176
Weighted Base	549	486	294	503	332	376	256	504	66	*	420	30	135	393
Letters	289	276	157	280	170	198	128	277	30	*	222	21	65	213
	53%	57%	53%	56%	51%	53%	50%	55%	45%	100%	53%	71%	48%	54%
Parcels and packets	174	146	95	154	144	113	94	166	34	*	131	10	53	104
	32%	30%	32%	31%	44% ace	30%	37%	33%	52%	100%	31%	33%	39%	26%
Large letters	167	152	119	165	119	117	73	161	37	*	131	14	54	112
	30%	31%	41%	33%	36%	31%	29%	32%	56% ab	100%	31%	47%	40%	29%
Other everyday correspondence, such as invoices, one off bills etc.	60	60	29	60	33	56	30	60	5	*	49	5	19	41
	11%	12%	10%	12%	10%	15%	12%	12%	8%	100%	12%	16%	14%	10%
Publications, such as magazines, periodicals, customer newsletters	27	24	15	27	19	27	12	23	3	*	27	-	13	14
	5%	5%	5%	5%	6%	7%	5%	5%	4%	100%	6%	-%	10%	4%
Order fulfilment (sending ordered goods to customers)	22	14	13	22	19	22	10	18	8	*	18	-	14	8
	4%	3%	4%	4%	6%	6%	4%	4%	12%	100%	4%	-%	10% b	2%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	21	7	22	18	20	11	20	7	*	18	*	10	8
	4%	4%	2%	4%	6%	5%	4%	4%	10%	100%	4%	*%	8% b	2%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	640	579	389	596	391	452	322	587	65	1	520	30	129	490
Effective base	236	210	137	216	143	166	117	214	24	1	183	13	52	176
Weighted Base	549	486	294	503	332	376	256	504	66	*	420	30	135	393
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	16	7	16	16	16	10	16	1	*	13	3	10	6
	3%	3%	2%	3%	5%	4%	4%	3%	1%	100%	3%	11%	8% b	1%
Other (PLEASE SPECIFY)	3	3	3	3	3	3	2	3	-	-	1	-	-	3
	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	*%	-%	-%	1%
None of these (DO NOT READ OUT)	77	58	35	58	32	59	30	62	4	-	62	*	9	68
	14%	12%	12%	12%	10%	16%	12%	12%	7%	-%	15%	1%	7%	17%
Don't Know (DO NOT READ OUT)	21	20	8	20	16	10	6	17	1	-	15	*	11	10
	4%	4%	3%	4%	5%	3%	2%	3%	1%	-%	4%	1%	8%	3%
Refused (DO NOT READ OUT)	*	*	*	*	*	*	*	*	-	-	-	-	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail	Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b		a	b	c	a	b
Unweighted Base	640	121	6	39	109	640	53	41	513	426	214
Effective base	236	47	2	16	42	236	25	15	187	145	92
Weighted Base	549	129	5	42	114	549	58	41	429	327	222
Letters	289	55	2	10	57	289	29	15	237	213	76
	53%	42%	34%	24%	50%	53%	49%	36%	55%	65% b	34%
Parcels and packets	174	82	3	30	65	174	27	25	119	69	104
	32%	63%	65%	70%	57%	32%	46%	60% c	28%	21%	47% a
Large letters	167	38	1	12	39	167	13	21	131	108	59
	30%	29%	11%	29%	34%	30%	22%	51%	31%	33%	27%
Other everyday correspondence, such as invoices, one off bills etc.	60	19	-	8	16	60	4	10	46	53	7
	11%	15%	-%	19%	14%	11%	7%	24%	11%	16% b	3%
Publications, such as magazines, periodicals, customer newsletters	27	12	-	4	8	27	4	6	17	18	9
	5%	9%	-%	9%	7%	5%	7%	15%	4%	5%	4%
Order fulfilment (sending ordered goods to customers)	22	11	-	4	8	22	5	11	7	14	8
	4%	9%	-%	9%	7%	4%	8% c	26% c	2%	4%	4%
Advertising and promotional material, such as catalogues, brochures and direct mail	22	9	-	3	7	22	1	8	11	13	8
	4%	7%	-%	6%	6%	4%	2%	19% c	3%	4%	4%

Columns Tested:: a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail	Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b		a	b	c	a	b
Unweighted Base	640	121	6	39	109	640	53	41	513	426	214
Effective base	236	47	2	16	42	236	25	15	187	145	92
Weighted Base	549	129	5	42	114	549	58	41	429	327	222
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	8	-	3	4	16	*	5	10	16	1
	3%	6%	-%	8%	4%	3%	*%	13% c	2%	5%	*%
Other (PLEASE SPECIFY)	3	*	-	-	*	3	-	-	3	3	-
	1%	*%	-%	-%	*%	1%	-%	-%	1%	1%	-%
None of these (DO NOT READ OUT)	77	4	-	-	4	77	5	3	69	41	36
	14%	3%	-%	-%	3%	14%	9%	7%	16%	13%	16%
Don't Know (DO NOT READ OUT)	21	3	*	2	6	21	1	*	15	11	10
	4%	2%	1%	5%	5%	4%	1%	*%	4%	3%	4%
Refused (DO NOT READ OUT)	*	-	-	-	-	*	-	-	*	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%

Columns Tested:: a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	640	186	184	139	131	370	270
Effective base	236	67	65	47	66	129	111
Weighted Base	549	192	137	104	115	330	219
Letters	289	122	77	47	43	199	90
	53%	64%	56%	45%	37%	60%	41%
		cd	d			b	
Parcels and packets	174	69	52	27	25	121	53
	32%	36%	38%	26%	22%	37%	24%
						b	
Large letters	167	83	39	26	20	122	46
	30%	43%	28%	25%	17%	37%	21%
		cd				b	
Other everyday correspondence, such as invoices, one off bills etc.	60	35	8	18	*	42	18
	11%	18%	6%	17%	*%	13%	8%
		bd		d			
Publications, such as magazines, periodicals, customer newsletters	27	11	3	9	3	14	13
	5%	6%	2%	9%	3%	4%	6%
Order fulfilment (sending ordered goods to customers)	22	9	*	8	6	9	13
	4%	5%	*%	8%	5%	3%	6%
				b			
Advertising and promotional material, such as catalogues, brochures and direct mail	22	13	1	5	2	14	8
	4%	7%	1%	5%	2%	4%	4%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	16	12	*	2	2	12	4
	3%	6%	*%	2%	2%	4%	2%
		b					

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 261 (continuation)

QS1b. Are there any types of post that you send in particular that you expect to see decreased volumes in?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	640	186	184	139	131	370	270
Effective base	236	67	65	47	66	129	111
Weighted Base	549	192	137	104	115	330	219
Other (PLEASE SPECIFY)	3	*	-	3	-	*	3
	1%	*%	-%	3%	-%	*%	1%
None of these (DO NOT READ OUT)	77	14	9	12	42	23	54
	14%	7%	6%	12%	36%	7%	25%
					abc		a
Don't Know (DO NOT READ OUT)	21	5	10	1	4	15	5
	4%	3%	7%	1%	3%	5%	2%
Refused (DO NOT READ OUT)	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	267	102	165	171	41	15	40	96
Effective base	96	43	54	89	23	6	19	32
Weighted Base	226	88	138	217	7	1	1	9
Growth of business	123	49	74	120	2	1	*	3
	54%	56%	54%	55%	33%	65%	42%	37%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	10	36	45	1	-	*	1
	20%	12%	26%	21%	19%	-%	7%	16%
Ability to reach more customers	36	3	33	35	1	*	*	1
	16%	3%	24% a	16%	9%	12%	31%	11%
Cheaper / Lower Prices	30	*	30	29	1	*	*	1
	13%	1%	21% a	13%	17%	16%	9%	17%
More items being sent to existing clients	29	8	21	27	2	*	*	2
	13%	10%	15%	13%	22%	14%	23%	21%
Innovative services	18	5	13	16	1	-	*	1
	8%	6%	9%	8%	15%	-%	24% a	14%
Postal communications offer better quality than other forms of communications	15	-	15	15	*	*	*	1
	7%	-%	11% a	7%	5%	24%	14%	8%
Increase use of direct mail for marketing	15	2	12	14	1	*	*	1
	7%	3%	9%	6%	7%	15%	2%	7%
Because of the recession	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	30	15	43	1	*	*	2
	20%	34% b	11%	20%	18%	8%	15%	17%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	*c	*d	e	f	g	h	i
Unweighted Base	267	97	54	20	21	35	40	171	41	55
Effective base	96	50	28	12	12	16	19	89	23	14
Weighted Base	226	126	67	24	4	5	1	217	7	2
Growth of business	123	64	40	15	1	2	*	120	2	1
	54%	51%	61%	62%	38%	36%	42%	55%	33%	56%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	34	5	6	1	1	*	45	1	*
	20%	27% bi	7%	24%	17%	16%	7%	21%	19%	3%
Ability to reach more customers	36	20	10	5	*	1	*	35	1	*
	16%	16%	15%	23%	2%	16%	31%	16%	9%	19%
Cheaper / Lower Prices	30	25	4	*	1	1	*	29	1	*
	13%	20%	6%	*%	25%	11%	9%	13%	17%	13%
More items being sent to existing clients	29	16	8	3	*	2	*	27	2	*
	13%	13%	12%	14%	2%	35% ag	23%	13%	22%	18%
Innovative services	18	15	1	*	1	*	*	16	1	*
	8%	12%	1%	*%	19%	8%	24% bg	8%	15%	9%
Postal communications offer better quality than other forms of communications	15	8	5	1	*	*	*	15	*	*
	7%	7%	8%	4%	8%	7%	14%	7%	5%	20%
Increase use of direct mail for marketing	15	9	4	1	*	*	*	14	1	*
	7%	7%	6%	3%	7%	8%	2%	6%	7%	10%
Because of the recession	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	23	15	4	1	1	*	43	1	*
	20%	18%	23%	18%	19%	15%	15%	20%	18%	11%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	267	97	35	20	15	31
Effective base	96	52	11	7	2	7
Weighted Base	226	135	15	14	10	10
Growth of business	123	80	6	8	7	4
	54%	59%	38%	58%	65%	44%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	34	*	7	*	1
	20%	25%	*%	47%	3%	6%
Ability to reach more customers	36	18	3	4	7	3
	16%	13%	17%	25%	72%	33%
Cheaper / Lower Prices	30	24	2	2	1	*
	13%	18%	14%	17%	7%	3%
More items being sent to existing clients	29	18	*	5	*	2
	13%	13%	*%	35%	3%	23%
Innovative services	18	15	1	1	*	*
	8%	11%	9%	5%	3%	1%
Postal communications offer better quality than other forms of communications	15	9	4	*	*	2
	7%	7%	26%	1%	1%	24%
Increase use of direct mail for marketing	15	9	1	3	*	*
	7%	7%	9%	19%	*%	*%
Because of the recession	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	19	3	*	3	3
	20%	14%	18%	3%	25%	29%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	m
Unweighted Base	267	18	11	22	9	13	15	16	12	12	128	42	50	47
Effective base	96	11	6	11	6	9	9	10	7	9	73	29	33	13
Weighted Base	226	24	14	36	7	18	21	39	15	20	194	18	13	2
Growth of business	123	19	8	13	3	10	16	27	2	10	108	7	7	1
	54%	80%	57%	36%	38%	55%	77%	69%	16%	48%	56%	37%	58%	41%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	-	6	12	1	9	*	3	6	4	41	4	1	*
	20%	-%	41%	33%	19%	47%	1%	7%	41%	22%	21%	22% m	11%	1%
Ability to reach more customers	36	3	7	2	3	*	6	7	*	4	32	2	1	*
	16%	13%	47%	6%	38%	*%	28%	19%	1%	19%	17%	12%	11%	28%
Cheaper / Lower Prices	30	5	8	7	2	2	-	1	-	3	29	1	*	*
	13%	22%	56%	21%	23%	11%	-%	3%	-%	17%	15% l	6%	1%	6%
More items being sent to existing clients	29	2	6	1	*	-	6	3	4	1	23	5	*	*
	13%	10%	41%	1%	3%	-%	28%	8%	27%	6%	12%	30% jl	4%	28% l
Innovative services	18	5	6	*	-	2	*	1	2	*	17	1	*	*
	8%	21%	42%	1%	-%	12%	*%	3%	13%	2%	9%	3%	*%	10%
Postal communications offer better quality than other forms of communications	15	2	6	2	1	*	4	-	-	-	14	*	*	*
	7%	8%	41%	5%	13%	1%	18%	-%	-%	-%	7%	3%	3%	18%
Increase use of direct mail for marketing	15	-	6	4	*	1	*	-	-	-	11	3	*	*
	7%	-%	41%	10%	3%	7%	1%	-%	-%	-%	6%	18%	3%	14%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	3	4	3	2	4	4	8	*	9	37	3	4	*
	20%	14%	28%	9%	23%	22%	17%	20%	3%	44%	19%	20%	29%	11%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	*b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base	267	10	24	2	11	57	4	16	130	219	48	234	33
Effective base	96	2	12	2	4	23	2	5	51	82	18	88	9
Weighted Base	226	9	26	*	4	68	4	10	91	201	24	211	15
Growth of business	123	*	23	*	*	47	3	4	38	109	14	119	4
	54%	2%	88%	33%	12%	70% h	66%	46%	42%	54%	56%	56%	28%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	7	5	-	*	19	-	3	10	39	7	46	*
	20%	78%	19%	-%	*%	29%	-%	28%	11%	19%	30%	22%	1%
Ability to reach more customers	36	*	5	*	1	17	-	1	13	31	5	34	2
	16%	1%	17%	100%	13%	25%	-%	9%	14%	15%	20%	16%	11%
Cheaper / Lower Prices	30	-	6	-	1	6	-	*	15	28	2	30	*
	13%	-%	23%	-%	14%	9%	-%	*%	16%	14%	10%	14%	2%
More items being sent to existing clients	29	*	3	*	2	10	3	4	7	27	2	25	4
	13%	1%	12%	67%	58%	15%	66%	40%	7%	13%	9%	12%	26%
Innovative services	18	*	3	-	*	3	-	*	10	17	*	18	*
	8%	1%	13%	-%	6%	4%	-%	2%	11%	9%	1%	8%	*%
Postal communications offer better quality than other forms of communications	15	*	3	-	*	3	3	1	5	13	2	12	4
	7%	*%	11%	-%	7%	4%	66%	9%	6%	7%	9%	6%	25% a
Increase use of direct mail for marketing	15	-	4	-	*	4	-	*	6	14	1	14	1
	7%	-%	16%	-%	3%	5%	-%	*%	7%	7%	3%	7%	7%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	2	3	-	*	10	1	*	23	38	6	35	9
	20%	20%	10%	-%	9%	14%	34%	4%	26%	19%	23%	17%	60% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	267	266	1	104	75	88
Effective base	96	96	1	30	29	39
Weighted Base	226	226	*	78	52	96
Growth of business	123	123	-	34	27	62
	54%	54%	-%	44%	52%	65%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	46	-	10	8	28
	20%	20%	-%	13%	16%	29%
Ability to reach more customers	36	36	-	20	8	8
	16%	16%	-%	26%	15%	9%
Cheaper / Lower Prices	30	30	-	11	8	11
	13%	13%	-%	14%	15%	12%
More items being sent to existing clients	29	29	-	10	9	10
	13%	13%	-%	13%	17%	11%
Innovative services	18	18	-	5	4	8
	8%	8%	-%	7%	8%	8%
Postal communications offer better quality than other forms of communications	15	15	*	6	4	6
	7%	7%	100%	7%	7%	6%
Increase use of direct mail for marketing	15	15	-	3	6	6
	7%	7%	-%	4%	11%	7%
Because of the recession	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	44	-	16	10	18
	20%	20%	-%	20%	20%	19%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	267	136	69	27	8	11	7	5	4	205	62	35	35	101	131
Effective base	96	58	29	7	1	2	2	2	1	88	11	4	16	42	39
Weighted Base	226	128	62	21	7	3	2	*	2	190	36	15	35	93	98
Growth of business	123	71	29	13	7	1	1	*	2	99	24	11	19	52	52
	54%	55%	46%	62%	87%	24%	56%	73%	99%	52%	66%	71%	53%	56%	53%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	19	13	14	*	*	*	*	-	32	15	*	10	9	27
	20%	15%	20%	68%	4%	1%	*%	1%	-%	17%	41%	2%	27%	10%	28%
Ability to reach more customers	36	17	8	1	7	*	1	*	2	25	11	10	8	8	19
	16%	13%	13%	6%	87%	2%	57%	1%	96%	13%	31%	66% abi	24%	9%	20%
Cheaper / Lower Prices	30	24	4	2	*	*	*	*	*	28	2	*	6	18	6
	13%	19%	6%	9%	*%	8%	*%	3%	1%	15%	6%	2%	17%	19%	6%
More items being sent to existing clients	29	19	10	*	*	-	*	*	-	29	*	*	13	6	10
	13%	15%	16%	*%	1%	-%	*%	70%	-%	15%	1%	1%	36% bc	7%	10%
Innovative services	18	15	2	*	*	*	*	*	*	17	1	*	9	7	2
	8%	12%	2%	2%	1%	9%	1%	26%	1%	9%	2%	3%	25% c	7%	2%
Postal communications offer better quality than other forms of communications	15	7	3	1	*	2	1	*	2	9	6	5	6	1	9
	7%	5%	5%	4%	3%	60%	44%	73%	96%	5%	17%	34% i	17% b	1%	9%
Increase use of direct mail for marketing	15	10	2	2	*	*	*	*	*	13	2	*	8	3	4
	7%	8%	3%	9%	*%	8%	*%	71%	1%	7%	6%	3%	22% bc	3%	4%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	30	14	*	*	*	-	*	-	43	1	*	6	23	14
	20%	23%	22%	1%	5%	1%	-%	2%	-%	23%	2%	3%	18%	25%	15%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	267	153	149	198	182	86	86	104	25	20	16	16	4	13
Effective base	96	43	58	65	72	25	30	48	6	4	3	4	1	3
Weighted Base	226	97	113	147	161	47	71	104	14	8	12	6	*	4
Growth of business	123	48	59	75	98	26	45	48	11	3	11	2	*	*
	54%	49%	52%	51%	61%	55%	64%	46%	81%	35%	88%	43%	8%	2%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	20	27	34	34	10	23	29	1	*	2	2	-	*
	20%	20%	23%	23%	21%	22%	32%	28%	8%	*%	13%	32%	-%	*%
Ability to reach more customers	36	20	20	28	25	14	15	15	2	2	7	1	*	*
	16%	21%	18%	19%	16%	29%	21%	15%	17%	25%	60%	18%	100%	1%
Cheaper / Lower Prices	30	15	21	21	26	14	14	15	*	2	*	3	*	1
	13%	16%	18%	15%	16%	31%	20%	15%	*%	25%	1%	53%	*%	33%
More items being sent to existing clients	29	14	21	22	21	12	6	19	*	3	*	*	-	*
	13%	14%	18%	15%	13%	25%	9%	18%	1%	36%	*%	2%	-%	*%
Innovative services	18	8	12	15	13	10	7	11	*	*	*	3	*	*
	8%	8%	10%	10%	8%	22%	10%	11%	1%	3%	*%	53%	92%	2%
Postal communications offer better quality than other forms of communications	15	7	10	12	8	12	4	6	*	3	1	*	*	2
	7%	7%	9%	8%	5%	26% acdf	6%	6%	2%	36%	9%	3%	1%	59%
Increase use of direct mail for marketing	15	8	9	11	11	9	7	9	*	*	*	2	-	*
	7%	9%	8%	8%	7%	18%	10%	9%	1%	*%	*%	34%	-%	7%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	21	23	29	31	7	12	26	*	3	-	*	-	-
	20%	21%	21%	20%	19%	14%	17%	25%	2%	34%	-%	1%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	267	106	23	13	8	7	12	13	32	40	38	60	41	19
Effective base	96	51	10	4	3	4	1	3	8	14	12	26	11	4
Weighted Base	226	121	21	6	4	4	2	3	9	40	19	59	21	8
Growth of business	123	74	14	4	1	3	2	*	5	19	4	33	17	2
	54%	61%	66%	62%	28%	72%	99%	12%	60%	48%	20%	56% b	78% b	24%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	28	2	1	1	-	2	*	2	17	1	10	1	5
	20%	23%	8%	16%	28%	-%	97%	*%	23%	43% bd	3%	17%	6%	65%
Ability to reach more customers	36	18	5	1	*	1	*	*	1	12	2	10	1	2
	16%	15%	23%	17%	9%	26%	2%	2%	13%	31%	12%	17%	7%	24%
Cheaper / Lower Prices	30	19	2	1	*	1	2	1	4	9	7	3	*	3
	13%	16%	8%	15%	*%	28%	86%	43%	46%	22%	36% cd	5%	1%	33%
More items being sent to existing clients	29	21	*	-	-	*	-	*	*	10	3	5	3	-
	13%	18%	*%	-%	-%	3%	-%	*%	1%	26%	15%	9%	16%	-%
Innovative services	18	8	3	1	*	1	*	*	1	9	4	1	*	1
	8%	7%	13%	15%	8%	24%	1%	2%	12%	22% c	23% c	2%	2%	8%
Postal communications offer better quality than other forms of communications	15	6	1	*	*	*	*	1	1	8	*	*	4	*
	7%	5%	4%	2%	1%	3%	1%	46%	16%	20% c	1%	*%	18%	2%
Increase use of direct mail for marketing	15	7	*	1	-	1	2	*	3	6	*	1	1	2
	7%	6%	*%	10%	-%	34%	86%	1%	36% a	15%	1%	2%	7%	30%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	267	106	23	13	8	7	12	13	32	40	38	60	41	19
Effective base	96	51	10	4	3	4	1	3	8	14	12	26	11	4
Weighted Base	226	121	21	6	4	4	2	3	9	40	19	59	21	8
Other (PLEASE SPECIFY)	44	26	2	*	3	*	*	-	*	6	3	17	3	*
	20%	21%	11%	5%	64%	5%	*%	-%	2%	15%	18%	29%	12%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	*c	a	b	a	b
Unweighted Base	267	36	34	52	37	23	150	13	19	189	78	164	34
Effective base	96	19	14	23	13	4	61	3	8	74	23	58	7
Weighted Base	226	41	27	57	27	10	140	7	14	166	60	132	15
Growth of business	123	24	6	45	15	9	89	3	6	91	32	68	7
	54%	59% b	21%	79% b	55%	89%	64%	46%	40%	55%	54%	52%	43%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	11	5	7	8	2	34	-	-	40	6	29	5
	20%	28%	19%	13%	29%	24%	24%	-%	-%	24%	10%	22%	34%
Ability to reach more customers	36	11	3	8	3	*	19	5	1	20	16	23	5
	16%	28%	9%	15%	10%	1%	14%	74%	4%	12%	28%	18%	34%
Cheaper / Lower Prices	30	11	6	6	1	2	17	5	3	25	5	18	3
	13%	27%	22%	10%	2%	24%	12%	77%	22%	15%	8%	14%	22%
More items being sent to existing clients	29	13	2	4	2	*	19	*	2	18	11	14	8
	13%	31% c	8%	8%	7%	5%	14%	1%	15%	11%	18%	10%	52% a
Innovative services	18	9	3	1	1	*	10	1	3	15	2	10	5
	8%	21% c	10%	2%	2%	*%	7%	12%	20%	9%	4%	7%	35% a
Postal communications offer better quality than other forms of communications	15	7	1	*	*	*	7	1	-	10	6	7	6
	7%	17% c	4%	*%	*%	1%	5%	15%	-%	6%	10%	5%	38% a
Increase use of direct mail for marketing	15	7	1	*	2	2	10	1	1	12	3	8	3
	7%	17% c	2%	*%	7%	20%	7%	9%	4%	7%	5%	6%	20%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	*c	a	b	a	b
Unweighted Base	267	36	34	52	37	23	150	13	19	189	78	164	34
Effective base	96	19	14	23	13	4	61	3	8	74	23	58	7
Weighted Base	226	41	27	57	27	10	140	7	14	166	60	132	15
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	6	14	7	4	*	29	-	2	34	10	27	2
	20%	14%	53% acd	12%	15%	4%	21%	-%	15%	21%	17%	21%	14%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	267	40	56	55	31	110	72	101	114	39	102	111	35	1
Effective base	96	19	15	24	3	49	23	26	38	7	35	47	10	1
Weighted Base	226	44	29	52	13	115	45	57	79	23	73	96	21	*
Growth of business	123	37	16	41	10	73	25	31	34	14	37	49	14	-
	54%	82%	55%	80%	72%	64%	55%	53%	43%	63%	51%	51%	65%	-%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	15	4	16	*	27	6	10	20	5	23	23	12	-
	20%	34%	13%	31%	1%	24%	14%	18%	25%	20%	31%	24%	55%	-%
Ability to reach more customers	36	11	3	14	7	17	8	19	12	10	16	19	7	-
	16%	25%	12%	26%	54%	15%	17%	33%	15%	45%	22%	19%	31%	-%
Cheaper / Lower Prices	30	10	5	12	*	21	5	15	14	5	21	17	4	-
	13%	22%	18%	22%	3%	18%	11%	26%	17%	21%	28%	18%	18%	-%
More items being sent to existing clients	29	6	3	8	3	13	8	10	13	3	18	18	7	-
	13%	13%	12%	16%	23%	11%	18%	18%	17%	13%	24%	19%	32%	-%
Innovative services	18	9	*	7	*	13	*	5	7	1	10	9	4	-
	8%	21%	2%	14%	3%	11%	1%	9%	9%	5%	13%	10%	18%	-%
Postal communications offer better quality than other forms of communications	15	6	1	9	3	6	2	7	4	*	10	10	3	-
	7%	14%	3%	17%	22%	5%	4%	11%	5%	1%	14%	10%	14%	-%
Increase use of direct mail for marketing	15	6	3	9	*	8	3	6	8	2	8	9	3	-
	7%	13%	11%	17%	1%	7%	7%	11%	11%	9%	11%	9%	14%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	4	6	3	3	21	10	7	20	3	9	23	1	*
	20%	8%	19%	5%	20%	18%	22%	12%	26%	12%	12%	24%	3%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	267	149	103	48	1	136	126	128	140	103	9
Effective base	96	58	47	17	1	42	51	53	47	40	2
Weighted Base	226	133	104	36	*	96	102	121	115	78	6
Growth of business	123	86	58	23	-	47	56	77	62	34	6
	54%	65%	55%	64%	-%	48%	55%	63%	54%	43%	91%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	27	27	9	-	20	24	29	29	25	6
	20%	20%	26%	26%	-%	21%	24%	24%	26%	32%	94%
Ability to reach more customers	36	23	19	8	-	20	18	19	26	11	6
	16%	17%	18%	23%	-%	21%	17%	16%	23%	14%	90%
Cheaper / Lower Prices	30	24	24	4	-	15	19	20	20	16	6
	13%	18%	23%	11%	-%	16%	19%	17%	17%	21%	90%
More items being sent to existing clients	29	20	14	5	-	14	19	15	19	14	6
	13%	15%	13%	14%	-%	14%	18%	12%	16%	18%	90%
Innovative services	18	13	9	4	-	8	10	13	13	9	6
	8%	10%	9%	10%	-%	8%	9%	11%	11%	12%	90%
Postal communications offer better quality than other forms of communications	15	8	7	1	-	7	10	7	12	6	6
	7%	6%	6%	3%	-%	7%	10%	6%	11%	8%	90%
Increase use of direct mail for marketing	15	10	9	*	-	8	9	8	10	10	6
	7%	8%	8%	*%	-%	9%	8%	7%	9%	13%	94%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	22	23	3	*	21	21	22	17	22	*
	20%	17%	22%	7%	100%	21%	21%	18%	15%	29%	1%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	267	60	58	73	18	11	103	85	36	12	22	7
Effective base	96	29	27	29	10	7	41	32	11	4	10	4
Weighted Base	226	60	65	72	22	13	79	65	29	6	16	9
Growth of business	123	33	34	49	11	10	48	25	15	*	8	*
	54%	56%	53%	69%	50%	75%	60%	38%	51%	*%	49%	5%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	21	19	17	7	7	16	19	8	*	*	3
	20%	35%	29%	24%	32%	51%	20%	29%	28%	*%	3%	37%
Ability to reach more customers	36	15	11	13	4	4	17	11	3	2	3	*
	16%	25%	16%	18%	17%	29%	21%	17%	9%	25%	22%	*%
Cheaper / Lower Prices	30	17	14	13	1	-	17	11	8	5	*	-
	13%	29%	22%	18%	5%	-%	22%	16%	29%	72%	*%	-%
More items being sent to existing clients	29	10	12	13	3	1	16	13	3	2	*	1
	13%	17%	18%	18%	14%	9%	21%	20%	10%	27%	2%	11%
Innovative services	18	10	9	13	3	2	11	7	1	3	*	-
	8%	16%	14%	18%	15%	18%	13%	11%	5%	44%	1%	-%
Postal communications offer better quality than other forms of communications	15	7	7	7	1	-	10	6	2	*	4	-
	7%	11%	10%	10%	4%	-%	12%	9%	6%	*%	24%	-%
Increase use of direct mail for marketing	15	7	7	6	-	-	10	8	3	1	*	-
	7%	11%	10%	9%	-%	-%	12%	12%	9%	9%	*%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	15	14	6	2	*	16	22	6	-	5	4
	20%	25%	21%	8%	9%	3%	21%	34%	21%	-%	29%	47%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	267	210	161	229	191	168	177	207	50	198	19	97	133	113	9
Effective base	96	79	61	87	76	63	65	84	19	69	11	34	51	40	3
Weighted Base	226	165	117	180	161	136	130	176	40	171	17	80	119	99	9
Growth of business	123	87	49	91	94	77	66	95	13	102	3	34	74	63	6
	54%	53%	42%	51%	58%	56%	51%	54%	34%	59%	18%	42%	63%	64%	68%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	32	24	36	35	31	30	37	15	44	*	16	28	24	-
	20%	20%	21%	20%	22%	23%	23%	21%	38%	25%	3%	19%	24%	24%	-%
Ability to reach more customers	36	24	20	26	20	23	21	26	4	29	1	9	21	28	1
	16%	15%	17%	14%	12%	17%	16%	15%	9%	17%	3%	11%	18%	28%	10%
Cheaper / Lower Prices	30	24	25	28	24	17	22	26	7	24	6	19	11	17	*
	13%	14%	21%	16%	15%	12%	17%	15%	17%	14%	36%	24%	9%	17%	1%
More items being sent to existing clients	29	25	20	26	22	22	23	26	6	22	*	8	14	18	*
	13%	15%	17%	14%	14%	16%	18%	15%	16%	13%	2%	10%	12%	18%	1%
Innovative services	18	15	10	15	16	13	13	15	1	13	2	7	9	12	*
	8%	9%	9%	9%	10%	9%	10%	9%	3%	8%	13%	8%	8%	12%	1%
Postal communications offer better quality than other forms of communications	15	8	10	11	12	11	15	7	2	12	*	8	7	12	3
	7%	5%	8%	6%	7%	8%	12%	4%	5%	7%	*%	9%	6%	12%	30%
Increase use of direct mail for marketing	15	13	9	13	13	11	13	12	2	13	2	3	12	11	*
	7%	8%	8%	7%	8%	8%	10%	7%	5%	8%	11%	4%	10%	11%	1%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	38	32	42	32	34	23	41	5	28	6	18	21	15	-
	20%	23%	28%	23%	20%	25%	18%	23%	12%	16%	38%	22%	18%	15%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail	Considered trying provider other than RM			Have moved to communication methods other than post		Quarter			
	Total base	Yes	No	Increase	Yes - tried	Yes - not tried	No	Yes	No	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Significance Level: 95%		a	b		a	b	c	a	b	a	b	c	d
Unweighted Base	267	80	58	267	85	52	120	129	138	64	96	58	49
Effective base	96	21	28	96	31	17	43	40	58	24	30	21	23
Weighted Base	226	50	67	226	68	48	101	81	145	68	59	54	45
Growth of business	123	31	45	123	34	35	47	46	77	35	33	32	23
	54%	61%	67%	54%	50%	73%	46%	56%	53%	52%	55%	58%	52%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	7	17	46	11	7	28	7	39	17	13	7	8
	20%	14%	26%	20%	16%	15%	28%	8%	27% a	25%	23%	13%	19%
Ability to reach more customers	36	12	17	36	10	11	15	15	21	1	14	15	5
	16%	24%	25%	16%	14%	23%	15%	18%	15%	2%	24% a	28% a	11%
Cheaper / Lower Prices	30	6	11	30	9	8	13	18	12	1	14	10	4
	13%	13%	16%	13%	13%	17%	13%	22%	8%	2%	24% a	19%	9%
More items being sent to existing clients	29	4	15	29	8	5	16	9	20	5	9	12	3
	13%	8%	22%	13%	11%	11%	16%	11%	14%	7%	14%	23%	7%
Innovative services	18	4	8	18	7	6	5	9	9	6	3	8	*
	8%	7%	13%	8%	10%	12%	5%	11%	6%	9%	5%	15%	*%
Postal communications offer better quality than other forms of communications	15	9	6	15	10	1	4	12	4	*	6	7	2
	7%	17%	9%	7%	15%	2%	4%	14% b	3%	*%	10%	13%	5%
Increase use of direct mail for marketing	15	2	9	15	4	1	10	6	9	1	6	3	4
	7%	4%	13%	7%	5%	2%	10%	8%	6%	2%	10%	6%	9%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	44	7	8	44	17	5	20	17	27	17	6	6	15
	20%	14%	12%	20%	25%	11%	20%	21%	19%	25%	10%	11%	34% b

Columns Tested:: a,b - a,b,c - a,b - a,b,c,d

Produced by BVA BDRC
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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 262 (continuation)

QS2a. What would you say are the reasons for this increase?

Base: All with increased volume of post sent in the last 12 months (QS1=1)

		Half	
	Total base	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b
Unweighted Base	267	160	107
Effective base	96	53	44
Weighted Base	226	127	99
Growth of business	123	68	55
	54%	54%	55%
Increase in fulfilment (fulfilling customer orders by mailing out items)	46	30	16
	20%	24%	16%
Ability to reach more customers	36	15	21
	16%	12%	21%
Cheaper / Lower Prices	30	16	14
	13%	12%	15%
More items being sent to existing clients	29	14	16
	13%	11%	16%
Innovative services	18	9	8
	8%	7%	8%
Postal communications offer better quality than other forms of communications	15	6	9
	7%	5%	9%
Increase use of direct mail for marketing	15	7	7
	7%	6%	8%
Because of the recession	-	-	-
	-%	-%	-%
Other (PLEASE SPECIFY)	44	23	21
	20%	18%	21%

Columns Tested:: a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	640	384	256	430	128	25	57	210
Effective base	236	139	100	208	83	11	39	102
Weighted Base	549	294	255	512	32	4	2	37
Increase use of emailing services	203	124	79	181	20	1	1	22
	37%	42%	31%	35%	63% a	23%	46%	58% a
Because of the recession	121	45	77	113	7	1	*	8
	22%	15%	30% a	22%	21%	33%	24%	22%
Postal costs	66	5	61	66	*	-	*	1
	12%	2%	24% a	13% be	1%	-%	10% be	2%
Use of new/digital communication methods	61	39	22	57	3	*	*	4
	11%	13%	8%	11%	10%	13%	7%	10%
Downsizing the company	54	1	54	54	*	*	-	*
	10%	*%	21% a	11% bde	*%	3%	-%	*%
Less effective than other communications media	32	3	30	31	1	*	*	1
	6%	1%	12% a	6%	3%	3%	1%	3%
Too complicated - hard to understand what the best mailing option is	18	*	18	18	1	-	-	1
	3%	*%	7% a	3%	2%	-%	-%	1%
Increase use of social media	17	3	14	16	1	*	*	1
	3%	1%	6% a	3%	3%	5%	17% abe	4%
Environmental costs	17	5	12	16	1	*	*	2
	3%	2%	5%	3%	5%	1%	5%	4%
Relocation of staff / company	16	12	4	12	3	1	*	4
	3%	4%	1%	2%	10% a	23%	17% a	11% a

Columns Tested:: a,b - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	640	384	256	430	128	25	57	210
Effective base	236	139	100	208	83	11	39	102
Weighted Base	549	294	255	512	32	4	2	37
Electronic technology is more reliable / faster	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Poor customer service /unreliable service	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	142	108	34	134	6	1	*	8
	26%	37%	13%	26%	18%	40%	30%	21%
		b						
Don't Know	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	640	225	131	74	78	75	57	430	128	82
Effective base	236	113	66	43	53	41	39	208	83	21
Weighted Base	549	321	136	54	21	15	2	512	32	5
Increase use of emailing services	203	106	57	19	14	7	1	181	20	2
	37%	33%	42%	35%	66% abcgi	49%	46%	35%	63% abcgi	29%
Because of the recession	121	81	18	14	6	2	*	113	7	2
	22%	25%	13%	26%	28% b	15%	24%	22%	21%	30%
Postal costs	66	43	17	5	*	*	*	66	*	*
	12%	13% deh	13% deh	9% h	2%	1%	10% h	13% deh	1%	3%
Use of new/digital communication methods	61	40	12	6	2	2	*	57	3	1
	11%	12%	9%	11%	9%	12%	7%	11%	10%	11%
Downsizing the company	54	50	4	*	*	*	-	54	*	*
	10%	16% bcdefh	3%	*%	*%	1%	-%	11% cdefh	*%	2%
Less effective than other communications media	32	19	10	2	-	1	*	31	1	*
	6%	6%	7%	3%	-%	7%	1%	6%	3%	3%
Too complicated - hard to understand what the best mailing option is	18	12	5	-	*	*	-	18	1	-
	3%	4%	4%	-%	1%	2%	-%	3%	2%	-%
Increase use of social media	17	11	5	*	1	*	*	16	1	*
	3%	3%	3%	*%	3%	3%	17% abcdegh	3%	3%	9%
Environmental costs	17	15	1	*	*	1	*	16	1	*
	3%	5%	1%	1%	2%	8% b	5%	3%	5%	3%
Relocation of staff / company	16	4	2	7	3	1	*	12	3	1
	3%	1%	1%	12% abg	12% abg	9% abg	17% abg	2%	10% abg	21% abg

Columns Tested:: a,b,c,d,e,f,g,h,i

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	640	225	131	74	78	75	57	430	128	82
Effective base	236	113	66	43	53	41	39	208	83	21
Weighted Base	549	321	136	54	21	15	2	512	32	5
Electronic technology is more reliable / faster	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Poor customer service /unreliable service	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	142	75	46	13	4	3	*	134	6	2
	26%	23%	34%	24%	21%	20%	30%	26%	18%	37%
			h							
Don't Know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	640	215	63	24	11	77
Effective base	236	114	24	13	5	14
Weighted Base	549	314	56	7	4	23
Increase use of emailing services	203	97	23	4	3	12
	37%	31%	41%	59%	84%	50%
Because of the recession	121	89	7	1	-	5
	22%	28%	13%	9%	-%	20%
Postal costs	66	51	11	*	1	*
	12%	16%	20%	3%	15%	1%
Use of new/digital communication methods	61	27	9	3	*	7
	11%	8%	15%	38%	5%	28%
						a
Downsizing the company	54	54	-	-	-	*
	10%	17%	-%	-%	-%	*%
		b				
Less effective than other communications media	32	23	6	*	*	1
	6%	7%	11%	2%	*%	3%
Too complicated - hard to understand what the best mailing option is	18	18	*	-	-	*
	3%	6%	*%	-%	-%	*%
Increase use of social media	17	13	1	-	*	*
	3%	4%	1%	-%	*%	1%
Environmental costs	17	15	1	-	-	1
	3%	5%	1%	-%	-%	3%
Relocation of staff / company	16	5	2	*	-	2
	3%	2%	3%	*%	-%	7%
Electronic technology is more reliable / faster	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	640	215	63	24	11	77
Effective base	236	114	24	13	5	14
Weighted Base	549	314	56	7	4	23
Poor customer service /unreliable service	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other	142	63	17	1	*	6
	26%	20%	30%	18%	1%	28%
Don't Know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base	640	39	31	57	26	36	49	32	47	37	354	94	96	96
Effective base	236	27	18	26	15	18	26	19	28	19	185	59	65	34
Weighted Base	549	47	38	81	24	37	78	64	74	36	479	32	22	16
Increase use of emailing services	203	17	14	28	11	14	35	28	16	14	177	10	10	6
	37%	36%	37%	35%	46%	39%	44%	44%	21%	40%	37%	31%	46% h	37%
Because of the recession	121	11	3	21	7	9	9	18	22	7	107	8	4	3
	22%	24%	9%	25%	28%	24%	11%	29%	30%	20%	22%	26%	16%	18%
Postal costs	66	5	5	5	1	7	10	4	13	9	59	4	2	1
	12%	10%	12%	7%	5%	18%	13%	7%	18%	25% l	12%	12%	7%	9%
Use of new/digital communication methods	61	4	6	6	5	3	7	17	*	4	52	4	3	1
	11%	9%	15% h	7%	19%	9%	9%	26% hj	*%	12%	11%	13%	15% h	8%
Downsizing the company	54	8	2	16	-	-	9	9	7	-	51	*	2	2
	10%	16% k	5%	20% ik	-%	-%	11% k	14% k	10% k	-%	11% k	1%	8%	12% k
Less effective than other communications media	32	3	11	-	-	*	6	5	2	3	30	1	1	*
	6%	6%	28% acehjklm	-%	-%	*%	8%	7%	3%	8%	6%	5%	5%	2%
Too complicated - hard to understand what the best mailing option is	18	-	4	6	-	1	1	-	5	*	17	1	-	*
	3%	-%	11% lm	7%	-%	4%	1%	-%	6%	1%	4%	3%	-%	*%
Increase use of social media	17	7	1	*	-	*	1	2	3	1	16	1	*	*
	3%	15% cjlm	2%	*%	-%	1%	1%	3%	4%	3%	3%	4%	2%	1%
Environmental costs	17	2	1	5	-	4	-	-	1	1	15	1	*	2
	3%	5%	3%	6%	-%	10%	-%	-%	2%	3%	3%	2%	1%	12% jl

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base	640	39	31	57	26	36	49	32	47	37	354	94	96	96
Effective base	236	27	18	26	15	18	26	19	28	19	185	59	65	34
Weighted Base	549	47	38	81	24	37	78	64	74	36	479	32	22	16
Relocation of staff / company	16	*	1	3	2	3	2	-	4	*	16	*	*	*
	3%	*%	1%	4%	9%	9% k	3%	-%	6%	*%	3%	*%	1%	1%
Electronic technology is more reliable / faster	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Poor customer service /unreliable service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	142	14	13	19	7	6	18	12	23	9	121	10	5	7
	26%	30%	33%	24%	29%	15%	23%	19%	31%	26%	25%	32%	21%	42% jl
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	640	17	56	5	79	100	36	38	286	502	138	583	57
Effective base	236	7	25	4	25	43	17	10	114	185	57	222	17
Weighted Base	549	15	59	1	66	132	18	28	195	458	91	525	24
Increase use of emailing services	203	9	11	1	33	41	6	21	71	160	42	188	14
	37%	61%	19%	37%	49% b	31%	34%	76% befh	37%	35%	46%	36%	60%
Because of the recession	121	-	13	*	14	28	1	4	54	102	19	115	6
	22%	-%	23%	34%	21%	21%	8%	13%	28%	22%	21%	22%	27%
Postal costs	66	*	2	-	6	25	4	5	19	45	21	63	3
	12%	*%	4%	-%	9%	19%	23%	17%	10%	10%	23% a	12%	14%
Use of new/digital communication methods	61	2	4	*	11	5	1	1	28	52	9	59	2
	11%	15%	7%	30%	16%	4%	6%	3%	14%	11%	10%	11%	8%
Downsizing the company	54	-	6	-	1	26	-	4	15	42	12	54	*
	10%	-%	10%	-%	1%	19% dh	-%	16%	8%	9%	14%	10%	*%
Less effective than other communications media	32	-	7	-	1	7	3	3	7	23	10	32	*
	6%	-%	11%	-%	2%	5%	15% h	9%	3%	5%	11%	6%	1%
Too complicated - hard to understand what the best mailing option is	18	3	7	-	1	7	-	-	-	17	2	18	-
	3%	20%	12% h	-%	1%	5% h	-%	-%	-%	4%	2%	3%	-%
Increase use of social media	17	-	*	-	2	*	1	*	13	13	4	16	1
	3%	-%	*%	-%	4%	*%	7%	1%	7%	3%	4%	3%	6%
Environmental costs	17	*	-	-	*	4	1	5	7	14	3	17	*
	3%	*%	-%	-%	1%	3%	3%	18% h	4%	3%	4%	3%	1%
Relocation of staff / company	16	-	*	*	1	3	-	1	10	15	2	12	4
	3%	-%	*%	34%	2%	2%	-%	4%	5%	3%	2%	2%	17% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	640	17	56	5	79	100	36	38	286	502	138	583	57
Effective base	236	7	25	4	25	43	17	10	114	185	57	222	17
Weighted Base	549	15	59	1	66	132	18	28	195	458	91	525	24
Electronic technology is more reliable / faster	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Poor customer service /unreliable service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	142	6	21	-	16	28	8	1	54	121	21	138	4
	26%	38%	35%	-%	24%	21%	43% g	5%	28%	27%	23%	26%	18%
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	640	628	12	406	110	122
Effective base	236	231	6	150	36	51
Weighted Base	549	538	11	358	71	119
Increase use of emailing services	203	200	2	153	30	20
	37%	37%	22%	43% c	42% c	17%
Because of the recession	121	120	2	62	16	43
	22%	22%	15%	17%	23%	36% a
Postal costs	66	64	2	40	12	14
	12%	12%	18%	11%	17%	12%
Use of new/digital communication methods	61	59	2	52	7	2
	11%	11%	18%	15% c	10%	1%
Downsizing the company	54	54	-	36	3	15
	10%	10%	-%	10%	5%	13%
Less effective than other communications media	32	32	-	19	13	*
	6%	6%	-%	5%	18% ac	*%
Too complicated - hard to understand what the best mailing option is	18	18	-	4	5	9
	3%	3%	-%	1%	7% a	8% a
Increase use of social media	17	13	4	14	3	*
	3%	2%	37%	4%	5%	*%
Environmental costs	17	17	-	15	2	*
	3%	3%	-%	4%	3%	*%
Relocation of staff / company	16	13	4	13	4	*
	3%	2%	33%	3%	5%	*%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	640	628	12	406	110	122
Effective base	236	231	6	150	36	51
Weighted Base	549	538	11	358	71	119
Electronic technology is more reliable / faster	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Poor customer service /unreliable service	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other	142	139	3	92	15	35
	26%	26%	26%	26%	21%	29%
Don't Know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted Base	640	512	101	18	2	3	1	2	1	613	27	9	265	247	128
Effective base	236	206	27	5	1	1	1	1	1	233	5	2	103	104	31
Weighted Base	549	482	61	3	*	2	*	*	*	543	6	2	258	223	67
Increase use of emailing services	203	193	9	1	*	-	-	-	-	202	1	*	111	82	10
	37%	40%	15%	24%	21%	-%	-%	-%	-%	37%	14%	1%	43%	37%	15%
		b								b			c	c	
Because of the recession	121	96	25	*	-	*	-	-	*	121	*	*	40	56	25
	22%	20%	41%	7%	-%	2%	-%	-%	100%	22%	5%	3%	16%	25%	38%
			ai												a
Postal costs	66	56	9	1	-	-	-	-	-	65	1	-	24	32	10
	12%	12%	14%	39%	-%	-%	-%	-%	-%	12%	23%	-%	9%	14%	15%
Use of new/digital communication methods	61	60	1	*	-	-	-	-	-	61	*	-	42	17	1
	11%	12%	2%	1%	-%	-%	-%	-%	-%	11%	*%	-%	16%	8%	2%
													c		
Downsizing the company	54	49	5	-	-	-	-	-	-	54	-	-	29	20	5
	10%	10%	9%	-%	-%	-%	-%	-%	-%	10%	-%	-%	11%	9%	8%
Less effective than other communications media	32	32	1	*	-	-	-	-	-	32	*	-	14	17	1
	6%	7%	1%	*%	-%	-%	-%	-%	-%	6%	*%	-%	6%	8%	1%
Too complicated - hard to understand what the best mailing option is	18	17	*	1	-	*	-	-	-	17	1	*	8	9	2
	3%	3%	*%	38%	-%	4%	-%	-%	-%	3%	23%	3%	3%	4%	2%
Increase use of social media	17	15	*	*	-	2	-	-	-	15	2	2	8	7	3
	3%	3%	1%	1%	-%	96%	-%	-%	-%	3%	36%	83%	3%	3%	4%
Environmental costs	17	16	1	*	-	-	-	-	-	17	*	-	12	5	1
	3%	3%	1%	1%	-%	-%	-%	-%	-%	3%	1%	-%	5%	2%	1%
Relocation of staff / company	16	15	1	*	-	-	-	-	-	16	*	-	7	8	1
	3%	3%	2%	1%	-%	-%	-%	-%	-%	3%	*%	-%	3%	4%	1%
Electronic technology is more reliable / faster	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	*j	*k	a	b	c
Unweighted Base	640	512	101	18	2	3	1	2	1	613	27	9	265	247	128
Effective base	236	206	27	5	1	1	1	1	1	233	5	2	103	104	31
Weighted Base	549	482	61	3	*	2	*	*	*	543	6	2	258	223	67
Poor customer service /unreliable service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	142	125	16	1	*	-	*	*	-	141	1	*	64	61	17
	26%	26%	26%	30%	79%	-%	100%	100%	-%	26%	23%	13%	25%	27%	25%
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	640	449	257	500	232	114	141	406	38	26	17	5	5	3
Effective base	236	147	88	168	90	36	49	145	13	7	3	2	2	2
Weighted Base	549	325	207	404	221	71	133	354	20	17	5	1	6	*
Increase use of emailing services	203	151	75	163	45	28	58	141	8	14	*	-	*	*
	37%	46% d	36% d	40% d	20%	39% d	44% d	40%	39%	79%	8%	-%	*%	11%
Because of the recession	121	74	54	91	78	24	39	80	3	1	*	*	6	*
	22%	23%	26%	23%	35% ac	34%	29%	22%	17%	9%	3%	19%	99%	71%
Postal costs	66	40	33	54	43	5	13	46	7	-	*	1	*	-
	12%	12%	16%	13%	20%	6%	9%	13%	33%	-%	*%	77%	1%	-%
Use of new/digital communication methods	61	55	18	58	11	5	9	54	2	2	*	-	-	-
	11%	17% d	9%	14% d	5%	8%	7%	15%	11%	9%	5%	-%	-%	-%
Downsizing the company	54	33	29	43	24	3	29	38	*	4	-	1	-	-
	10%	10%	14%	11%	11%	4%	22% ace	11%	*%	25%	-%	90%	-%	-%
Less effective than other communications media	32	16	24	27	17	2	4	23	3	1	*	-	*	-
	6%	5%	12%	7%	8%	3%	3%	7%	14%	7%	*%	-%	*%	-%
Too complicated - hard to understand what the best mailing option is	18	6	14	18	11	5	3	11	3	4	*	-	-	*
	3%	2%	7%	5%	5%	7%	2%	3%	15% a	22%	5%	-%	-%	29%
Increase use of social media	17	12	5	12	6	4	4	11	1	*	*	-	*	-
	3%	4%	2%	3%	3%	5%	3%	3%	5%	2%	*%	-%	*%	-%
Environmental costs	17	12	6	12	8	2	2	11	1	*	-	-	*	-
	3%	4%	3%	3%	3%	2%	1%	3%	3%	*%	-%	-%	*%	-%
Relocation of staff / company	16	15	6	15	5	1	3	13	2	1	-	-	-	*
	3%	5%	3%	4%	2%	1%	2%	4%	8%	3%	-%	-%	-%	11%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	*c	*d	*e	*f	*g
Unweighted Base	640	449	257	500	232	114	141	406	38	26	17	5	5	3
Effective base	236	147	88	168	90	36	49	145	13	7	3	2	2	2
Weighted Base	549	325	207	404	221	71	133	354	20	17	5	1	6	*
Electronic technology is more reliable / faster	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Poor customer service /unreliable service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	142	67	40	84	60	13	23	77	2	1	4	*	-	-
	26%	20%	19%	21%	27%	19%	18%	22%	11%	4%	78%	4%	-%	-%
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Number of packets and parcels sent							Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	c	d	*e
Unweighted Base	640	205	8	7	6	2	4	6	187	91	120	97	5
Effective base	236	86	3	1	3	1	2	3	70	34	42	25	1
Weighted Base	549	209	6	5	1	*	*	*	188	79	71	59	6
Increase use of emailing services	203	45	*	*	-	*	*	*	77	27	35	25	*
	37%	21%	*%	9%	-%	21%	1%	6%	41%	33%	49%	41%	*%
Because of the recession	121	73	*	5	*	-	*	*	37	18	17	14	5
	22%	35%	*%	90%	7%	-%	70%	52%	20%	23%	24%	23%	81%
Postal costs	66	43	-	-	-	-	*	*	27	3	15	8	*
	12%	21%	-%	-%	-%	-%	1%	*%	14%	4%	21% b	14%	1%
Use of new/digital communication methods	61	9	1	*	-	-	-	-	38	11	5	4	1
	11%	4%	18%	9%	-%	-%	-%	-%	20%	14%	7%	6%	17%
Downsizing the company	54	24	-	-	-	-	-	-	22	7	9	5	-
	10%	12%	-%	-%	-%	-%	-%	-%	12%	9%	13%	9%	-%
Less effective than other communications media	32	16	1	-	-	-	*	*	9	10	7	*	1
	6%	8%	17%	-%	-%	-%	1%	*%	5%	12%	10%	*%	17%
Too complicated - hard to understand what the best mailing option is	18	7	4	-	*	*	-	*	*	4	5	8	1
	3%	3%	68%	-%	49%	79%	-%	21%	*%	5%	7% a	13% a	17%
Increase use of social media	17	6	-	*	-	-	-	-	6	4	2	*	*
	3%	3%	-%	1%	-%	-%	-%	-%	3%	5%	3%	*%	1%
Environmental costs	17	8	*	*	-	-	*	*	7	1	4	*	*
	3%	4%	*%	1%	-%	-%	1%	*%	4%	1%	5%	1%	1%
Relocation of staff / company	16	5	*	*	-	-	-	-	7	4	2	2	-
	3%	2%	3%	*%	-%	-%	-%	-%	4%	5%	2%	4%	-%
Electronic technology is more reliable / faster	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Number of packets and parcels sent							Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	a	b	c	d	*e
Unweighted Base	640	205	8	7	6	2	4	6	187	91	120	97	5
Effective base	236	86	3	1	3	1	2	3	70	34	42	25	1
Weighted Base	549	209	6	5	1	*	*	*	188	79	71	59	6
Poor customer service /unreliable service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	142	58	2	*	*	-	*	*	42	21	16	5	*
	26%	28%	28%	*%	44%	-%	29%	21%	22%	27%	22%	9%	2%
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base	640	81	54	59	33	5	126	16	88	592	48	477	23
Effective base	236	38	23	20	9	2	57	6	28	218	21	161	10
Weighted Base	549	82	62	53	22	2	148	13	59	486	63	367	37
Increase use of emailing services	203	22	12	7	3	1	17	6	22	180	23	146	17
	37%	27%	20%	13%	12%	56%	12%	49%	36% a	37%	36%	40%	46%
Because of the recession	121	24	23	23	7	*	58	-	19	107	14	88	3
	22%	29%	38%	43%	33%	1%	39%	-%	33%	22%	23%	24%	9%
Postal costs	66	19	8	8	6	1	30	5	8	58	8	53	*
	12%	23%	13%	16%	30%	56%	20%	42%	14%	12%	12%	15%	*%
Use of new/digital communication methods	61	7	1	1	*	2	6	2	3	52	9	49	9
	11%	8%	1%	1%	*%	98%	4%	13%	4%	11%	15%	13%	24%
Downsizing the company	54	8	11	5	-	-	19	-	5	48	6	34	9
	10%	10%	17%	10%	-%	-%	13%	-%	8%	10%	10%	9%	25%
Less effective than other communications media	32	9	6	1	*	1	6	5	6	26	6	19	8
	6%	11%	10%	2%	1%	43%	4%	41%	10%	5%	10%	5%	21%
Too complicated - hard to understand what the best mailing option is	18	-	-	2	8	1	10	1	-	14	4	10	8
	3%	-%	-%	4%	36% abc	43%	7%	9%	-%	3%	6%	3%	22%
Increase use of social media	17	6	*	*	*	-	3	-	3	15	2	12	*
	3%	7%	*%	*%	*%	-%	2%	-%	5%	3%	3%	3%	1%
Environmental costs	17	3	4	*	*	*	7	*	*	13	4	12	*
	3%	4%	7%	*%	1%	*%	5%	*%	1%	3%	6%	3%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	*b
Unweighted Base	640	81	54	59	33	5	126	16	88	592	48	477	23
Effective base	236	38	23	20	9	2	57	6	28	218	21	161	10
Weighted Base	549	82	62	53	22	2	148	13	59	486	63	367	37
Relocation of staff / company	16	4	1	*	*	-	1	-	4	13	3	15	-
	3%	5%	1%	*%	*%	-%	1%	-%	7%	3%	4%	4%	-%
Electronic technology is more reliable / faster	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Poor customer service /unreliable service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	142	29	14	14	3	*	40	3	17	131	11	81	3
	26%	36%	23%	27%	13%	1%	27%	26%	29%	27%	17%	22%	9%
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	640	52	50	89	21	171	61	155	421	63	134	224	45
Effective base	236	25	17	32	8	68	22	47	138	18	48	75	15
Weighted Base	549	65	46	81	31	169	52	112	303	46	120	176	44
Increase use of emailing services	203	4	11	13	20	39	6	55	142	19	38	71	12
	37%	6%	24%	16%	65%	23%	12%	49%	47%	40%	31%	40%	27%
Because of the recession	121	31	17	32	3	59	19	31	71	10	30	45	6
	22%	47%	37%	40%	9%	35%	36%	28%	23%	21%	25%	25%	13%
Postal costs	66	11	7	16	1	32	11	17	40	4	22	33	15
	12%	18%	16%	19%	3%	19%	21%	15%	13%	9%	18%	19%	33%
Use of new/digital communication methods	61	3	2	5	8	7	4	25	46	8	13	17	1
	11%	4%	5%	6%	26%	4%	7%	22%	15%	17%	11%	10%	3%
Downsizing the company	54	17	5	18	6	16	8	16	33	9	15	21	9
	10%	26%	10%	23%	21%	10%	15%	14%	11%	20%	13%	12%	21%
Less effective than other communications media	32	6	6	13	4	8	9	9	15	3	18	15	6
	6%	9%	12%	16%	12%	5%	17%	8%	5%	6%	15%	9%	14%
Too complicated - hard to understand what the best mailing option is	18	3	4	10	4	9	2	6	3	1	14	10	13
	3%	4%	8%	12%	12%	5%	3%	5%	1%	3%	12%	5%	29% b
Increase use of social media	17	*	4	4	*	4	2	7	11	*	4	4	*
	3%	*%	9%	5%	1%	2%	4%	6%	4%	1%	4%	2%	1%
Environmental costs	17	*	6	2	*	2	6	5	12	2	5	6	2
	3%	*%	13%	3%	*%	1%	11% a	5%	4%	4%	5%	3%	4%
Relocation of staff / company	16	*	4	4	*	1	4	6	15	4	2	6	*
	3%	1%	8%	6%	*%	*%	8% a	6%	5%	8%	2%	3%	1%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c
Unweighted Base	640	52	50	89	21	171	61	155	421	63	134	224	45
Effective base	236	25	17	32	8	68	22	47	138	18	48	75	15
Weighted Base	549	65	46	81	31	169	52	112	303	46	120	176	44
Electronic technology is more reliable / faster	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Poor customer service /unreliable service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	142	15	5	14	3	52	8	15	62	9	18	36	3
	26%	23%	12%	17%	9%	31%	15%	13%	20%	19%	15%	20%	7%
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	640	170	150	51	445	251	188	374	308	7
Effective base	236	66	56	23	146	86	74	126	100	4
Weighted Base	549	166	145	59	324	202	187	286	246	1
Increase use of emailing services	203	34	27	8	149	74	39	107	91	*
	37%	21%	19%	14%	46% c	37% c	21%	38%	37%	43%
Because of the recession	121	59	52	19	74	53	62	65	68	*
	22%	36%	36%	32%	23%	26%	33%	23%	28%	43%
Postal costs	66	34	37	16	39	32	35	44	28	*
	12%	21%	25%	28%	12%	16%	19%	15%	11%	5%
Use of new/digital communication methods	61	8	8	2	55	18	7	40	29	*
	11%	5%	5%	3%	17% c	9%	4%	14%	12%	9%
Downsizing the company	54	19	16	3	33	29	24	27	40	-
	10%	11%	11%	5%	10%	14%	13%	10%	16%	-%
Less effective than other communications media	32	10	12	4	15	23	12	18	14	*
	6%	6%	8%	6%	5%	12% a	6%	6%	6%	9%
Too complicated - hard to understand what the best mailing option is	18	11	6	7	5	10	10	10	8	-
	3%	7%	4%	12%	2%	5%	5%	3%	3%	-%
Increase use of social media	17	6	3	*	12	5	4	10	9	*
	3%	4%	2%	*%	4%	2%	2%	4%	4%	35%
Environmental costs	17	8	7	*	12	6	5	7	8	*
	3%	5%	5%	1%	4%	3%	3%	2%	3%	9%
Relocation of staff / company	16	5	1	3	15	6	1	11	10	*
	3%	3%	1%	5%	5%	3%	*%	4%	4%	4%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	640	170	150	51	445	251	188	374	308	7
Effective base	236	66	56	23	146	86	74	126	100	4
Weighted Base	549	166	145	59	324	202	187	286	246	1
Electronic technology is more reliable / faster	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Poor customer service /unreliable service	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	142	42	40	18	66	40	53	73	47	*
	26%	25%	28%	31%	20%	20%	29%	26%	19%	47%
Don't Know	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	640	113	97	97	22	17	331	292	33	11	8	3
Effective base	236	39	39	39	12	8	106	94	15	5	6	1
Weighted Base	549	104	95	99	32	23	253	222	40	16	7	3
Increase use of emailing services	203	21	15	25	1	3	98	94	11	8	3	-
	37%	20%	16%	26%	3%	14%	39%	42%	26%	51%	39%	-%
Because of the recession	121	33	45	31	7	6	57	62	12	-	3	*
	22%	32%	47%	32%	21%	26%	23%	28%	30%	-%	39%	1%
Postal costs	66	31	13	21	10	12	42	32	22	1	2	-
	12%	30%	14%	21%	32%	50%	17%	15%	54%	4%	31%	-%
Use of new/digital communication methods	61	7	5	6	*	*	34	23	2	*	2	-
	11%	6%	6%	6%	*%	1%	14%	11%	4%	*%	33%	-%
Downsizing the company	54	12	16	12	6	*	21	33	7	-	1	-
	10%	12%	17%	12%	19%	*%	8%	15%	18%	-%	18%	-%
Less effective than other communications media	32	6	6	5	*	*	15	13	5	5	2	*
	6%	5%	6%	5%	*%	*%	6%	6%	12%	30%	26%	*%
Too complicated - hard to understand what the best mailing option is	18	10	4	5	6	6	11	1	8	4	2	3
	3%	9%	4%	5%	19%	26%	4%	*%	19%	26%	26%	99%
Increase use of social media	17	4	3	4	-	-	9	8	1	-	-	-
	3%	3%	4%	4%	-%	-%	4%	4%	1%	-%	-%	-%
Environmental costs	17	5	1	2	*	*	7	8	4	-	*	-
	3%	5%	1%	2%	*%	*%	3%	4%	10%	-%	*%	-%
Relocation of staff / company	16	*	*	1	-	-	11	10	*	-	-	-
	3%	*%	*%	1%	-%	-%	4%	5%	*%	-%	-%	-%
Electronic technology is more reliable / faster	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	640	113	97	97	22	17	331	292	33	11	8	3
Effective base	236	39	39	39	12	8	106	94	15	5	6	1
Weighted Base	549	104	95	99	32	23	253	222	40	16	7	3
Poor customer service /unreliable service	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	142	29	25	28	11	6	60	39	2	2	*	-
	26%	28%	26%	28%	35%	28%	24%	18%	6%	15%	7%	-%
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	640	579	389	596	391	452	322	587	65	1	520	30	129	490
Effective base	236	210	137	216	143	166	117	214	24	1	183	13	52	176
Weighted Base	549	486	294	503	332	376	256	504	66	*	420	30	135	393
Increase use of emailing services	203	194	125	199	111	152	102	195	20	-	172	10	53	147
	37%	40%	43%	40%	34%	40%	40%	39%	31%	-%	41%	35%	39%	37%
Because of the recession	121	111	61	112	87	84	61	115	14	*	100	3	23	90
	22%	23%	21%	22%	26%	22%	24%	23%	21%	100%	24%	10%	17%	23%
Postal costs	66	55	38	60	50	36	31	64	17	-	38	12	45	17
	12%	11%	13%	12%	15%	9%	12%	13%	25%	-%	9%	39% a	33% b	4%
Use of new/digital communication methods	61	58	34	58	36	46	32	57	9	*	45	4	16	45
	11%	12%	12%	11%	11%	12%	13%	11%	13%	100%	11%	15%	12%	11%
Downsizing the company	54	50	30	50	31	25	22	52	11	-	52	-	13	41
	10%	10%	10%	10%	9%	7%	9%	10%	16%	-%	12%	-%	10%	10%
Less effective than other communications media	32	27	21	30	27	16	15	29	9	-	21	3	24	6
	6%	6%	7%	6%	8%	4%	6%	6%	13%	-%	5%	9%	18% b	2%
Too complicated - hard to understand what the best mailing option is	18	8	10	15	12	13	10	11	7	-	5	1	18	*
	3%	2%	4%	3%	4%	3%	4%	2%	11% b	-%	1%	4%	13% b	*%
Increase use of social media	17	15	5	15	10	14	12	13	*	-	12	1	6	9
	3%	3%	2%	3%	3%	4%	5%	3%	1%	-%	3%	4%	5%	2%
Environmental costs	17	13	7	13	12	13	12	16	2	-	17	-	6	11
	3%	3%	2%	3%	4%	3%	5%	3%	3%	-%	4%	-%	5%	3%
Relocation of staff / company	16	15	9	16	6	11	10	16	3	-	15	1	3	12
	3%	3%	3%	3%	2%	3%	4%	3%	4%	-%	3%	3%	2%	3%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	640	579	389	596	391	452	322	587	65	1	520	30	129	490
Effective base	236	210	137	216	143	166	117	214	24	1	183	13	52	176
Weighted Base	549	486	294	503	332	376	256	504	66	*	420	30	135	393
Electronic technology is more reliable / faster	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Poor customer service /unreliable service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	142	121	70	124	81	107	65	127	8	-	113	6	18	119
	26%	25%	24%	25%	24%	28%	25%	25%	13%	-%	27%	20%	14%	30%
														a
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail	Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b		a	b	c	a	b
Unweighted Base	640	121	6	39	109	640	53	41	513	426	214
Effective base	236	47	2	16	42	236	25	15	187	145	92
Weighted Base	549	129	5	42	114	549	58	41	429	327	222
Increase use of emailing services	203	34	1	8	29	203	21	11	163	168	35
	37%	26%	24%	20%	25%	37%	37%	26%	38%	52% b	16%
Because of the recession	121	49	1	9	44	121	11	10	101	56	66
	22%	38%	18%	21%	38%	22%	18%	24%	24%	17%	29% a
Postal costs	66	17	*	8	17	66	8	13	39	34	32
	12%	13%	1%	19%	14%	12%	14%	33% c	9%	10%	14%
Use of new/digital communication methods	61	14	-	1	13	61	13	1	45	55	6
	11%	11%	-%	3%	11%	11%	22%	3%	11%	17% b	3%
Downsizing the company	54	28	-	5	23	54	6	*	48	27	28
	10%	22%	-%	12%	20%	10%	10%	1%	11%	8%	12%
Less effective than other communications media	32	8	-	9	10	32	6	9	15	25	8
	6%	6%	-%	22%	8%	6%	11%	22% c	4%	8%	4%
Too complicated - hard to understand what the best mailing option is	18	6	3	12	1	18	6	11	2	11	7
	3%	5%	58%	28% b	1%	3%	10% c	26% c	*%	3%	3%
Increase use of social media	17	6	-	4	2	17	2	4	11	13	5
	3%	5%	-%	9%	2%	3%	3%	10%	3%	4%	2%
Environmental costs	17	6	-	4	2	17	*	*	16	11	6
	3%	5%	-%	10%	2%	3%	*%	*%	4%	3%	3%

Columns Tested:: a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail	Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b		a	b	c	a	b
Unweighted Base	640	121	6	39	109	640	53	41	513	426	214
Effective base	236	47	2	16	42	236	25	15	187	145	92
Weighted Base	549	129	5	42	114	549	58	41	429	327	222
Relocation of staff / company	16	4	-	1	5	16	-	3	13	11	5
	3%	3%	-%	2%	4%	3%	-%	7%	3%	3%	2%
Electronic technology is more reliable / faster	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Poor customer service /unreliable service	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	142	25	-	6	22	142	11	10	117	67	76
	26%	19%	-%	13%	20%	26%	20%	24%	27%	20%	34% a
Don't Know	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	640	186	184	139	131	370	270
Effective base	236	67	65	47	66	129	111
Weighted Base	549	192	137	104	115	330	219
Increase use of emailing services	203	73	41	45	43	115	88
	37%	38%	30%	43%	37%	35%	40%
Because of the recession	121	42	50	13	16	92	29
	22%	22%	36%	13%	14%	28%	13%
			cd			b	
Postal costs	66	18	16	24	8	34	32
	12%	10%	11%	23%	7%	10%	15%
				d			
Use of new/digital communication methods	61	33	12	11	5	45	16
	11%	17%	9%	11%	4%	14%	7%
		d					
Downsizing the company	54	8	20	17	9	28	26
	10%	4%	15%	17%	8%	9%	12%
			a	a			
Less effective than other communications media	32	15	3	12	3	17	15
	6%	8%	2%	12%	2%	5%	7%
				b			
Too complicated - hard to understand what the best mailing option is	18	6	*	6	6	7	11
	3%	3%	*%	5%	5%	2%	5%
Increase use of social media	17	2	3	6	6	5	12
	3%	1%	2%	6%	5%	1%	6%
Environmental costs	17	6	*	7	4	6	11
	3%	3%	*%	7%	4%	2%	5%
				b			
Relocation of staff / company	16	5	7	4	-	13	4
	3%	3%	5%	3%	-%	4%	2%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 263 (continuation)

QS3a. What would you say are the reasons for this decrease?

Base: All with decreased volume of post sent in the last 12 months (QS1=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	640	186	184	139	131	370	270
Effective base	236	67	65	47	66	129	111
Weighted Base	549	192	137	104	115	330	219
Electronic technology is more reliable / faster	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Poor customer service /unreliable service	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
More BACS payments	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Retirement / closing the business	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Security concerns	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Decline in industry / lack of sales	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	142	51	22	22	47	73	69
	26%	27%	16%	22%	41%	22%	31%
					bc		
Don't Know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Yes, and we have tried another provider	216	93	123	209	4	2	1	7
	11%	11%	11%	11%	6%	26%	11%	8%
				b		abde		
Yes, but we have not tried another provider	222	44	178	213	8	1	1	9
	11%	5%	16%	11%	10%	6%	15%	10%
			a					
No	1479	662	817	1412	58	5	3	67
	74%	77%	72%	74%	77%	59%	60%	74%
				d	cd			d
Don't Know	83	62	21	76	5	1	1	7
	4%	7%	2%	4%	7%	9%	14%	8%
		b					abe	a
NET:								
Yes	438	136	302	422	12	3	1	16
	22%	16%	26%	22%	16%	32%	26%	18%
			a	b		b	b	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Yes, and we have tried another provider	216	150	43	15	3	4	1	209	4	3
	11%	12%	9%	9%	6%	10%	11%	11%	6%	21%
		dh						h		abcdgh
Yes, but we have not tried another provider	222	123	74	17	5	3	1	213	8	1
	11%	10%	15%	9%	11%	8%	15%	11%	10%	9%
No	1479	925	361	126	38	26	3	1412	58	8
	74%	75%	72%	72%	80%	69%	60%	74%	77%	60%
		fi	f		fi			fi	fi	
Don't Know	83	34	24	18	2	5	1	76	5	1
	4%	3%	5%	10%	3%	12%	14%	4%	7%	11%
				abdg		abdg	abdgh		a	ag
NET:										
Yes	438	273	117	32	8	7	1	422	12	4
	22%	22%	23%	18%	17%	18%	26%	22%	16%	30%
							h	h		dh

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Yes, and we have tried another provider	216	136	29	4	1	10
	11%	11%	12%	9%	3%	16%
Yes, but we have not tried another provider	222	153	35	8	8	3
	11%	13%	15%	19%	36%	5%
					e	
No	1479	890	165	28	11	46
	74%	74%	70%	66%	53%	77%
Don't Know	83	18	6	2	2	1
	4%	2%	3%	6%	8%	2%
NET:						
Yes	438	289	64	12	8	13
	22%	24%	27%	28%	39%	21%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Yes, and we have tried another provider	216	20	16	36	8	15	23	37	24	7	187	15	11	3
	11%	12%	10%	11%	9%	9%	8%	14%	16% i	5%	11%	12%	14% i	8%
Yes, but we have not tried another provider	222	30	26	41	13	13	29	14	17	14	197	15	8	3
	11%	18% glm	16% gm	13%	14%	8%	10%	5%	12%	9%	11%	13%	9%	6%
No	1479	119	113	229	62	126	235	198	102	121	1305	82	58	33
	74%	70%	69%	71%	70%	79%	78%	77%	69%	80%	74%	69%	73%	82% abchk
Don't Know	83	1	8	17	5	5	13	9	5	9	71	8	3	1
	4%	*%	5%	5%	6% a	3%	4%	3%	3%	6% a	4%	6% a	4%	3%
NET:														
Yes	438	50	41	77	21	28	52	51	41	22	384	30	19	6
	22%	30% fim	26% m	24%	24%	18%	17%	20%	28% m	14%	22%	25% m	24% m	14%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Yes, and we have tried another provider	216	13	30	-	15	43	5	4	86	179	37	205	11
	11%	19% dg	17% dg	-%	6%	10%	8%	3%	11%	11%	11%	11%	12%
Yes, but we have not tried another provider	222	3	31	*	32	73	7	4	59	192	30	210	12
	11%	5%	18% gh	1%	13% g	17% gh	11%	3%	8%	11%	9%	11%	13%
No	1479	51	111	13	189	282	48	117	599	1220	259	1415	63
	74%	74%	63%	98%	78% b	67%	75%	90% befh	77% be	73%	78%	74%	70%
Don't Know	83	2	4	*	6	21	4	5	30	77	6	79	5
	4%	3%	3%	1%	2%	5%	6%	4%	4%	5%	2%	4%	5%
NET:													
Yes	438	16	61	*	47	116	12	8	145	371	67	415	23
	22%	23% g	34% dgh	1%	20% g	28% gh	19% g	6%	19% g	22%	20%	22%	25%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Yes, and we have tried another provider	216	216	*	116	31	68
	11%	11%	*%	9%	11%	15% a
Yes, but we have not tried another provider	222	213	9	91	59	72
	11%	11%	16%	7%	21% a	16% a
No	1479	1436	43	1016	177	284
	74%	74%	78%	80% bc	64%	64%
Don't Know	83	80	3	53	10	20
	4%	4%	6%	4%	3%	4%
NET:						
Yes	438	429	9	207	91	141
	22%	22%	16%	16%	33% a	32% a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Yes, and we have tried another provider	216	152	55	3	*	3	1	*	2	207	9	6	69	84	64
	11%	9%	24%	9%	2%	27%	42%	7%	36%	11%	15%	20%	7%	12%	22%
			ai											a	ab
Yes, but we have not tried another provider	222	159	40	3	9	7	1	-	3	199	23	20	64	95	63
	11%	9%	17%	9%	68%	70%	47%	-%	49%	10%	36%	62%	6%	13%	21%
			ai			abci					ai	abci		a	ab
No	1479	1325	125	23	4	*	*	*	1	1450	29	6	826	499	154
	74%	78%	54%	74%	30%	4%	11%	93%	14%	75%	45%	18%	83%	70%	53%
		bejk	ek	ek						bejk	e		bc	c	
Don't Know	83	70	10	3	-	-	-	-	-	81	3	-	37	33	13
	4%	4%	4%	8%	-%	-%	-%	-%	-%	4%	4%	-%	4%	5%	4%
NET:															
Yes	438	312	94	6	9	10	3	*	5	406	32	26	133	179	126
	22%	18%	41%	18%	70%	96%	89%	7%	86%	21%	51%	82%	13%	25%	43%
			ai			abcij					ai	abci		a	ab

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Yes, and we have tried another provider	216	90	95	134	146	34	66	107	10	9	2	1	1	3
	11%	8%	13%	9%	17%	14%	15%	9%	11%	19%	6%	13%	11%	59%
			a		ac	a	ac							abd
Yes, but we have not tried another provider	222	103	107	153	136	38	69	107	21	7	12	2	3	*
	11%	9%	14%	11%	16%	16%	16%	9%	23%	15%	47%	24%	25%	8%
			a		ac	a	a		a		a			
No	1479	935	527	1104	552	147	282	990	59	32	8	6	8	2
	74%	80%	71%	77%	64%	61%	66%	80%	63%	65%	34%	62%	63%	33%
		bdef	de	bdef				bdg						
Don't Know	83	38	13	43	31	23	12	36	3	*	3	-	*	-
	4%	3%	2%	3%	4%	10%	3%	3%	3%	1%	13%	-%	1%	-%
						abcdf								
NET:														
Yes	438	193	202	287	282	71	135	215	31	17	13	4	4	4
	22%	17%	27%	20%	33%	30%	31%	17%	34%	34%	53%	38%	37%	67%
			ac		ac	ac	ac		a		a			a

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Yes, and we have tried another provider	216	131	8	3	1	1	*	2	3	41	37	36	16	4
	11%	17%	18%	12%	11%	23%	1%	24%	18%	7%	12%	10%	12%	19%
Yes, but we have not tried another provider	222	102	16	9	4	1	*	3	5	47	32	50	21	4
	11%	13%	36% a	42% a	29%	22%	8%	49%	30%	7%	11%	14% a	16% a	17%
No	1479	507	20	10	8	3	3	2	8	525	225	255	86	13
	74%	66%	45%	46%	60%	55%	89%	27%	52%	83% cd	76%	72%	65%	64%
Don't Know	83	30	*	*	-	-	*	-	*	20	3	12	8	-
	4%	4%	1%	*%	-%	-%	1%	-%	*%	3%	1%	3%	6% b	-%
NET:														
Yes	438	234	24	11	5	2	*	5	7	88	69	86	37	7
	22%	30%	54% a	54%	40%	45%	9%	73%	48%	14%	23% a	24% a	28% a	36%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Yes, and we have tried another provider	216	59	26	33	25	3	119	7	20	149	67	115	19
	11%	17%	14%	14%	34%	24%	20%	11%	10%	8%	33%	8%	25%
					abc		c				a		a
Yes, but we have not tried another provider	222	34	35	48	18	1	102	18	14	177	45	135	18
	11%	9%	18%	21%	24%	11%	17%	31%	7%	10%	22%	10%	25%
				a	a		c	c			a		a
No	1479	249	127	138	29	9	351	34	166	1402	77	1069	35
	74%	70%	66%	60%	40%	66%	59%	57%	80%	78%	38%	79%	46%
		d	d	d					ab	b		b	
Don't Know	83	13	5	10	2	-	22	*	9	70	13	39	4
	4%	4%	3%	4%	3%	-%	4%	1%	4%	4%	6%	3%	5%
NET:													
Yes	438	92	61	81	43	5	221	25	34	325	113	250	37
	22%	26%	32%	35%	58%	34%	37%	42%	16%	18%	56%	18%	49%
					abc		c	c			a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Yes, and we have tried another provider	216	50	53	72	19	84	62	56	61	22	69	73	20	*
	11%	25%	38%	27%	32%	12%	33% a	12% b	6%	17% b	17%	12%	14%	54%
Yes, but we have not tried another provider	222	16	21	36	16	101	35	60	81	24	71	90	43	-
	11%	8%	15%	13%	27%	15%	19%	13% b	8%	19% b	17%	14%	30% b	-%
No	1479	122	65	150	22	474	78	323	866	79	264	446	76	*
	74%	62%	47%	57%	37%	70% b	42%	72%	83% ac	62%	65%	72% c	54%	46%
Don't Know	83	9	*	6	3	21	9	10	37	3	6	11	3	-
	4%	5%	*%	2%	5%	3%	5%	2%	4%	2%	1%	2%	2%	-%
NET:														
Yes	438	66	74	108	35	185	97	116	142	46	140	162	63	*
	22%	33%	53% a	41%	58%	27%	52% a	26% b	14%	36% b	34%	26%	44% b	54%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Yes, and we have tried another provider	216	114	88	23	*	89	91	98	101	69	4
	11%	19%	16%	14%	32%	8%	13% a	14% a	10%	9%	43%
Yes, but we have not tried another provider	222	100	91	24	-	98	93	92	103	98	1
	11%	17%	16%	15%	-%	8%	13% a	13% a	10%	12%	8%
No	1479	367	355	112	1	933	508	491	814	613	4
	74%	61%	64%	70%	68%	81% bc	72%	70%	77%	77%	49%
Don't Know	83	21	20	*	-	37	10	21	36	15	*
	4%	4%	4%	*%	-%	3%	1%	3%	3%	2%	*%
NET:											
Yes	438	214	178	47	*	187	185	190	204	167	4
	22%	36%	32%	30%	32%	16%	26% a	27% a	19%	21%	50%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Yes, and we have tried another provider	216	49	63	46	18	6	68	64	25	5	26	12
	11%	14%	18%	14%	20%	11%	8%	9%	25%	12%	55% ab	85%
Yes, but we have not tried another provider	222	51	54	52	10	8	80	89	21	17	12	1
	11%	15%	15%	15%	11%	15%	9%	12%	21%	41%	25%	5%
No	1479	231	226	231	63	39	704	574	54	19	7	1
	74%	67%	64%	68%	69%	74%	79%	77%	54% c	46% c	15%	7%
Don't Know	83	16	9	9	-	-	35	14	*	*	3	*
	4%	5%	2%	3%	-%	-%	4%	2%	*%	*%	6%	3%
NET:												
Yes	438	100	117	98	28	14	149	153	47	22	37	12
	22%	29%	33%	29%	31%	26%	17%	21%	46%	54%	79% a	90%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Yes, and we have tried another provider	216	171	116	184	159	148	136	170	45	*	147	13	104	87
	11%	10%	11%	10%	14% ac	13%	16% b	10%	21% b	1%	9%	14%	21% b	6%
Yes, but we have not tried another provider	222	152	104	178	147	101	102	170	28	2	150	19	106	93
	11%	9%	10%	10%	13% ae	9%	12%	10%	13%	49%	9%	20% a	22% b	7%
No	1479	1306	741	1343	768	825	571	1352	138	2	1245	63	264	1185
	74%	77% d	73%	75% d	68%	74% d	67%	76% ac	65%	50%	78% b	64%	54%	83% a
Don't Know	83	76	47	76	60	46	39	80	3	-	49	2	13	60
	4%	4%	5%	4%	5%	4%	5%	4%	1%	-%	3%	2%	3%	4%
NET:														
Yes	438	323	220	362	306	249	238	340	73	2	298	33	211	180
	22%	19%	22%	20%	27% ac	22%	28% b	19%	34% b	50%	19%	34% a	43% b	13%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Yes, and we have tried another provider	216	112	15	58	90	68	89	58	216	-	-	112	104
	11%	27%	67%	39%	26%	30% bc	7%	11%	100% bc	-%	-%	15% b	8%
Yes, but we have not tried another provider	222	62	3	51	29	48	133	41	-	222	-	105	117
	11%	15%	16%	35% b	8%	21% bc	11%	7%	-%	100% ac	-%	14%	10%
No	1479	225	4	38	207	101	935	429	-	-	1479	537	942
	74%	54%	18%	26%	59% a	45%	77% a	78% a	-%	-%	100% ab	70%	77% a
Don't Know	83	17	*	*	22	9	50	21	-	-	-	17	66
	4%	4%	*%	*%	6% a	4%	4%	4%	-%	-%	-%	2%	5% a
NET:													
Yes	438	174	18	108	119	116	223	99	216	222	-	217	221
	22%	42%	82%	74% b	34%	51% bc	18%	18%	100% c	100% c	-%	28% b	18%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 265 (continuation)

QS4. Have you or your organisation ever considered trying a postal provider other than Royal Mail or [QV5c provider]?

Base: All respondents

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Yes, and we have tried another provider	216	56	68	42	50	124	92
	11%	11%	14%	8%	10%	12%	9%
Yes, but we have not tried another provider	222	64	45	73	40	109	113
	11%	13%	9%	15%	8%	11%	11%
				d			
No	1479	368	374	361	376	742	736
	74%	74%	75%	72%	75%	74%	74%
Don't Know	83	11	13	24	35	24	59
	4%	2%	3%	5%	7%	2%	6%
					ab		a
NET:							
Yes	438	121	113	115	90	233	205
	22%	24%	23%	23%	18%	23%	20%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1591	861	730	1152	267	50	122	439
Effective base	645	335	321	592	165	29	79	205
Weighted Base	1479	662	817	1412	58	5	3	67
We don't mail large enough volumes	610	247	363	593	15	1	*	17
	41%	37%	44%	42%	26%	18%	13%	25%
				bcde	d			d
We are near a Post Office	416	58	358	406	9	1	*	10
	28%	9%	44%	29%	15%	14%	13%	15%
			a	bde				
Our chosen provider is reliable enough for our needs	387	96	291	371	13	2	1	16
	26%	15%	36%	26%	22%	40%	26%	24%
			a			b		
Our chosen provider is safe enough for our needs	315	43	272	303	10	2	*	12
	21%	7%	33%	21%	18%	29%	14%	18%
			a					
Our chosen provider is fast enough for our needs	273	32	241	264	8	1	1	9
	18%	5%	30%	19%	14%	15%	18%	14%
			a					
Don't know enough about what other providers offer	108	7	102	106	2	*	*	2
	7%	1%	12%	8%	3%	7%	10%	4%
			a	be			be	
Others more expensive than our current providers	102	6	95	101	1	*	*	1
	7%	1%	12%	7%	2%	*%	5%	2%
			a	be				
Don't know enough about other providers and their services	83	6	77	81	2	*	*	2
	6%	1%	9%	6%	4%	4%	3%	4%
			a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1591	861	730	1152	267	50	122	439
Effective base	645	335	321	592	165	29	79	205
Weighted Base	1479	662	817	1412	58	5	3	67
Our customers prefer our chosen provider	49	8	41	46	2	1	*	3
	3%	1%	5%	3%	4%	14%	2%	5%
			a			abde		
Unaware of other providers	44	11	33	41	2	*	*	3
	3%	2%	4%	3%	4%	5%	4%	4%
Other operators do not provide the service I need	33	6	28	32	*	*	*	1
	2%	1%	3%	2%	1%	2%	3%	1%
			a					
Other providers don't pick up mail in this area	32	*	32	32	*	*	*	*
	2%	*%	4%	2%	*%	2%	3%	1%
			a				b	
Other providers could not deliver to all the areas we need	14	1	13	14	*	*	*	*
	1%	*%	2%	1%	*%	2%	5%	*%
			a				abe	
Effort involved in switching outweighs the benefit	154	35	119	149	4	1	1	5
	10%	5%	15%	11%	7%	11%	18%	8%
			a				be	
No reason	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	230	220	10	217	12	1	*	13
	16%	33%	1%	15%	20%	10%	13%	19%
		b						
Don't know	38	15	23	35	3	*	*	3
	3%	2%	3%	2%	4%	4%	11%	5%
							abe	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1591	676	317	159	164	153	122	1152	267	172
Effective base	645	355	165	96	105	83	79	592	165	64
Weighted Base	1479	925	361	126	38	26	3	1412	58	8
We don't mail large enough volumes	610	418	127	49	13	3	*	593	15	1
	41%	45%	35%	39%	34%	13%	13%	42%	26%	16%
		bdefhi	efi	efhi	efi			efhi	ef	
We are near a Post Office	416	289	89	28	6	4	*	406	9	1
	28%	31%	25%	22%	15%	16%	13%	29%	15%	14%
		defhi	fh					defhi		
Our chosen provider is reliable enough for our needs	387	263	89	20	9	6	1	371	13	3
	26%	28%	25%	16%	24%	23%	26%	26%	22%	35%
		c						c		ch
Our chosen provider is safe enough for our needs	315	243	40	20	6	6	*	303	10	2
	21%	26%	11%	16%	15%	23%	14%	21%	18%	24%
		bcdfh				b		b		b
Our chosen provider is fast enough for our needs	273	195	55	14	6	3	1	264	8	1
	18%	21%	15%	11%	16%	11%	18%	19%	14%	16%
		ceh								
Don't know enough about what other providers offer	108	84	18	4	1	1	*	106	2	1
	7%	9%	5%	4%	2%	4%	10%	8%	3%	8%
		dh					dh	h		
Others more expensive than our current providers	102	87	10	4	*	1	*	101	1	*
	7%	9%	3%	3%	1%	2%	5%	7%	2%	2%
		bcdeh						bdh		
Don't know enough about other providers and their services	83	73	7	1	1	2	*	81	2	*
	6%	8%	2%	*%	2%	6%	3%	6%	4%	4%
		bcd				c		bc		

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1591	676	317	159	164	153	122	1152	267	172
Effective base	645	355	165	96	105	83	79	592	165	64
Weighted Base	1479	925	361	126	38	26	3	1412	58	8
Our customers prefer our chosen provider	49	34	7	5	2	2	*	46	2	1
	3%	4%	2%	4%	4%	6%	2%	3%	4%	10% abg
Unaware of other providers	44	23	16	2	1	1	*	41	2	*
	3%	3%	4%	1%	3%	6%	4%	3%	4%	5%
Other operators do not provide the service I need	33	22	10	*	*	1	*	32	*	*
	2%	2%	3%	*%	*%	2%	3%	2%	1%	2%
Other providers don't pick up mail in this area	32	27	4	*	*	*	*	32	*	*
	2%	3%	1%	*%	1%	*%	3% h	2%	*%	3%
Other providers could not deliver to all the areas we need	14	9	3	1	*	*	*	14	*	*
	1%	1%	1%	1%	*%	*%	5% abdgh	1%	*%	3%
Effort involved in switching outweighs the benefit	154	104	27	18	3	2	1	149	4	1
	10%	11%	7%	14%	9%	6%	18% beh	11%	7%	14%
No reason	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	230	117	74	26	7	5	*	217	12	1
	16%	13%	21% a	21% a	20%	18%	13%	15%	20% a	11%
Don't know	38	18	14	3	1	2	*	35	3	1
	3%	2%	4%	3%	3%	6% ag	11% abcdgh	2%	4%	7% a

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1591	600	166	56	35	150
Effective base	645	336	72	20	16	31
Weighted Base	1479	890	165	28	11	46
We don't mail large enough volumes	610	389	69	7	6	12
	41%	44%	42%	26%	55%	25%
		e			e	
We are near a Post Office	416	298	59	4	1	8
	28%	34%	36%	15%	9%	17%
		d	de			
Our chosen provider is reliable enough for our needs	387	264	52	7	1	15
	26%	30%	32%	25%	10%	33%
Our chosen provider is safe enough for our needs	315	238	32	4	1	7
	21%	27%	19%	15%	9%	15%
Our chosen provider is fast enough for our needs	273	204	34	3	1	11
	18%	23%	21%	11%	11%	23%
Don't know enough about what other providers offer	108	88	9	1	*	1
	7%	10%	5%	2%	4%	3%
Others more expensive than our current providers	102	90	6	*	*	3
	7%	10%	4%	1%	2%	7%
Don't know enough about other providers and their services	83	70	5	*	*	1
	6%	8%	3%	1%	4%	1%
Our customers prefer our chosen provider	49	38	4	1	1	*
	3%	4%	3%	3%	8%	1%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	1591	600	166	56	35	150
Effective base	645	336	72	20	16	31
Weighted Base	1479	890	165	28	11	46
Unaware of other providers	44	31	3	*	1	4
	3%	3%	2%	*%	6%	8%
Other operators do not provide the service I need	33	28	1	2	-	*
	2%	3%	*%	7%	-%	1%
Other providers don't pick up mail in this area	32	30	1	*	*	*
	2%	3%	1%	1%	*%	*%
Other providers could not deliver to all the areas we need	14	13	-	*	*	*
	1%	1%	-%	*%	*%	1%
Effort involved in switching outweighs the benefit	154	113	8	1	*	5
	10%	13%	5%	5%	1%	10%
No reason	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other	230	102	22	3	3	10
	16%	11%	13%	10%	23%	21%
Don't know	38	16	3	3	*	1
	3%	2%	2%	9%	*%	2%
				a		

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1591	99	88	127	60	97	133	97	82	86	869	250	262	210
Effective base	645	66	61	69	39	66	81	63	48	54	514	152	181	84
Weighted Base	1479	119	113	229	62	126	235	198	102	121	1305	82	58	33
We don't mail large enough volumes	610	50	56	71	27	40	96	97	57	59	553	27	22	8
	41%	42%	49%	31%	43%	32%	41%	49%	56%	49%	42%	32%	37%	25%
		m	cekm		m		m	ckm	ceklm	ckm	km		m	
We are near a Post Office	416	42	35	44	22	30	84	72	28	18	374	20	17	5
	28%	35%	31%	19%	35%	23%	36%	37%	28%	14%	29%	24%	28%	16%
		cim	im		im		cim	cim			im		im	
Our chosen provider is reliable enough for our needs	387	33	27	67	22	23	60	63	26	34	353	16	13	5
	26%	28%	24%	29%	35%	18%	25%	32%	26%	28%	27%	19%	22%	15%
				m	km			km			km			
Our chosen provider is safe enough for our needs	315	30	25	46	10	27	54	43	25	24	285	17	11	2
	21%	25%	23%	20%	16%	21%	23%	22%	25%	20%	22%	21%	19%	6%
		m	m	m		m	m	m	m	m	m	m	m	
Our chosen provider is fast enough for our needs	273	28	28	36	13	16	37	48	22	25	251	11	9	1
	18%	23%	25%	16%	20%	13%	16%	24%	22%	20%	19%	14%	15%	4%
		m	m	m	m	m	m	m	m	m	m	m	m	
Don't know enough about what other providers offer	108	7	13	6	4	17	23	10	10	6	96	6	4	2
	7%	6%	12%	3%	6%	14%	10%	5%	10%	5%	7%	8%	6%	7%
			c			c								
Others more expensive than our current providers	102	16	13	15	*	17	19	10	5	3	98	2	2	*
	7%	13%	11%	6%	1%	13%	8%	5%	5%	3%	7%	3%	3%	1%
		diklm	dklm			diklm	lm				klm			
Don't know enough about other providers and their services	83	8	5	5	7	-	24	14	8	3	75	4	3	1
	6%	7%	5%	2%	11%	-%	10%	7%	8%	3%	6%	5%	6%	2%
		e			em		em	e	em		e			

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

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1591	99	88	127	60	97	133	97	82	86	869	250	262	210
Effective base	645	66	61	69	39	66	81	63	48	54	514	152	181	84
Weighted Base	1479	119	113	229	62	126	235	198	102	121	1305	82	58	33
Our customers prefer our chosen provider	49	7	5	13	2	2	7	5	5	1	46	*	3	*
	3%	6%	4%	6%	3%	1%	3%	2%	5%	*%	4%	*%	4%	*%
		km	k	km					km		k		k	
Unaware of other providers	44	6	3	*	6	8	1	7	2	4	37	4	2	1
	3%	5%	3%	*%	10%	7%	1%	3%	2%	3%	3%	5%	3%	4%
		c			cfjl	cf								
Other operators do not provide the service I need	33	4	3	2	*	3	3	9	6	-	31	1	1	*
	2%	3%	2%	1%	*%	2%	1%	5%	6%	-%	2%	1%	2%	*%
									m					
Other providers don't pick up mail in this area	32	3	9	4	-	-	6	5	2	-	31	1	*	*
	2%	3%	8%	2%	-%	-%	3%	3%	2%	-%	2%	1%	1%	1%
			eijklm											
Other providers could not deliver to all the areas we need	14	3	3	1	-	-	*	3	2	*	12	1	1	*
	1%	3%	2%	1%	-%	-%	*%	1%	2%	*%	1%	1%	2%	*%
Effort involved in switching outweighs the benefit	154	12	15	29	2	11	40	23	4	4	139	9	5	2
	10%	10%	13%	13%	3%	9%	17%	12%	4%	3%	11%	10%	8%	5%
			i				dhilm							
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	230	28	15	36	5	25	24	30	13	17	193	15	9	13
	16%	24%	14%	16%	8%	20%	10%	15%	12%	14%	15%	18%	15%	40%
		df												abcdefghijkl
Don't know	38	*	3	5	2	3	5	6	5	4	31	3	3	1
	3%	*%	2%	2%	3%	3%	2%	3%	5%	3%	2%	4%	6%	2%
													j	

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

Produced by BVA BDRC
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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1591	56	118	17	198	216	86	107	734	1238	353	1443	148
Effective base	645	22	46	6	74	85	41	49	336	508	146	606	46
Weighted Base	1479	51	111	13	189	282	48	117	599	1220	259	1415	63
We don't mail large enough volumes	610	15	48	2	87	89	15	66	246	488	122	596	14
	41%	30%	43%	19%	46%	32%	32%	57% aefh	41%	40%	47%	42% b	23%
We are near a Post Office	416	7	34	*	44	78	15	41	178	333	83	395	21
	28%	14%	30%	1%	23%	28%	31%	35%	30%	27%	32%	28%	33%
Our chosen provider is reliable enough for our needs	387	14	33	4	28	103	7	28	148	317	70	376	11
	26%	27%	30%	32%	15%	36% dfh	15%	24%	25%	26%	27%	27%	17%
Our chosen provider is safe enough for our needs	315	7	22	4	25	70	6	14	143	261	54	310	5
	21%	14%	19%	32%	13%	25%	12%	12%	24% d	21%	21%	22% b	7%
Our chosen provider is fast enough for our needs	273	5	26	-	15	82	5	23	92	225	48	263	10
	18%	11%	23% d	-%	8%	29% dfh	10%	20%	15%	18%	19%	19%	16%
Don't know enough about what other providers offer	108	*	5	2	5	18	2	16	54	89	20	107	2
	7%	1%	5%	18%	3%	7%	4%	14% d	9%	7%	8%	8%	3%
Others more expensive than our current providers	102	3	11	-	4	33	*	9	36	92	10	101	1
	7%	5%	10%	-%	2%	12% df	1%	8%	6%	8%	4%	7%	1%
Don't know enough about other providers and their services	83	3	4	-	1	22	*	16	31	69	14	80	3
	6%	5%	4%	-%	*%	8% d	*%	13% dfh	5%	6%	5%	6%	5%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1591	56	118	17	198	216	86	107	734	1238	353	1443	148
Effective base	645	22	46	6	74	85	41	49	336	508	146	606	46
Weighted Base	1479	51	111	13	189	282	48	117	599	1220	259	1415	63
Our customers prefer our chosen provider	49	2	4	-	5	18	*	2	13	45	4	48	1
	3%	3%	4%	-%	3%	6% h	1%	2%	2%	4%	1%	3%	2%
Unaware of other providers	44	1	1	-	8	13	4	5	12	32	12	40	3
	3%	1%	1%	-%	4%	4%	8% h	4%	2%	3%	5%	3%	5%
Other operators do not provide the service I need	33	*	8	*	*	11	*	-	10	27	6	33	*
	2%	*%	7% dh	*%	*%	4%	*%	-%	2%	2%	2%	2%	*%
Other providers don't pick up mail in this area	32	*	3	-	*	3	*	10	15	24	9	32	*
	2%	*%	2%	-%	*%	1%	*%	9% deh	3%	2%	3%	2%	*%
Other providers could not deliver to all the areas we need	14	*	4	-	*	3	*	1	5	12	3	14	*
	1%	1%	3%	-%	*%	1%	*%	1%	1%	1%	1%	1%	*%
Effort involved in switching outweighs the benefit	154	9	19	1	8	29	1	10	67	125	29	152	2
	10%	18% df	17% df	4%	4%	10%	1%	8%	11% f	10%	11%	11%	4%
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	230	12	36	1	23	44	10	7	87	188	42	215	15
	16%	24% g	32% degh	9%	12%	16%	20%	6%	15%	15%	16%	15%	24%
Don't know	38	*	1	2	7	6	3	-	18	29	9	32	6
	3%	*%	1%	16%	4%	2%	5%	-%	3%	2%	3%	2%	10% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	1591	1550	41	1049	258	282
Effective base	645	625	20	434	94	119
Weighted Base	1479	1436	43	1016	177	284
We don't mail large enough volumes	610	590	20	482	64	64
	41%	41%	48%	47%	36%	23%
				bc	c	
We are near a Post Office	416	408	8	266	58	92
	28%	28%	18%	26%	33%	32%
Our chosen provider is reliable enough for our needs	387	380	7	254	48	84
	26%	26%	17%	25%	27%	30%
Our chosen provider is safe enough for our needs	315	313	2	215	30	70
	21%	22%	5%	21%	17%	25%
Our chosen provider is fast enough for our needs	273	264	9	177	30	66
	18%	18%	21%	17%	17%	23%
Don't know enough about what other providers offer	108	108	*	71	16	21
	7%	8%	1%	7%	9%	8%
Others more expensive than our current providers	102	102	-	39	17	46
	7%	7%	-%	4%	10%	16%
					a	a
Don't know enough about other providers and their services	83	83	*	59	9	15
	6%	6%	1%	6%	5%	5%
Our customers prefer our chosen provider	49	48	1	25	6	19
	3%	3%	2%	2%	3%	7%
						a

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	1591	1550	41	1049	258	282
Effective base	645	625	20	434	94	119
Weighted Base	1479	1436	43	1016	177	284
Unaware of other providers	44	43	*	29	3	12
	3%	3%	*%	3%	2%	4%
Other operators do not provide the service I need	33	33	-	9	5	19
	2%	2%	-%	1%	3%	7%
						a
Other providers don't pick up mail in this area	32	32	-	15	11	6
	2%	2%	-%	1%	6%	2%
					a	
Other providers could not deliver to all the areas we need	14	14	-	7	1	7
	1%	1%	-%	1%	*%	2%
Effort involved in switching outweighs the benefit	154	152	2	93	22	39
	10%	11%	5%	9%	12%	14%
No reason	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other	230	217	13	125	21	83
	16%	15%	31%	12%	12%	29%
						ab
Don't know	38	38	-	26	4	8
	3%	3%	-%	3%	2%	3%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted Base	1591	1321	205	39	9	7	3	4	3	1526	65	26	751	570	270
Effective base	645	582	54	7	2	3	1	2	2	636	10	4	349	235	63
Weighted Base	1479	1325	125	23	4	*	*	*	1	1450	29	6	826	499	154
We don't mail large enough volumes	610	589	20	1	*	-	-	-	-	609	1	*	412	176	21
	41%	44% bcj	16%	6%	1%	-%	-%	-%	-%	42% bj	5%	1%	50% bc	35% c	14%
We are near a Post Office	416	381	31	2	3	-	-	-	-	411	5	3	212	168	36
	28%	29%	25%	9%	74%	-%	-%	-%	-%	28%	16%	49%	26%	34% a	23%
Our chosen provider is reliable enough for our needs	387	331	42	13	*	*	-	*	*	374	13	*	199	132	56
	26%	25%	34%	56%	4%	9%	-%	29%	3%	26%	46%	6%	24%	26%	36%
Our chosen provider is safe enough for our needs	315	287	24	4	*	*	-	*	-	311	4	*	171	116	28
	21%	22%	19%	16%	3%	11%	-%	29%	-%	21%	14%	5%	21%	23%	18%
Our chosen provider is fast enough for our needs	273	231	30	11	-	*	-	*	*	261	11	*	123	108	41
	18%	17%	24%	49% ai	-%	7%	-%	29%	3%	18%	40%	3%	15%	22% a	27% a
Don't know enough about what other providers offer	108	94	11	3	*	-	-	-	-	105	3	*	59	36	14
	7%	7%	9%	15%	1%	-%	-%	-%	-%	7%	12%	1%	7%	7%	9%
Others more expensive than our current providers	102	84	16	1	*	-	*	-	-	100	2	*	29	55	17
	7%	6%	13%	6%	1%	-%	82%	-%	-%	7%	6%	5%	4%	11% a	11% a
Don't know enough about other providers and their services	83	74	9	*	*	*	*	-	-	83	*	*	51	23	9
	6%	6%	7%	2%	1%	5%	3%	-%	-%	6%	1%	1%	6%	5%	6%
Our customers prefer our chosen provider	49	40	7	2	*	-	-	*	1	46	3	1	24	15	9
	3%	3%	5%	7%	1%	-%	-%	29%	97%	3%	9%	17%	3%	3%	6%

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

Produced by BVA BDRC
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Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	*k	a	b	c
Unweighted Base	1591	1321	205	39	9	7	3	4	3	1526	65	26	751	570	270
Effective base	645	582	54	7	2	3	1	2	2	636	10	4	349	235	63
Weighted Base	1479	1325	125	23	4	*	*	*	1	1450	29	6	826	499	154
Unaware of other providers	44	32	10	1	*	-	-	-	-	42	2	*	19	13	12
	3%	2%	8%	6%	7%	-%	-%	-%	-%	3%	6%	5%	2%	3%	8%
			ai												a
Other operators do not provide the service I need	33	19	9	5	-	*	-	-	-	28	5	*	7	13	14
	2%	1%	7%	22%	-%	23%	-%	-%	-%	2%	18%	2%	1%	3%	9%
			ai	ai							ai				ab
Other providers don't pick up mail in this area	32	32	*	-	-	-	-	-	-	32	-	-	13	19	*
	2%	2%	*%	-%	-%	-%	-%	-%	-%	2%	-%	-%	2%	4%	*%
Other providers could not deliver to all the areas we need	14	11	3	*	-	*	-	*	*	14	*	*	8	3	4
	1%	1%	3%	*%	-%	7%	-%	15%	3%	1%	*%	2%	1%	1%	2%
Effort involved in switching outweighs the benefit	154	128	13	14	-	*	-	-	-	141	14	*	67	61	26
	10%	10%	10%	60%	-%	12%	-%	-%	-%	10%	49%	1%	8%	12%	17%
				abi							abi				a
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	230	210	19	*	*	-	-	*	-	229	1	1	122	88	20
	16%	16%	15%	*%	10%	-%	-%	57%	-%	16%	2%	11%	15%	18%	13%
Don't know	38	33	3	1	*	*	*	-	-	37	1	*	20	14	5
	3%	3%	3%	5%	*%	68%	15%	-%	-%	3%	5%	6%	2%	3%	3%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	1591	1116	607	1239	544	228	334	1033	87	53	29	15	17	5
Effective base	645	423	236	480	226	76	121	431	24	12	6	5	2	2
Weighted Base	1479	935	527	1104	552	147	282	990	59	32	8	6	8	2
We don't mail large enough volumes	610	360	190	437	163	34	102	412	14	10	1	-	*	-
	41%	39% de	36% e	40% de	29%	23%	36%	42%	23%	32%	7%	-%	1%	-%
We are near a Post Office	416	250	204	328	230	38	89	282	22	13	3	*	6	1
	28%	27%	39% ace	30%	42% ace	26%	31%	28%	37%	40%	40%	8%	80%	72%
Our chosen provider is reliable enough for our needs	387	266	157	323	178	32	110	279	29	9	1	4	*	-
	26%	28%	30%	29%	32%	22%	39% ace	28%	50% a	29%	13%	74%	1%	-%
Our chosen provider is safe enough for our needs	315	218	131	259	145	24	88	231	16	11	1	1	*	-
	21%	23%	25%	23%	26%	16%	31% e	23%	27%	34%	10%	9%	2%	-%
Our chosen provider is fast enough for our needs	273	169	117	213	151	11	77	177	23	9	1	2	*	-
	18%	18% e	22% e	19% e	27% ace	8%	27% ae	18%	40% a	27%	11%	41%	1%	-%
Don't know enough about what other providers offer	108	63	47	74	43	9	38	62	3	8	*	*	*	-
	7%	7%	9%	7%	8%	6%	13% ac	6%	6%	26% a	1%	2%	*%	-%
Others more expensive than our current providers	102	61	63	88	76	18	39	79	3	*	-	*	6	-
	7%	6%	12% a	8%	14% ac	12%	14% a	8%	6%	*%	-%	*%	74%	-%
Don't know enough about other providers and their services	83	51	40	59	23	9	29	50	4	4	*	*	*	-
	6%	5%	8%	5%	4%	6%	10% cd	5%	8%	14%	1%	*%	5%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	1591	1116	607	1239	544	228	334	1033	87	53	29	15	17	5
Effective base	645	423	236	480	226	76	121	431	24	12	6	5	2	2
Weighted Base	1479	935	527	1104	552	147	282	990	59	32	8	6	8	2
Our customers prefer our chosen provider	49	30	24	45	22	8	14	32	10	*	*	*	1	2
	3%	3%	5%	4%	4%	5%	5%	3%	17% a	1%	2%	2%	8%	86%
Unaware of other providers	44	22	18	31	15	10	9	23	2	1	1	-	5	*
	3%	2%	3%	3%	3%	7% a	3%	2%	3%	3%	7%	-%	61%	*%
Other operators do not provide the service I need	33	13	21	28	24	5	9	20	6	*	*	2	*	-
	2%	1%	4% a	3%	4% a	4%	3%	2%	10% a	*%	2%	30%	5%	-%
Other providers don't pick up mail in this area	32	24	26	30	12	5	8	30	*	*	*	*	-	-
	2%	3%	5%	3%	2%	3%	3%	3%	*%	*%	*%	2%	-%	-%
Other providers could not deliver to all the areas we need	14	6	7	12	9	3	1	8	3	*	*	*	-	-
	1%	1%	1%	1%	2%	2%	*%	1%	6% a	*%	*%	1%	-%	-%
Effort involved in switching outweighs the benefit	154	98	81	128	81	18	36	115	8	2	*	1	2	-
	10%	11%	15%	12%	15%	12%	13%	12%	14%	6%	6%	9%	21%	-%
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	230	124	62	138	59	38	53	123	8	4	3	-	*	-
	16%	13%	12%	12%	11%	26% abcd	19% d	12%	13%	13%	34%	-%	3%	-%
Don't know	38	30	16	31	16	2	3	25	4	1	*	*	-	*
	3%	3%	3%	3%	3%	1%	1%	3%	8%	2%	5%	*%	-%	14%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted Base	1591	472	21	16	15	6	9	5	20	478	245	302	189	25
Effective base	645	207	7	3	5	3	3	2	7	217	99	114	49	5
Weighted Base	1479	507	20	10	8	3	3	2	8	525	225	255	86	13
We don't mail large enough volumes	610	158	5	-	*	-	-	*	*	244	98	81	13	*
	41%	31%	24%	-%	*%	-%	-%	2%	*%	47% cd	44% d	32% d	15%	4%
We are near a Post Office	416	202	13	9	3	1	-	1	3	121	86	97	14	10
	28%	40%	64%	92%	40%	42%	-%	80%	33%	23%	38% ad	38% ad	17%	75%
Our chosen provider is reliable enough for our needs	387	158	11	*	4	3	2	*	4	146	61	95	18	4
	26%	31%	56%	3%	57%	88%	55%	1%	56%	28%	27%	37% d	21%	31%
Our chosen provider is safe enough for our needs	315	138	6	*	*	*	*	*	1	114	79	54	11	2
	21%	27%	32%	4%	*%	16%	7%	2%	9%	22%	35% acd	21%	12%	17%
Our chosen provider is fast enough for our needs	273	135	11	*	2	*	2	-	2	87	53	59	10	4
	18%	27%	55%	2%	29%	4%	55%	-%	24%	17%	24%	23%	12%	29%
Don't know enough about what other providers offer	108	43	*	*	-	-	-	*	*	37	7	25	4	*
	7%	9%	*%	1%	-%	-%	-%	2%	*%	7%	3%	10%	5%	3%
Others more expensive than our current providers	102	71	-	5	*	-	-	*	*	24	27	25	8	5
	7%	14%	-%	49%	1%	-%	-%	2%	*%	5%	12% a	10%	9%	36%
Don't know enough about other providers and their services	83	22	*	*	*	-	-	*	*	28	11	15	5	*
	6%	4%	*%	1%	4%	-%	-%	2%	*%	5%	5%	6%	6%	3%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	*h	a	b	c	d	*e
Unweighted Base	1591	472	21	16	15	6	9	5	20	478	245	302	189	25
Effective base	645	207	7	3	5	3	3	2	7	217	99	114	49	5
Weighted Base	1479	507	20	10	8	3	3	2	8	525	225	255	86	13
Our customers prefer our chosen provider	49	13	6	-	-	*	1	2	2	20	6	11	6	2
	3%	3%	31%	-%	-%	4%	18%	95%	29%	4%	3%	4%	6%	16%
Unaware of other providers	44	10	*	5	*	-	*	-	*	12	2	11	1	5
	3%	2%	1%	49%	4%	-%	*%	-%	*%	2%	1%	4%	2%	39%
Other operators do not provide the service I need	33	17	4	*	*	-	2	*	2	10	*	8	8	2
	2%	3%	22%	*%	4%	-%	54%	2%	23%	2%	*%	3%	9% ab	14%
Other providers don't pick up mail in this area	32	12	-	*	-	-	-	-	-	10	14	5	*	-
	2%	2%	-%	2%	-%	-%	-%	-%	-%	2%	6% a	2%	*%	-%
Other providers could not deliver to all the areas we need	14	9	-	*	*	-	*	-	*	8	*	3	*	-
	1%	2%	-%	1%	*%	-%	1%	-%	*%	2%	*%	1%	*%	-%
Effort involved in switching outweighs the benefit	154	71	6	1	2	-	1	-	1	59	17	32	18	2
	10%	14%	32%	7%	23%	-%	18%	-%	8%	11%	8%	12%	20% b	16%
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	230	58	1	-	*	-	-	-	-	35	23	57	23	*
	16%	11%	5%	-%	5%	-%	-%	-%	-%	7%	10%	22% ab	26% ab	1%
Don't know	38	14	1	*	-	-	*	-	*	16	2	7	5	*
	3%	3%	5%	*%	-%	-%	1%	-%	*%	3%	1%	3%	6%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base	1591	210	110	143	67	14	296	33	211	1513	78	1211	28
Effective base	645	108	52	48	20	3	133	14	80	621	26	471	11
Weighted Base	1479	249	127	138	29	9	351	34	166	1402	77	1069	35
We don't mail large enough volumes	610	91	29	42	1	-	101	19	43	602	8	435	2
	41%	36% d	23% d	30% d	4%	-%	29%	55% ac	26%	43% b	11%	41%	6%
We are near a Post Office	416	111	50	61	6	2	167	12	50	412	4	326	2
	28%	45%	39%	44%	22%	19%	48% c	35%	30%	29% b	5%	30%	5%
Our chosen provider is reliable enough for our needs	387	66	36	59	10	6	128	6	44	365	22	313	10
	26%	27%	28%	43% a	35%	69%	36%	17%	27%	26%	28%	29%	29%
Our chosen provider is safe enough for our needs	315	59	37	36	9	5	93	9	43	290	24	246	12
	21%	24%	29%	26%	29%	55%	27%	27%	26%	21%	32%	23%	36%
Our chosen provider is fast enough for our needs	273	51	37	53	4	6	110	11	29	254	19	206	7
	18%	20%	29%	38% ad	14%	69%	31% c	32%	18%	18%	25%	19%	20%
Don't know enough about what other providers offer	108	17	10	16	1	-	38	2	4	100	9	74	*
	7%	7%	8%	11%	3%	-%	11% c	5%	2%	7%	11%	7%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base	1591	210	110	143	67	14	296	33	211	1513	78	1211	28
Effective base	645	108	52	48	20	3	133	14	80	621	26	471	11
Weighted Base	1479	249	127	138	29	9	351	34	166	1402	77	1069	35
Others more expensive than our current providers	102	19	24	33	*	-	58	3	15	84	18	74	14
	7%	8%	19% ad	24% ad	1%	-%	17%	8%	9%	6%	23% a	7%	41%
Don't know enough about other providers and their services	83	12	2	7	1	-	17	*	5	78	5	58	1
	6%	5%	2%	5%	3%	-%	5%	1%	3%	6%	7%	5%	2%
Our customers prefer our chosen provider	49	4	2	8	3	5	19	1	1	40	9	36	9
	3%	1%	2%	6%	11% a	52%	6%	4%	1%	3%	12% a	3%	26%
Unaware of other providers	44	3	4	7	*	*	12	*	3	43	*	31	*
	3%	1%	3%	5%	1%	3%	3%	1%	2%	3%	*%	3%	*%
Other operators do not provide the service I need	33	5	*	12	*	6	22	*	2	28	5	26	2
	2%	2%	*%	9% b	1%	67%	6%	*%	1%	2%	7%	2%	6%
Other providers don't pick up mail in this area	32	6	3	3	*	-	12	*	*	30	2	30	-
	2%	2%	3%	2%	1%	-%	3%	*%	*%	2%	2%	3%	-%
Other providers could not deliver to all the areas we need	14	4	1	4	*	*	7	*	2	14	*	12	*
	1%	1%	1%	3%	1%	*%	2%	*%	1%	1%	*%	1%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	*b
Unweighted Base	1591	210	110	143	67	14	296	33	211	1513	78	1211	28
Effective base	645	108	52	48	20	3	133	14	80	621	26	471	11
Weighted Base	1479	249	127	138	29	9	351	34	166	1402	77	1069	35
Effort involved in switching outweighs the benefit	154	34	11	24	8	4	64	1	16	139	15	123	5
	10%	14%	8%	18%	26%	48%	18%	2%	10%	10%	20%	12%	13%
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	230	20	12	23	4	-	35	-	24	226	4	137	1
	16%	8%	9%	17%	13%	-%	10%	-%	14%	16%	5%	13%	2%
Don't know	38	8	4	1	2	-	10	1	5	33	5	29	2
	3%	3%	3%	1%	8%	-%	3%	4%	3%	2%	7%	3%	4%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1591	103	91	163	27	439	105	366	1037	110	294	521	79	1
Effective base	645	43	33	66	6	189	38	135	388	35	116	201	30	1
Weighted Base	1479	122	65	150	22	474	78	323	866	79	264	446	76	*
We don't mail large enough volumes	610	24	12	39	1	146	16	122	334	30	97	161	36	*
	41%	20%	19%	26%	3%	31%	21%	38%	39%	38%	37%	36%	47%	100%
We are near a Post Office	416	57	20	76	*	214	16	126	228	27	115	177	40	-
	28%	47%	30%	51%	1%	45% b	21%	39% b	26%	34%	44%	40%	52%	-%
Our chosen provider is reliable enough for our needs	387	43	20	56	8	151	27	108	249	25	79	134	40	-
	26%	35%	31%	38%	37%	32%	34%	33%	29%	32%	30%	30%	52% ab	-%
Our chosen provider is safe enough for our needs	315	49	21	66	8	122	23	87	207	11	67	113	23	-
	21%	40%	33%	44%	37%	26%	29%	27%	24%	13%	25%	25%	30%	-%
Our chosen provider is fast enough for our needs	273	40	18	50	2	126	24	69	157	11	59	98	29	-
	18%	33%	27%	33%	8%	27%	31%	21%	18%	14%	22%	22%	38%	-%
Don't know enough about what other providers offer	108	12	10	15	1	33	10	26	62	9	26	36	7	-
	7%	10%	16%	10%	2%	7%	13%	8%	7%	12%	10%	8%	9%	-%
Others more expensive than our current providers	102	29	12	33	13	65	11	35	55	13	39	51	25	-
	7%	24%	19%	22%	56%	14%	14%	11%	6%	17% b	15%	11%	33% ab	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1591	103	91	163	27	439	105	366	1037	110	294	521	79	1
Effective base	645	43	33	66	6	189	38	135	388	35	116	201	30	1
Weighted Base	1479	122	65	150	22	474	78	323	866	79	264	446	76	*
Don't know enough about other providers and their services	83	8	8	15	*	17	6	24	50	2	20	33	1	-
	6%	7%	12%	10%	*%	4%	7%	7%	6%	3%	7%	7%	2%	-%
Our customers prefer our chosen provider	49	13	3	14	7	19	3	17	24	3	20	20	9	-
	3%	10%	4%	10%	30%	4%	4%	5%	3%	4%	8%	5%	12%	-%
Unaware of other providers	44	11	2	11	*	14	1	10	21	2	11	14	2	-
	3%	9%	3%	8%	*%	3%	1%	3%	2%	2%	4%	3%	3%	-%
Other operators do not provide the service I need	33	13	5	18	*	19	5	9	9	2	20	13	6	-
	2%	11%	8%	12%	1%	4%	7%	3%	1%	3%	8%	3%	8%	-%
Other providers don't pick up mail in this area	32	6	3	9	*	6	6	15	24	*	17	18	6	-
	2%	5%	4%	6%	1%	1%	7% a	5%	3%	*%	7%	4%	8%	-%
Other providers could not deliver to all the areas we need	14	6	*	9	*	9	*	5	6	1	7	7	7	-
	1%	5%	*%	6%	1%	2%	*%	2%	1%	1%	3%	2%	9% b	-%
Effort involved in switching outweighs the benefit	154	25	11	30	6	71	10	46	84	11	46	65	15	-
	10%	20%	17%	20%	26%	15%	13%	14%	10%	14%	17%	15%	20%	-%
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	*b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1591	103	91	163	27	439	105	366	1037	110	294	521	79	1
Effective base	645	43	33	66	6	189	38	135	388	35	116	201	30	1
Weighted Base	1479	122	65	150	22	474	78	323	866	79	264	446	76	*
Other	230	4	3	8	*	55	4	37	117	8	31	61	6	-
	16%	3%	5%	5%	2%	12%	5%	11%	13%	10%	12%	14%	8%	-%
Don't know	38	4	3	5	1	10	6	4	28	2	4	14	*	-
	3%	4%	5%	3%	6%	2%	8%	1%	3%	2%	1%	3%	*%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1591	364	359	99	1	1105	591	464	934	722	13
Effective base	645	149	146	44	1	421	228	196	359	279	2
Weighted Base	1479	367	355	112	1	933	508	491	814	613	4
We don't mail large enough volumes	610	114	101	47	-	360	184	146	306	258	3
	41%	31%	28%	42%	-%	39% c	36%	30%	38%	42%	68%
We are near a Post Office	416	160	145	55	1	250	200	217	238	204	3
	28%	43%	41%	50%	100%	27%	39% a	44% a	29%	33%	70%
Our chosen provider is reliable enough for our needs	387	122	107	53	-	266	157	162	233	195	*
	26%	33%	30%	48% b	-%	28%	31%	33%	29%	32%	1%
Our chosen provider is safe enough for our needs	315	96	94	27	-	218	130	133	205	157	3
	21%	26%	26%	24%	-%	23%	26%	27%	25%	26%	69%
Our chosen provider is fast enough for our needs	273	93	99	32	-	169	113	134	170	128	*
	18%	25%	28%	28%	-%	18%	22%	27% a	21%	21%	1%
Don't know enough about what other providers offer	108	33	32	12	-	63	47	34	57	55	-
	7%	9%	9%	11%	-%	7%	9%	7%	7%	9%	-%
Others more expensive than our current providers	102	51	56	28	-	61	63	71	59	58	3
	7%	14%	16%	25%	-%	6%	12% a	14% a	7%	10%	68%
Don't know enough about other providers and their services	83	17	17	7	-	51	40	16	48	37	-
	6%	5%	5%	6%	-%	5%	8% c	3%	6%	6%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1591	364	359	99	1	1105	591	464	934	722	13
Effective base	645	149	146	44	1	421	228	196	359	279	2
Weighted Base	1479	367	355	112	1	933	508	491	814	613	4
Our customers prefer our chosen provider	49	22	13	11	-	30	24	21	36	25	3
	3%	6%	4%	10%	-%	3%	5%	4%	4%	4%	74%
Unaware of other providers	44	12	7	3	-	22	17	15	25	20	*
	3%	3%	2%	2%	-%	2%	3%	3%	3%	3%	7%
Other operators do not provide the service I need	33	24	16	7	-	13	19	19	23	21	3
	2%	7%	5%	6%	-%	1%	4%	4% a	3%	3%	70%
Other providers don't pick up mail in this area	32	7	9	*	-	24	26	12	27	18	3
	2%	2%	2%	*%	-%	3%	5%	2%	3%	3%	68%
Other providers could not deliver to all the areas we need	14	9	5	4	-	6	7	8	12	10	3
	1%	2%	1%	3%	-%	1%	1%	2%	1%	2%	68%
Effort involved in switching outweighs the benefit	154	63	52	11	-	98	81	76	100	90	3
	10%	17%	15%	10%	-%	11%	16% a	15%	12%	15%	68%
No reason	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	230	43	42	12	-	124	62	56	107	72	*
	16%	12%	12%	11%	-%	13%	12%	11%	13%	12%	9%
Don't know	38	12	2	1	-	29	15	11	23	12	*
	3%	3%	1%	1%	-%	3%	3%	2%	3%	2%	7%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	*c	*d
Unweighted Base	1591	245	217	218	38	26	820	677	51	22	11	7
Effective base	645	92	93	91	22	15	308	261	23	7	3	4
Weighted Base	1479	231	226	231	63	39	704	574	54	19	7	1
We don't mail large enough volumes	610	49	78	76	27	24	273	249	16	3	-	*
	41%	21%	34%	33%	42%	61%	39%	43%	29%	18%	-%	1%
			a		a							
We are near a Post Office	416	98	115	104	44	23	210	189	29	6	3	*
	28%	43%	51%	45%	71%	57%	30%	33%	53%	35%	44%	38%
					ac							
Our chosen provider is reliable enough for our needs	387	73	76	85	47	23	200	174	23	-	1	*
	26%	32%	34%	37%	76%	59%	28%	30%	42%	-%	8%	34%
					abc							
Our chosen provider is safe enough for our needs	315	68	68	64	14	12	182	143	17	5	-	*
	21%	29%	30%	28%	22%	30%	26%	25%	31%	25%	-%	10%
Our chosen provider is fast enough for our needs	273	68	64	59	23	11	148	111	23	*	-	-
	18%	29%	28%	26%	36%	28%	21%	19%	42%	1%	-%	-%
Don't know enough about what other providers offer	108	18	17	14	4	5	55	49	13	*	*	*
	7%	8%	7%	6%	6%	13%	8%	9%	25%	*%	*%	2%
Others more expensive than our current providers	102	31	41	35	16	17	55	49	*	4	*	-
	7%	14%	18%	15%	26%	43%	8%	9%	*%	24%	1%	-%
Don't know enough about other providers and their services	83	10	16	11	1	2	42	39	2	*	-	-
	6%	4%	7%	5%	2%	6%	6%	7%	4%	3%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	*c	*d
Unweighted Base	1591	245	217	218	38	26	820	677	51	22	11	7
Effective base	645	92	93	91	22	15	308	261	23	7	3	4
Weighted Base	1479	231	226	231	63	39	704	574	54	19	7	1
Our customers prefer our chosen provider	49	9	14	19	10	2	26	24	6	4	*	-
	3%	4%	6%	8%	16%	4%	4%	4%	12%	21%	4%	-%
					a							
Unaware of other providers	44	5	11	4	3	2	22	19	1	2	*	*
	3%	2%	5%	2%	4%	5%	3%	3%	1%	12%	*%	28%
Other operators do not provide the service I need	33	7	8	13	4	3	19	14	9	*	-	-
	2%	3%	4%	6%	6%	9%	3%	2%	17%	*%	-%	-%
Other providers don't pick up mail in this area	32	3	6	9	3	-	24	22	2	*	-	*
	2%	1%	3%	4%	5%	-%	3%	4%	4%	*%	-%	1%
Other providers could not deliver to all the areas we need	14	7	8	7	4	*	12	10	-	-	-	*
	1%	3%	4%	3%	6%	1%	2%	2%	-%	-%	-%	22%
Effort involved in switching outweighs the benefit	154	40	40	48	9	3	76	72	12	*	*	*
	10%	17%	18%	21%	15%	7%	11%	13%	22%	3%	1%	33%
No reason	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	230	24	24	29	4	*	96	66	*	1	*	-
	16%	10%	11%	12%	6%	1%	14%	11%	1%	4%	3%	-%
Don't know	38	1	1	6	-	-	17	12	*	-	3	-
	3%	*%	*%	3%	-%	-%	2%	2%	*%	-%	40%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1591	1437	872	1470	898	969	703	1452	133	3	1354	59	264	1292
Effective base	645	578	339	594	346	380	268	590	55	2	543	28	117	519
Weighted Base	1479	1306	741	1343	768	825	571	1352	138	2	1245	63	264	1185
We don't mail large enough volumes	610	528	285	540	274	345	219	555	72	*	527	12	107	497
	41%	40%	38%	40%	36%	42%	38%	41%	53%	11%	42% b	19%	41%	42%
We are near a Post Office	416	364	238	381	261	213	186	382	59	-	368	18	92	324
	28%	28%	32%	28%	34% ae	26%	33%	28%	43% b	-%	30%	29%	35%	27%
Our chosen provider is reliable enough for our needs	387	340	211	349	214	233	158	349	51	2	356	6	77	308
	26%	26%	28%	26%	28%	28%	28%	26%	37%	89%	29% b	9%	29%	26%
Our chosen provider is safe enough for our needs	315	287	187	294	182	177	131	294	25	1	290	4	63	248
	21%	22%	25%	22%	24%	21%	23%	22%	18%	31%	23% b	6%	24%	21%
Our chosen provider is fast enough for our needs	273	233	170	245	177	158	130	248	35	2	251	2	65	200
	18%	18%	23%	18%	23%	19%	23%	18%	25%	89%	20% b	3%	25% b	17%
Don't know enough about what other providers offer	108	88	45	88	56	49	50	97	12	-	89	6	39	66
	7%	7%	6%	7%	7%	6%	9%	7%	9%	-%	7%	9%	15% b	6%
Others more expensive than our current providers	102	93	68	97	78	69	49	100	19	-	82	14	33	69
	7%	7%	9%	7%	10%	8%	9%	7%	14%	-%	7%	22% a	12% b	6%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1591	1437	872	1470	898	969	703	1452	133	3	1354	59	264	1292
Effective base	645	578	339	594	346	380	268	590	55	2	543	28	117	519
Weighted Base	1479	1306	741	1343	768	825	571	1352	138	2	1245	63	264	1185
Don't know enough about other providers and their services	83	73	49	73	47	44	38	74	8	-	70	-	36	43
	6%	6%	7%	5%	6%	5%	7%	5%	6%	-%	6%	-%	14% b	4%
Our customers prefer our chosen provider	49	42	20	45	23	27	20	44	6	-	47	1	9	39
	3%	3%	3%	3%	3%	3%	3%	3%	5%	-%	4%	2%	4%	3%
Unaware of other providers	44	34	26	37	30	25	21	37	2	-	30	7	22	22
	3%	3%	4%	3%	4%	3%	4%	3%	2%	-%	2%	11% a	8% b	2%
Other operators do not provide the service I need	33	33	22	33	29	25	25	32	5	-	20	3	21	7
	2%	3%	3%	2%	4%	3%	4%	2%	4%	-%	2%	5%	8% b	1%
Other providers don't pick up mail in this area	32	30	19	30	19	14	14	30	2	-	24	2	12	20
	2%	2%	3%	2%	2%	2%	2%	2%	1%	-%	2%	3%	5% b	2%
Other providers could not deliver to all the areas we need	14	13	11	13	12	10	11	14	4	-	14	-	5	10
	1%	1%	2%	1%	2%	1%	2%	1%	3%	-%	1%	-%	2%	1%
Effort involved in switching outweighs the benefit	154	131	68	136	89	79	60	139	15	-	127	3	49	97
	10%	10%	9%	10%	12%	10%	10%	10%	11%	-%	10%	5%	19% b	8%
No reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1591	1437	872	1470	898	969	703	1452	133	3	1354	59	264	1292
Effective base	645	578	339	594	346	380	268	590	55	2	543	28	117	519
Weighted Base	1479	1306	741	1343	768	825	571	1352	138	2	1245	63	264	1185
Other	230	215	122	217	132	187	113	219	14	-	198	10	19	208
	16%	16%	16%	16%	17%	23% abc	20%	16%	10%	-%	16%	16%	7%	18% a
Don't know	38	34	21	34	20	11	15	32	3	-	27	3	7	31
	3%	3%	3%	3%	3%	1%	3%	2%	2%	-%	2%	4%	3%	3%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM	Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c		a	b
Unweighted Base	1591	236	7	51	213	120	947	513	1591	698	893
Effective base	645	84	4	17	77	43	409	187	645	248	398
Weighted Base	1479	225	4	38	207	101	935	429	1479	537	942
We don't mail large enough volumes	610	54	-	12	45	22	412	175	610	241	369
	41%	24%	-%	31%	22%	22%	44% a	41% a	41%	45%	39%
We are near a Post Office	416	85	1	15	74	34	281	100	416	122	294
	28%	38%	21%	40%	36%	34%	30%	23%	28%	23%	31% a
Our chosen provider is reliable enough for our needs	387	77	-	6	78	34	253	95	387	142	245
	26%	34%	-%	16%	38%	34%	27%	22%	26%	26%	26%
Our chosen provider is safe enough for our needs	315	88	-	4	86	26	199	85	315	111	204
	21%	39%	-%	10%	41% a	26%	21%	20%	21%	21%	22%
Our chosen provider is fast enough for our needs	273	74	-	7	68	27	181	65	273	75	198
	18%	33%	-%	18%	33%	27%	19%	15%	18%	14%	21% a
Don't know enough about what other providers offer	108	29	-	7	23	15	61	30	108	38	70
	7%	13%	-%	17%	11%	15% b	6%	7%	7%	7%	7%
Others more expensive than our current providers	102	47	-	5	44	11	41	50	102	31	70
	7%	21%	-%	14%	21%	11%	4%	12% b	7%	6%	7%

Columns Tested:: a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM	Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c		a	b
Unweighted Base	1591	236	7	51	213	120	947	513	1591	698	893
Effective base	645	84	4	17	77	43	409	187	645	248	398
Weighted Base	1479	225	4	38	207	101	935	429	1479	537	942
Don't know enough about other providers and their services	83	24	-	5	20	5	46	32	83	40	43
	6%	11%	-%	14%	10%	5%	5%	7%	6%	7%	5%
Our customers prefer our chosen provider	49	23	-	*	22	10	22	17	49	26	23
	3%	10%	-%	1%	11%	10% b	2%	4%	3%	5%	2%
Unaware of other providers	44	15	-	7	9	3	18	23	44	25	19
	3%	6%	-%	17%	4%	3%	2%	5% b	3%	5%	2%
Other operators do not provide the service I need	33	23	-	4	19	14	7	12	33	14	19
	2%	10%	-%	11%	9%	14% bc	1%	3% b	2%	3%	2%
Other providers don't pick up mail in this area	32	11	-	*	11	5	18	9	32	19	14
	2%	5%	-%	*%	5%	5%	2%	2%	2%	3%	1%
Other providers could not deliver to all the areas we need	14	9	*	*	9	3	10	1	14	9	5
	1%	4%	1%	*%	4%	3%	1%	*%	1%	2%	1%
Effort involved in switching outweighs the benefit	154	42	1	7	40	28	80	46	154	49	106
	10%	19%	15%	19%	20%	28% bc	9%	11%	10%	9%	11%
No reason	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM	Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c		a	b
Unweighted Base	1591	236	7	51	213	120	947	513	1591	698	893
Effective base	645	84	4	17	77	43	409	187	645	248	398
Weighted Base	1479	225	4	38	207	101	935	429	1479	537	942
Other	230	11	1	2	12	16	136	75	230	69	162
	16%	5%	38%	4%	6%	16%	15%	18%	16%	13%	17%
Don't know	38	6	1	-	8	2	22	10	38	17	21
	3%	3%	25%	-%	4%	2%	2%	2%	3%	3%	2%

Columns Tested:: a,b - a,b - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1591	352	439	416	384	791	800
Effective base	645	133	170	155	200	299	351
Weighted Base	1479	368	374	361	376	742	736
We don't mail large enough volumes	610	156	188	139	127	344	266
	41%	42%	50%	38%	34%	46%	36%
			cd			b	
We are near a Post Office	416	95	111	120	90	206	210
	28%	26%	30%	33%	24%	28%	28%
Our chosen provider is reliable enough for our needs	387	98	142	92	56	240	147
	26%	27%	38%	25%	15%	32%	20%
		d	acd	d		b	
Our chosen provider is safe enough for our needs	315	77	83	85	70	160	155
	21%	21%	22%	24%	19%	22%	21%
Our chosen provider is fast enough for our needs	273	57	90	69	56	147	125
	18%	16%	24%	19%	15%	20%	17%
			d				
Don't know enough about what other providers offer	108	24	35	34	16	59	49
	7%	7%	9%	9%	4%	8%	7%
Others more expensive than our current providers	102	22	26	28	25	49	53
	7%	6%	7%	8%	7%	7%	7%
Don't know enough about other providers and their services	83	19	28	27	9	47	36
	6%	5%	8%	7%	2%	6%	5%
			d	d			
Our customers prefer our chosen provider	49	8	14	21	6	22	27
	3%	2%	4%	6%	2%	3%	4%
				d			

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 266 (continuation)

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All who have not considered trying another postal provider (QS4=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1591	352	439	416	384	791	800
Effective base	645	133	170	155	200	299	351
Weighted Base	1479	368	374	361	376	742	736
Unaware of other providers	44	19	16	2	8	34	9
	3%	5%	4%	*%	2%	5%	1%
		c	c			b	
Other operators do not provide the service I need	33	9	8	6	10	17	16
	2%	2%	2%	2%	3%	2%	2%
Other providers don't pick up mail in this area	32	5	15	8	4	20	12
	2%	1%	4%	2%	1%	3%	2%
Other providers could not deliver to all the areas we need	14	1	2	6	5	4	11
	1%	*%	1%	2%	1%	*%	1%
Effort involved in switching outweighs the benefit	154	46	48	43	19	93	61
	10%	12%	13%	12%	5%	13%	8%
		d	d	d			
No reason	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	230	28	14	68	121	42	188
	16%	8%	4%	19%	32%	6%	26%
				ab	abc		a
Don't know	38	8	8	12	11	15	23
	3%	2%	2%	3%	3%	2%	3%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Yes	771	370	401	721	41	7	3	50
	39%	43%	35%	38%	53%	73%	56%	55%
		b			a	ab	a	a
No	1229	490	738	1189	35	2	2	40
	61%	57%	65%	62%	47%	27%	44%	45%
			a	bcde	c			

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Yes	771	439	200	82	25	22	3	721	41	9
	39%	36%	40%	47%	53%	59%	56%	38%	53%	67%
				a	abg	abg	abg		abg	abcdgh
No	1229	793	302	94	22	16	2	1189	35	5
	61%	64%	60%	53%	47%	41%	44%	62%	47%	33%
		cdefhi	defhi	i	i			defhi	i	

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Yes	771	410	106	18	7	31
	39%	34%	45%	43%	34%	52%
			a			a
No	1229	786	130	24	14	29
	61%	66%	55%	57%	66%	48%
		be				

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Yes	771	73	72	133	35	48	126	102	33	49	672	46	34	19
	39%	43%	44%	41%	40%	30%	42%	40%	22%	33%	38%	39%	43%	48%
		h	h	h	h		h	h			h	h	eh	ehij
No	1229	96	91	189	53	112	175	155	115	102	1088	74	46	21
	61%	57%	56%	59%	60%	70%	58%	60%	78%	67%	62%	61%	57%	52%
						lm			abcdfgjklm	m	m			

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Yes	771	28	52	7	138	121	28	57	299	636	136	736	35
	39%	40%	30%	53%	57% beh	29%	44%	44% e	39% e	38%	41%	39%	39%
No	1229	41	124	6	104	299	36	73	474	1032	197	1173	56
	61%	60%	70% d	47%	43%	71% dgh	56%	56%	61% d	62%	59%	61%	61%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Yes	771	763	8	527	142	102
	39%	39%	15%	41%	51%	23%
		b		c	ac	
No	1229	1182	46	749	136	342
	61%	61%	85%	59%	49%	77%
			a	b		ab

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Yes	771	684	67	5	*	7	3	*	5	751	20	16	389	295	88
	39%	40%	29%	15%	3%	72%	89%	69%	93%	39%	32%	50%	39%	41%	30%
		b				bc								c	
No	1229	1023	163	27	12	3	*	*	*	1186	43	16	607	416	206
	61%	60%	71%	85%	97%	28%	11%	31%	7%	61%	68%	50%	61%	59%	70%
			ae	e											b

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Yes	771	503	280	580	267	115	167	477	42	33	8	8	7	5
	39%	43%	38%	40%	31%	48%	39%	38%	45%	67%	34%	85%	56%	87%
		d		d		d				a		abd		a
No	1229	664	462	854	598	126	262	763	51	16	16	1	5	1
	61%	57%	62%	60%	69%	52%	61%	62%	55%	33%	66%	15%	44%	13%
					ace			ceg	e		e			

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Yes	771	220	21	11	5	3	3	4	11	272	133	110	59	7
	39%	29%	47%	51%	38%	52%	91%	72%	69%	43%	45%	31%	45%	33%
							a		a	c	c			
No	1229	551	24	10	8	3	*	2	5	361	164	243	72	14
	61%	71%	53%	49%	62%	48%	9%	28%	31%	57%	55%	69%	55%	67%
		fh										ab		

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Yes	771	110	69	48	28	11	163	32	72	681	90	535	46
	39%	31%	36%	21%	38%	79%	27%	54%	34%	38%	45%	39%	61%
			c			abc		a					a
No	1229	244	125	181	46	3	431	27	137	1117	112	824	29
	61%	69%	64%	79%	62%	21%	73%	46%	66%	62%	55%	61%	39%
		e	e	be			b					b	

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Yes	771	58	57	98	37	198	68	192	458	61	156	236	50	1
	39%	29%	41%	37%	61%	29%	37%	43%	44%	48%	38%	38%	35%	100%
No	1229	139	82	166	23	482	116	257	588	67	253	383	92	-
	61%	71%	59%	63%	39%	71%	63%	57%	56%	52%	62%	62%	65%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Yes	771	193	181	51	1	497	267	192	409	329	4
	39%	32%	33%	32%	100%	43% c	38% c	27%	39%	41%	49%
No	1229	410	373	108	-	660	437	510	645	466	4
	61%	68%	67%	68%	-%	57%	62%	73% ab	61%	59%	51%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Yes	771	96	100	99	20	11	352	320	58	28	23	4
	39%	28%	28%	29%	22%	20%	40%	43%	57%	69%	50%	29%
No	1229	250	252	238	70	42	535	421	43	12	24	10
	61%	72%	72%	71%	78%	80%	60%	57%	43%	31%	50%	71%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Yes	771	680	408	700	427	486	353	673	85	1	597	49	206	526
	39%	40%	40%	39%	38%	43%	42%	38%	40%	22%	37%	51%	42%	37%
No	1229	1025	601	1080	707	634	495	1098	128	4	995	48	281	900
	61%	60%	60%	61%	62%	57%	58%	62%	60%	78%	63%	49%	58%	63%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Yes	771	158	15	74	125	81	356	327	112	105	537	771	-
	39%	38%	66%	51%	36%	36%	30%	59%	52%	47%	36%	100%	-%
								ab	c			b	
No	1229	259	8	73	223	145	851	222	104	117	942	-	1229
	61%	62%	34%	49%	64%	64%	70%	41%	48%	53%	64%	-%	100%
						c	c				a		a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 267 (continuation)

QF4. Over the last 12 months, has your organisation moved some post to other communication methods?

Base: All respondents

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Yes	771	239	181	192	159	420	351
	39%	48%	36%	38%	32%	42%	35%
		bd				b	
No	1229	261	319	308	341	580	649
	61%	52%	64%	62%	68%	58%	65%
			a		a		a

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	1184	556	628	901	166	25	92	283
Effective base	518	243	282	486	105	11	50	128
Weighted Base	1229	490	738	1189	35	2	2	40
Happy with sending things by post	364	221	143	349	14	1	1	15
	30%	45%	19%	29%	38%	21%	24%	36%
		b						
We have already moved everything that is possible to move	231	51	180	225	5	*	*	6
	19%	10%	24%	19%	15%	7%	11%	14%
			a					
No alternative media that would meet my needs	127	38	89	122	5	*	*	6
	10%	8%	12%	10%	14%	7%	21%	14%
							a	
There is no pressure from customers for us to move	100	4	96	97	2	1	*	3
	8%	1%	13%	8%	7%	23%	7%	8%
			a					
We prefer to send things to customers by post	92	5	87	89	3	*	*	3
	8%	1%	12%	8%	7%	7%	10%	7%
			a					
Cost	81	3	78	78	3	*	*	4
	7%	1%	11%	7%	8%	19%	16%	9%
			a				a	
Not considered this	65	3	63	63	2	*	*	2
	5%	1%	8%	5%	5%	3%	2%	5%
			a					
Reliability / trust	41	3	38	39	2	-	*	2
	3%	1%	5%	3%	5%	-%	15%	5%
			a				abe	
Hassle of moving	30	1	29	30	1	*	*	1
	2%	*%	4%	2%	2%	*%	2%	2%
			a					
The unreliability of email address lists	17	2	15	17	1	*	*	1
	1%	*%	2%	1%	1%	5%	2%	2%

Columns Tested:: a,b - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	1184	556	628	901	166	25	92	283
Effective base	518	243	282	486	105	11	50	128
Weighted Base	1229	490	738	1189	35	2	2	40
Customers are unwilling to give email addresses	7	*	7	6	1	*	*	1
	1%	*%	1%	1%	2%	2%	3%	2%
							a	
Time or extra admin required	5	-	5	4	1	*	*	1
	*%	-%	1%	*%	2%	*%	11%	2%
							abe	
Other media ineffective	5	-	5	5	*	-	*	*
	*%	-%	1%	*%	*%	-%	3%	*%
							a	
Lack of information about products and costs by other providers	5	-	5	5	*	*	*	*
	*%	-%	1%	*%	1%	*%	1%	1%
Contracted with postal provider / franking machine	1	-	1	*	1	-	*	1
	*%	-%	*%	*%	1%	-%	*%	1%
					a			a
No particular reason	211	55	156	208	2	1	*	3
	17%	11%	21%	17%	7%	28%	13%	9%
			a	be				
Other	119	109	10	114	4	*	*	5
	10%	22%	1%	10%	13%	2%	1%	11%
		b		d	d			d
Don't know	21	6	15	21	*	-	*	*
	2%	1%	2%	2%	*%	-%	6%	1%
							abe	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1184	557	235	109	100	91	92	901	166	117
Effective base	518	310	123	66	68	48	50	486	105	33
Weighted Base	1229	793	302	94	22	16	2	1189	35	5
Happy with sending things by post	364	241	90	18	9	5	1	349	14	1
	30%	30%	30%	19%	42% cfgi	30%	24%	29%	38% c	22%
We have already moved everything that is possible to move	231	177	40	9	3	2	*	225	5	*
	19%	22% bc	13%	9%	15%	14%	11%	19%	15%	9%
No alternative media that would meet my needs	127	79	26	17	3	2	*	122	5	1
	10%	10%	9%	18%	12%	15%	21% abg	10%	14%	14%
There is no pressure from customers for us to move	100	80	12	5	2	1	*	97	2	1
	8%	10% b	4%	5%	8%	8%	7%	8%	7%	16% b
We prefer to send things to customers by post	92	72	13	5	2	1	*	89	3	*
	8%	9%	4%	5%	8%	5%	10%	8%	7%	8%
Cost	81	63	10	4	2	1	*	78	3	1
	7%	8%	3%	4%	9%	8%	16% bcg	7%	8%	17% bg
Not considered this	65	47	12	4	1	1	*	63	2	*
	5%	6%	4%	5%	2%	9%	2%	5%	5%	2%
Reliability / trust	41	31	5	3	1	1	*	39	2	*
	3%	4%	2%	4%	2%	8% b	15% abcdgh	3%	5%	7%
Hassle of moving	30	24	5	*	*	*	*	30	1	*
	2%	3%	2%	*%	2%	2%	2%	2%	2%	1%
The unreliability of email address lists	17	13	4	*	*	*	*	17	1	*
	1%	2%	1%	*%	1%	2%	2%	1%	1%	3%

Columns Tested:: a,b,c,d,e,f,g,h,i

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1184	557	235	109	100	91	92	901	166	117
Effective base	518	310	123	66	68	48	50	486	105	33
Weighted Base	1229	793	302	94	22	16	2	1189	35	5
Customers are unwilling to give email addresses	7	3	3	*	*	*	*	6	1	*
	1%	*%	1%	*%	2%	2%	3%	1%	2%	2%
							ag			
Time or extra admin required	5	3	-	1	1	*	*	4	1	*
	*%	*%	-%	1%	2%	*%	11%	*%	2%	6%
							abcdegh			abg
Other media ineffective	5	5	*	*	*	-	*	5	*	*
	*%	1%	*%	*%	1%	-%	3%	*%	*%	1%
							g			
Lack of information about products and costs by other providers	5	3	1	1	*	*	*	5	*	*
	*%	*%	*%	1%	1%	*%	1%	*%	1%	1%
Contracted with postal provider / franking machine	1	*	-	-	1	-	*	*	1	*
	*%	*%	-%	-%	2%	-%	*%	*%	1%	*%
					ag				ag	
No particular reason	211	135	55	18	1	2	*	208	2	1
	17%	17%	18%	19%	7%	11%	13%	17%	7%	21%
		dh	dh	dh				dh		h
Other	119	53	51	11	3	2	*	114	4	*
	10%	7%	17%	12%	11%	13%	1%	10%	13%	2%
			afgi	f	f	fi		f	afi	
Don't know	21	12	5	4	*	*	*	21	*	*
	2%	2%	2%	4%	*%	1%	6%	2%	*%	3%
							agh			

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	1184	533	134	39	27	85
Effective base	518	303	57	13	4	16
Weighted Base	1229	786	130	24	14	29
Happy with sending things by post	364	226	41	6	2	6
	30%	29%	32%	23%	15%	22%
We have already moved everything that is possible to move	231	181	19	2	1	7
	19%	23%	15%	7%	10%	25%
No alternative media that would meet my needs	127	81	6	*	*	1
	10%	10%	5%	1%	*%	2%
There is no pressure from customers for us to move	100	75	14	2	1	3
	8%	10%	10%	9%	4%	11%
We prefer to send things to customers by post	92	71	10	2	2	4
	8%	9%	8%	9%	12%	14%
Cost	81	59	17	1	*	1
	7%	8%	13%	3%	1%	2%
Not considered this	65	53	5	3	*	1
	5%	7%	4%	15%	2%	2%
Reliability / trust	41	23	14	2	*	*
	3%	3%	11%	8%	3%	1%
			a			
Hassle of moving	30	23	6	*	*	*
	2%	3%	5%	*%	3%	*%
The unreliability of email address lists	17	13	-	2	*	*
	1%	2%	-%	9%	2%	1%
				b		
Customers are unwilling to give email addresses	7	6	*	-	*	*
	1%	1%	*%	-%	2%	*%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	1184	533	134	39	27	85
Effective base	518	303	57	13	4	16
Weighted Base	1229	786	130	24	14	29
Time or extra admin required	5	3	-	1	*	*
	*%	*%	-%	5% a	1%	*%
Other media ineffective	5	5	*	*	-	*
	*%	1%	*%	*%	-%	*%
Lack of information about products and costs by other providers	5	2	3	*	-	-
	*%	*%	2%	*%	-%	-%
Contracted with postal provider / franking machine	1	*	-	*	-	-
	*%	*%	-%	*%	-%	-%
No particular reason	211	146	23	5	7	4
	17%	19%	18%	23%	48%	13%
Other	119	42	10	1	3	*
	10%	5%	8%	4%	23%	*%
Don't know	21	9	5	1	*	3
	2%	1%	4%	3%	*%	11% a

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1184	71	66	97	41	77	92	67	75	69	655	202	188	139
Effective base	518	50	46	56	27	56	60	47	47	47	415	125	131	65
Weighted Base	1229	96	91	189	53	112	175	155	115	102	1088	74	46	21
Happy with sending things by post	364	38	25	57	15	33	46	39	25	38	315	26	16	8
	30%	39%	28%	30%	27%	29%	26%	25%	21%	37%	29%	35%	34%	39%
We have already moved everything that is possible to move	231	13	28	35	9	16	28	35	32	15	211	11	7	3
	19%	13%	30%	18%	17%	15%	16%	23%	28%	15%	19%	15%	14%	12%
			aklm						lm					
No alternative media that would meet my needs	127	12	3	17	4	17	18	16	11	16	113	9	4	*
	10%	12%	4%	9%	7%	15%	10%	10%	9%	16%	10%	13%	9%	2%
		m				m				m	m	m		
There is no pressure from customers for us to move	100	14	5	16	4	2	24	8	9	6	89	6	3	1
	8%	14%	5%	9%	8%	2%	14%	5%	8%	6%	8%	8%	7%	6%
		e					e							
We prefer to send things to customers by post	92	7	6	10	4	14	9	11	7	13	82	7	2	1
	8%	7%	7%	5%	7%	13%	5%	7%	6%	13%	8%	9%	5%	5%
Cost	81	6	9	15	7	7	18	4	5	5	77	2	1	1
	7%	7%	9%	8%	13%	6%	10%	3%	4%	5%	7%	3%	2%	3%
			l		klm		kl				l			
Not considered this	65	7	3	13	2	9	10	4	6	6	60	2	2	*
	5%	7%	3%	7%	4%	8%	6%	3%	5%	6%	6%	3%	5%	2%
Reliability / trust	41	3	4	11	4	5	3	6	-	2	37	2	2	*
	3%	3%	4%	6%	8%	5%	2%	4%	-%	2%	3%	3%	4%	2%
Hassle of moving	30	5	3	6	*	1	6	5	-	*	27	1	2	*
	2%	5%	3%	3%	*%	1%	4%	3%	-%	*%	3%	1%	4%	2%
The unreliability of email address lists	17	2	1	-	2	2	6	3	*	-	17	*	*	*
	1%	2%	1%	-%	4%	2%	4%	2%	*%	-%	2%	*%	*%	*%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1184	71	66	97	41	77	92	67	75	69	655	202	188	139
Effective base	518	50	46	56	27	56	60	47	47	47	415	125	131	65
Weighted Base	1229	96	91	189	53	112	175	155	115	102	1088	74	46	21
Customers are unwilling to give email addresses	7	4	-	-	-	*	*	*	2	-	6	1	-	*
	1%	4% jl	-%	-%	-%	*%	*%	*%	2%	-%	1%	1%	-%	1%
Time or extra admin required	5	*	1	*	-	2	*	-	1	-	4	1	1	*
	*%	*%	1%	*%	-%	2%	*%	-%	*%	-%	*%	1%	2%	*%
Other media ineffective	5	*	-	-	*	-	-	4	*	-	4	*	*	*
	*%	*%	-%	-%	*%	-%	-%	3%	*%	-%	*%	*%	1%	1%
Lack of information about products and costs by other providers	5	-	1	-	*	-	3	-	*	-	4	1	*	*
	*%	-%	1%	-%	*%	-%	2%	-%	*%	-%	*%	1%	1%	*%
Contracted with postal provider / franking machine	1	-	-	-	-	-	-	-	1	-	1	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	1%
No particular reason	211	14	17	21	5	20	43	28	24	20	192	9	7	4
	17%	15%	19%	11%	10%	18%	25% k	18%	21%	19%	18%	12%	15%	18%
Other	119	11	4	18	7	10	7	26	11	6	100	10	6	3
	10%	12%	5%	9%	14%	9%	4%	17% f	9%	6%	9%	14% f	14% f	13%
Don't know	21	1	-	4	4	1	-	3	-	3	17	3	1	*
	2%	1%	-%	2%	7% fj	1%	-%	2%	-%	3%	2%	4%	3%	2%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1184	41	117	12	108	187	64	70	529	933	251	1072	112
Effective base	518	15	50	5	47	87	29	34	260	417	107	486	36
Weighted Base	1229	41	124	6	104	299	36	73	474	1032	197	1173	56
Happy with sending things by post	364	14	48	1	20	71	6	24	162	304	59	352	12
	30%	35%	39% d	17%	20%	24%	18%	33%	34%	30%	30%	30%	22%
We have already moved everything that is possible to move	231	3	11	*	15	55	5	13	124	198	33	228	3
	19%	8%	9%	1%	14%	18%	13%	18%	26% b	19%	17%	19% b	6%
No alternative media that would meet my needs	127	2	9	-	7	34	3	9	60	104	23	124	3
	10%	5%	7%	-%	7%	11%	9%	13%	13%	10%	12%	11%	5%
There is no pressure from customers for us to move	100	-	7	*	13	20	*	5	45	81	18	94	5
	8%	-%	6%	1%	13%	7%	1%	7%	10%	8%	9%	8%	9%
We prefer to send things to customers by post	92	-	15	-	10	33	4	6	18	74	18	89	3
	8%	-%	12% h	-%	10%	11% h	10%	8%	4%	7%	9%	8%	6%
Cost	81	11	12	*	12	10	6	1	22	66	15	73	8
	7%	26% egh	9%	4%	12%	3%	16% egh	2%	5%	6%	8%	6%	15%
Not considered this	65	3	18	-	2	6	1	3	22	49	16	63	2
	5%	6%	14% deh	-%	2%	2%	2%	4%	5%	5%	8%	5%	3%
Reliability / trust	41	3	7	*	5	1	4	3	17	36	6	37	4
	3%	7% e	6% e	1%	5%	*%	10% e	4%	4%	3%	3%	3%	8%
Hassle of moving	30	*	4	*	1	6	3	*	11	28	2	30	1
	2%	*%	3%	1%	1%	2%	7%	*%	2%	3%	1%	3%	1%
The unreliability of email address lists	17	2	2	-	3	*	-	-	8	15	2	17	*
	1%	5%	2%	-%	3%	*%	-%	-%	2%	1%	1%	1%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1184	41	117	12	108	187	64	70	529	933	251	1072	112
Effective base	518	15	50	5	47	87	29	34	260	417	107	486	36
Weighted Base	1229	41	124	6	104	299	36	73	474	1032	197	1173	56
Customers are unwilling to give email addresses	7	*	*	-	1	3	*	-	3	7	*	7	*
	1%	*%	*%	-%	1%	1%	1%	-%	1%	1%	*%	1%	*%
Time or extra admin required	5	*	*	-	1	1	-	*	*	5	*	5	*
	*%	1%	*%	-%	1%	*%	-%	*%	*%	*%	*%	*%	*%
Other media ineffective	5	*	4	-	-	-	-	*	*	1	4	5	*
	*%	1%	3% h	-%	-%	-%	-%	*%	*%	*%	2% a	*%	*%
Lack of information about products and costs by other providers	5	-	*	-	*	1	-	*	1	4	1	5	*
	*%	-%	*%	-%	*%	*%	-%	*%	*%	*%	1%	*%	*%
Contracted with postal provider / franking machine	1	-	-	-	-	1	-	*	*	1	-	1	-
	*%	-%	-%	-%	-%	*%	-%	*%	*%	*%	-%	*%	-%
No particular reason	211	*	11	4	31	62	5	15	62	181	31	206	6
	17%	1%	9%	72%	30% abh	21%	13%	20%	13%	17%	16%	18%	10%
Other	119	9	19	*	7	42	8	3	21	101	17	105	13
	10%	21% h	15% h	7%	7%	14% h	23% dgh	5%	5%	10%	9%	9%	24% a
Don't know	21	*	*	-	-	7	1	-	10	20	1	17	4
	2%	1%	*%	-%	-%	2%	2%	-%	2%	2%	1%	1%	7% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	1184	1142	42	705	183	294
Effective base	518	496	22	319	64	135
Weighted Base	1229	1182	46	749	136	342
Happy with sending things by post	364	350	14	208	44	113
	30%	30%	30%	28%	32%	33%
We have already moved everything that is possible to move	231	231	-	161	27	43
	19%	20%	-%	22%	20%	13%
		b		c		
No alternative media that would meet my needs	127	119	8	60	18	49
	10%	10%	18%	8%	13%	14%
						a
There is no pressure from customers for us to move	100	97	3	59	19	22
	8%	8%	6%	8%	14%	6%
We prefer to send things to customers by post	92	92	*	37	15	40
	8%	8%	1%	5%	11%	12%
						a
Cost	81	79	2	56	8	17
	7%	7%	5%	7%	6%	5%
Not considered this	65	61	5	38	8	19
	5%	5%	10%	5%	6%	5%
Reliability / trust	41	39	2	25	11	5
	3%	3%	4%	3%	8%	2%
					c	
Hassle of moving	30	30	*	10	7	13
	2%	3%	1%	1%	5%	4%
					a	
The unreliability of email address lists	17	17	-	7	8	3
	1%	1%	-%	1%	6%	1%
					a	

Columns Tested:: a,b - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	1184	1142	42	705	183	294
Effective base	518	496	22	319	64	135
Weighted Base	1229	1182	46	749	136	342
Customers are unwilling to give email addresses	7	5	2	3	1	3
	1%	*%	5% a	*%	*%	1%
Time or extra admin required	5	5	-	3	1	*
	*%	*%	-%	*%	1%	*%
Other media ineffective	5	5	*	5	*	-
	*%	*%	1%	1%	*%	-%
Lack of information about products and costs by other providers	5	5	-	4	*	1
	*%	*%	-%	1%	*%	*%
Contracted with postal provider / franking machine	1	1	-	1	-	-
	*%	*%	-%	*%	-%	-%
No particular reason	211	202	9	144	15	51
	17%	17%	19%	19%	11%	15%
Other	119	114	5	63	5	50
	10%	10%	11%	8%	4%	15% ab
Don't know	21	21	*	13	6	2
	2%	2%	*%	2%	5%	1%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1184	936	175	40	12	11	4	2	4	1111	73	33	511	425	248
Effective base	518	448	60	9	3	4	1	1	2	506	13	5	265	183	73
Weighted Base	1229	1023	163	27	12	3	*	*	*	1186	43	16	607	416	206
Happy with sending things by post	364	317	36	8	2	1	-	*	*	353	11	3	191	125	47
	30%	31%	22%	28%	20%	26%	-%	13%	6%	30%	25%	20%	32%	30%	23%
We have already moved everything that is possible to move	231	198	31	2	*	*	-	-	-	228	3	1	130	67	33
	19%	19%	19%	8%	3%	13%	-%	-%	-%	19%	7%	5%	21%	16%	16%
No alternative media that would meet my needs	127	100	21	6	-	*	*	-	*	121	6	*	38	62	27
	10%	10%	13%	21%	-%	12%	2%	-%	15%	10%	14%	3%	6%	15% a	13%
There is no pressure from customers for us to move	100	83	13	1	2	-	*	*	*	96	3	2	44	39	17
	8%	8%	8%	4%	17%	-%	2%	87%	18%	8%	8%	14%	7%	9%	8%
We prefer to send things to customers by post	92	80	10	2	-	*	*	*	-	90	2	*	30	50	12
	8%	8%	6%	7%	-%	2%	83%	100%	-%	8%	5%	3%	5%	12% a	6%
Cost	81	67	7	7	*	*	-	-	*	73	8	1	27	40	14
	7%	7%	4%	28% abi	*%	10%	-%	-%	68%	6%	19%	4%	4%	10% a	7%
Not considered this	65	56	7	2	*	-	-	-	-	63	2	*	31	25	9
	5%	6%	4%	8%	*%	-%	-%	-%	-%	5%	5%	*%	5%	6%	4%
Reliability / trust	41	40	*	1	*	*	-	-	-	41	1	*	14	27	1
	3%	4%	*%	2%	*%	1%	-%	-%	-%	3%	2%	1%	2%	6% ac	1%
Hassle of moving	30	26	4	*	*	-	-	-	-	30	*	*	7	19	4
	2%	3%	3%	*%	*%	-%	-%	-%	-%	3%	*%	*%	1%	5% a	2%
The unreliability of email address lists	17	15	*	*	2	-	-	*	-	15	2	2	4	11	3
	1%	1%	*%	1%	16%	-%	-%	87%	-%	1%	5%	13% i	1%	3%	1%

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

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1184	936	175	40	12	11	4	2	4	1111	73	33	511	425	248
Effective base	518	448	60	9	3	4	1	1	2	506	13	5	265	183	73
Weighted Base	1229	1023	163	27	12	3	*	*	*	1186	43	16	607	416	206
Customers are unwilling to give email addresses	7	3	3	*	-	*	-	-	-	6	1	*	1	2	4
	1%	*%	2%	1%	-%	10%	-%	-%	-%	1%	1%	2%	*%	1%	2%
Time or extra admin required	5	5	1	*	*	-	-	-	-	5	*	*	1	4	1
	*%	*%	*%	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	1%	*%
Other media ineffective	5	5	*	*	-	-	-	-	-	5	*	-	-	5	*
	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	*%	-%	-%	1%	*%
Lack of information about products and costs by other providers	5	5	*	-	-	-	-	-	-	5	-	-	1	3	*
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	1%	*%
Contracted with postal provider / franking machine	1	*	1	-	-	-	-	-	-	1	-	-	-	*	1
	*%	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%
No particular reason	211	176	25	1	9	*	-	-	-	201	10	9	120	55	35
	17%	17%	15%	4%	76%	1%	-%	-%	-%	17%	24%	58% abci	20%	13%	17%
Other	119	99	18	2	-	-	-	-	-	117	2	-	52	47	20
	10%	10%	11%	8%	-%	-%	-%	-%	-%	10%	5%	-%	9%	11%	10%
Don't know	21	19	1	*	*	1	*	-	-	20	1	1	7	12	2
	2%	2%	1%	*%	1%	40%	15%	-%	-%	2%	3%	8%	1%	3%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	1184	697	438	822	514	176	270	673	58	30	26	12	14	9
Effective base	518	287	194	353	229	63	109	321	19	7	5	4	1	4
Weighted Base	1229	664	462	854	598	126	262	763	51	16	16	1	5	1
Happy with sending things by post	364	184	128	233	161	39	86	208	15	3	3	*	5	-
	30%	28%	28%	27%	27%	31%	33%	27%	29%	22%	16%	2%	87%	-%
We have already moved everything that is possible to move	231	125	88	156	115	20	58	148	5	*	2	*	*	*
	19%	19%	19%	18%	19%	16%	22%	19%	10%	1%	14%	5%	*%	1%
No alternative media that would meet my needs	127	62	71	101	79	16	37	87	11	*	2	1	*	-
	10%	9%	15% a	12%	13%	13%	14%	11%	21%	1%	14%	52%	*%	-%
There is no pressure from customers for us to move	100	61	44	73	58	15	34	64	3	4	2	*	*	*
	8%	9%	10%	9%	10%	12%	13%	8%	6%	23%	13%	8%	7%	13%
We prefer to send things to customers by post	92	57	44	78	67	8	27	75	2	*	1	*	*	*
	8%	9%	9%	9%	11%	7%	10%	10%	4%	1%	4%	8%	3%	8%
Cost	81	53	30	72	42	9	16	60	6	4	1	*	-	1
	7%	8%	7%	8%	7%	7%	6%	8%	12%	28%	5%	*%	-%	82%
Not considered this	65	41	20	47	38	4	15	46	*	*	*	-	*	-
	5%	6%	4%	5%	6%	3%	6%	6%	1%	2%	*%	-%	9%	-%
Reliability / trust	41	31	16	37	20	4	14	34	*	2	*	*	*	*
	3%	5%	4%	4%	3%	3%	5%	4%	*%	15%	1%	3%	6%	9%
Hassle of moving	30	19	16	28	18	3	14	26	2	*	-	*	-	-
	2%	3%	3%	3%	3%	3%	5%	3%	4%	1%	-%	*%	-%	-%
The unreliability of email address lists	17	10	7	14	13	7	7	12	*	*	2	*	-	*
	1%	2%	2%	2%	2%	5%	3%	2%	1%	1%	12%	8%	-%	4%
Customers are unwilling to give email addresses	7	3	5	7	5	1	1	3	3	*	*	*	-	*
	1%	1%	1%	1%	1%	1%	1%	*%	6% a	2%	2%	2%	-%	4%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	1184	697	438	822	514	176	270	673	58	30	26	12	14	9
Effective base	518	287	194	353	229	63	109	321	19	7	5	4	1	4
Weighted Base	1229	664	462	854	598	126	262	763	51	16	16	1	5	1
Time or extra admin required	5	3	4	5	5	1	1	5	1	*	*	-	-	-
	*%	1%	1%	1%	1%	1%	*%	1%	1%	*%	1%	-%	-%	-%
Other media ineffective	5	5	1	5	5	*	*	5	*	*	-	-	*	-
	*%	1%	*%	1%	1%	*%	*%	1%	*%	*%	-%	-%	5%	-%
Lack of information about products and costs by other providers	5	4	3	4	1	3	4	4	*	*	-	-	-	-
	*%	1%	1%	*%	*%	2%	2%	1%	*%	*%	-%	-%	-%	-%
Contracted with postal provider / franking machine	1	1	1	1	1	1	1	*	1	-	*	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%	-%	-%
No particular reason	211	129	76	158	93	19	42	146	4	1	7	-	*	-
	17%	19%	17%	19%	16%	15%	16%	19%	9%	3%	45%	-%	2%	-%
Other	119	54	30	65	50	16	22	57	4	4	*	1	-	-
	10%	8%	6%	8%	8%	12%	8%	7%	7%	23%	3%	36%	-%	-%
Don't know	21	18	14	18	14	2	1	11	5	2	-	*	-	-
	2%	3%	3%	2%	2%	2%	*%	1%	10%	14%	-%	1%	-%	-%
									a	a				

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	a	b	c	d	e
Unweighted Base	1184	421	30	18	21	7	10	7	24	284	161	232	113	32
Effective base	518	208	10	3	6	3	2	2	6	149	70	98	32	5
Weighted Base	1229	551	24	10	8	3	*	2	5	361	164	243	72	14
Happy with sending things by post	364	146	5	6	2	1	*	*	2	83	41	79	23	7
	30%	26%	22%	58%	31%	48%	77%	1%	32%	23%	25%	33%	33%	52%
We have already moved everything that is possible to move	231	112	2	*	*	*	*	-	*	83	28	30	11	4
	19%	20%	10%	*%	5%	1%	4%	-%	1%	23% c	17%	12%	15%	26%
No alternative media that would meet my needs	127	74	5	*	-	*	*	-	*	25	11	53	12	*
	10%	13%	20%	1%	-%	7%	7%	-%	5%	7%	7%	22% ab	17%	1%
There is no pressure from customers for us to move	100	50	3	3	2	*	*	*	*	27	21	22	2	3
	8%	9%	12%	27%	31%	4%	21%	4%	5%	7%	13%	9%	2%	18%
We prefer to send things to customers by post	92	64	2	1	*	*	*	-	*	24	7	43	1	2
	8%	12%	8%	7%	4%	10%	10%	-%	6%	7%	5%	18% abd	2%	17%
Cost	81	36	4	1	1	1	-	*	1	27	26	17	1	1
	7%	7%	15%	7%	7%	31%	-%	17%	24%	7%	16% d	7%	2%	4%
Not considered this	65	37	*	-	1	-	*	-	*	25	8	13	1	*
	5%	7%	1%	-%	10%	-%	13%	-%	1%	7%	5%	5%	1%	2%
Reliability / trust	41	19	*	*	1	-	*	*	*	10	10	13	3	*
	3%	3%	*%	2%	10%	-%	1%	15%	6%	3%	6%	6%	4%	1%
Hassle of moving	30	16	2	*	*	-	*	*	*	3	6	17	-	2
	2%	3%	8%	*%	1%	-%	*%	13%	5%	1%	4%	7% a	-%	13%
The unreliability of email address lists	17	11	-	-	2	*	*	-	*	7	4	*	*	2
	1%	2%	-%	-%	25%	4%	8%	-%	3%	2%	3%	*%	1%	14% c

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	a	b	c	d	e
Unweighted Base	1184	421	30	18	21	7	10	7	24	284	161	232	113	32
Effective base	518	208	10	3	6	3	2	2	6	149	70	98	32	5
Weighted Base	1229	551	24	10	8	3	*	2	5	361	164	243	72	14
Customers are unwilling to give email addresses	7	4	*	-	*	-	*	-	*	*	2	4	-	*
	1%	1%	*%	-%	4%	-%	8%	-%	1%	*%	1%	2%	-%	2%
Time or extra admin required	5	4	*	1	-	-	-	*	*	2	2	1	1	*
	*%	1%	*%	6%	-%	-%	-%	2%	1%	1%	1%	*%	1%	1%
Other media ineffective	5	5	*	-	-	*	-	-	*	-	*	5	-	*
	*%	1%	*%	-%	-%	5%	-%	-%	3%	-%	*%	2%	-%	2%
Lack of information about products and costs by other providers	5	*	-	-	-	-	-	*	*	*	*	3	-	*
	*%	*%	-%	-%	-%	-%	-%	13%	5%	*%	*%	1%	-%	3%
Contracted with postal provider / franking machine	1	-	-	1	-	-	-	-	-	-	*	*	1	-
	*%	-%	-%	5%	-%	-%	-%	-%	-%	-%	*%	*%	1%	-%
No particular reason	211	91	1	1	*	-	-	-	-	84	31	36	7	*
	17%	16%	5%	5%	1%	-%	-%	-%	-%	23%	19%	15%	10%	1%
Other	119	47	2	-	1	-	-	-	-	23	8	20	15	-
	10%	8%	10%	-%	17%	-%	-%	-%	-%	6%	5%	8%	20% ab	-%
Don't know	21	7	4	-	2	*	-	1	1	9	4	5	*	*
	2%	1%	16% a	-%	28%	4%	-%	64%	26%	2%	2%	2%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted Base	1184	179	95	148	74	18	335	27	146	1070	114	784	38
Effective base	518	94	50	62	21	6	156	12	61	477	42	340	13
Weighted Base	1229	244	125	181	46	3	431	27	137	1117	112	824	29
Happy with sending things by post	364	67	26	53	15	*	114	7	40	337	27	228	6
	30%	27%	21%	29%	32%	9%	26%	26%	29%	30%	24%	28%	20%
We have already moved everything that is possible to move	231	53	28	27	7	*	75	8	32	208	23	149	6
	19%	22%	22%	15%	16%	12%	17%	30%	23%	19%	20%	18%	22%
No alternative media that would meet my needs	127	24	14	36	4	*	62	*	17	124	3	101	*
	10%	10%	11%	20%	9%	7%	14%	1%	12%	11%	3%	12%	1%
There is no pressure from customers for us to move	100	24	6	28	*	*	45	3	10	97	3	71	3
	8%	10%	5%	15%	*%	8%	10%	12%	7%	9%	3%	9%	10%
We prefer to send things to customers by post	92	27	11	27	3	*	57	2	7	80	12	75	3
	8%	11%	9%	15%	6%	4%	13%	7%	5%	7%	11%	9%	11%
Cost	81	18	19	4	1	*	29	7	7	71	10	64	9
	7%	7%	15% c	2%	2%	9%	7%	25%	5%	6%	9%	8%	30% a
Not considered this	65	19	8	8	3	*	31	2	4	59	6	47	*
	5%	8%	6%	4%	7%	1%	7%	6%	3%	5%	6%	6%	*%
Reliability / trust	41	9	10	1	*	*	9	*	11	32	10	32	5
	3%	4%	8% c	*%	*%	8%	2%	*%	8% a	3%	9% a	4%	16% a
Hassle of moving	30	5	9	2	2	*	12	2	4	24	6	23	5
	2%	2%	8%	1%	4%	8%	3%	7%	3%	2%	6%	3%	16% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	*b	c	a	b	a	b
Unweighted Base	1184	179	95	148	74	18	335	27	146	1070	114	784	38
Effective base	518	94	50	62	21	6	156	12	61	477	42	340	13
Weighted Base	1229	244	125	181	46	3	431	27	137	1117	112	824	29
The unreliability of email address lists	17	6	2	4	-	*	10	2	*	16	1	14	*
	1%	3%	2%	2%	-%	4%	2%	7%	*%	1%	1%	2%	*%
Customers are unwilling to give email addresses	7	*	*	4	*	*	4	1	-	7	*	7	*
	1%	*%	*%	2%	1%	*%	1%	3%	-%	1%	*%	1%	1%
Time or extra admin required	5	2	2	*	1	-	4	*	*	5	*	5	*
	*%	1%	1%	*%	1%	-%	1%	*%	*%	*%	*%	1%	*%
Other media ineffective	5	*	-	4	*	-	5	*	-	5	*	5	*
	*%	*%	-%	2%	*%	-%	1%	*%	-%	*%	*%	1%	*%
Lack of information about products and costs by other providers	5	-	*	*	-	*	1	-	*	2	3	2	3
	*%	-%	*%	*%	-%	8%	*%	-%	*%	*%	2% a	*%	9% a
Contracted with postal provider / franking machine	1	-	-	-	1	-	1	-	-	1	-	1	-
	*%	-%	-%	-%	1%	-%	*%	-%	-%	*%	-%	*%	-%
No particular reason	211	40	20	28	5	*	69	5	18	177	34	153	5
	17%	16%	16%	15%	11%	1%	16%	19%	13%	16%	30% a	19%	18%
Other	119	21	8	12	9	1	43	-	7	110	9	65	*
	10%	9%	6%	6%	19%	49%	10%	-%	5%	10%	8%	8%	1%
Don't know	21	4	6	5	*	-	9	-	5	21	*	18	*
	2%	2%	4%	3%	*%	-%	2%	-%	4%	2%	*%	2%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1184	116	87	138	39	392	122	266	614	77	231	365	77
Effective base	518	51	34	64	8	182	46	106	257	24	108	161	33
Weighted Base	1229	139	82	166	23	482	116	257	588	67	253	383	92
Happy with sending things by post	364	36	24	43	7	130	31	61	169	18	73	119	31
	30%	26%	29%	26%	29%	27%	26%	24%	29%	27%	29%	31%	34%
We have already moved everything that is possible to move	231	22	19	34	2	90	25	56	115	18	48	78	31
	19%	16%	24%	20%	9%	19%	22%	22%	20%	28%	19%	20%	34%
No alternative media that would meet my needs	127	24	12	30	*	66	12	23	53	4	42	53	17
	10%	18%	14%	18%	*%	14%	11%	9%	9%	6%	16%	14%	19%
There is no pressure from customers for us to move	100	22	7	19	4	46	13	25	57	17	33	33	17
	8%	16%	8%	11%	16%	9%	11%	10%	10%	26% ab	13%	9%	18%
We prefer to send things to customers by post	92	20	14	23	2	51	17	35	46	2	26	41	12
	8%	14%	17%	14%	7%	11%	14%	14%	8%	3%	10%	11%	13%
Cost	81	14	7	18	6	35	7	23	48	7	17	22	9
	7%	10%	9%	11%	24%	7%	6%	9%	8%	10%	7%	6%	9%
Not considered this	65	10	3	13	*	34	5	27	28	5	13	17	5
	5%	7%	4%	8%	*%	7%	4%	10%	5%	8%	5%	4%	6%
Reliability / trust	41	9	3	12	3	17	3	19	31	7	10	15	4
	3%	7%	4%	7%	12%	3%	3%	7%	5%	11%	4%	4%	4%
Hassle of moving	30	13	2	14	3	16	2	14	18	7	7	16	3
	2%	9%	2%	9%	12%	3%	2%	5%	3%	11%	3%	4%	3%
The unreliability of email address lists	17	2	*	2	*	11	2	3	10	5	7	3	2
	1%	1%	*%	1%	*%	2%	1%	1%	2%	7%	3%	1%	3%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	1184	116	87	138	39	392	122	266	614	77	231	365	77
Effective base	518	51	34	64	8	182	46	106	257	24	108	161	33
Weighted Base	1229	139	82	166	23	482	116	257	588	67	253	383	92
Customers are unwilling to give email addresses	7	4	1	4	1	4	1	1	3	*	5	4	3
	1%	3%	1%	2%	5%	1%	1%	*%	1%	*%	2%	1%	4%
Time or extra admin required	5	2	*	2	*	5	*	2	3	*	3	2	3
	*%	1%	*%	1%	1%	1%	*%	1%	1%	1%	1%	*%	3%
Other media ineffective	5	*	*	*	*	5	*	5	1	*	1	*	-
	*%	*%	*%	*%	*%	1%	*%	2%	*%	*%	*%	*%	-%
Lack of information about products and costs by other providers	5	*	*	*	3	1	*	4	4	3	3	3	3
	*%	*%	*%	*%	12%	*%	*%	2%	1%	4%	1%	1%	3%
Contracted with postal provider / franking machine	1	-	-	-	-	1	-	1	1	-	1	1	-
	*%	-%	-%	-%	-%	*%	-%	*%	*%	-%	*%	*%	-%
No particular reason	211	17	17	22	9	69	24	41	112	8	34	63	7
	17%	12%	21%	13%	38%	14%	20%	16%	19%	13%	14%	16%	8%
Other	119	5	2	4	-	41	9	20	50	2	18	27	2
	10%	4%	3%	2%	-%	9%	8%	8%	8%	4%	7%	7%	3%
Don't know	21	3	*	5	1	14	*	12	14	3	11	11	*
	2%	3%	*%	3%	5%	3%	*%	4%	2%	4%	4%	3%	*%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	1184	359	315	103	679	411	426	619	458	13
Effective base	518	158	141	43	284	182	194	261	205	2
Weighted Base	1229	410	373	108	660	437	510	645	466	4
Happy with sending things by post	364	132	93	33	183	122	143	169	150	-
	30%	32%	25%	30%	28%	28%	28%	26%	32%	-%
We have already moved everything that is possible to move	231	81	72	32	124	86	98	119	95	1
	19%	20%	19%	29%	19%	20%	19%	18%	20%	14%
No alternative media that would meet my needs	127	52	51	20	62	69	75	81	69	-
	10%	13%	14%	19%	9%	16% a	15%	13%	15%	-%
There is no pressure from customers for us to move	100	39	41	18	60	41	52	57	45	*
	8%	10%	11%	17%	9%	9%	10%	9%	10%	2%
We prefer to send things to customers by post	92	49	54	10	57	44	60	55	56	-
	8%	12%	14%	10%	9%	10%	12%	9%	12%	-%
Cost	81	24	32	4	51	24	30	51	37	1
	7%	6%	9%	4%	8%	6%	6%	8%	8%	13%
Not considered this	65	25	28	9	41	20	33	35	21	-
	5%	6%	8%	8%	6%	5%	7%	5%	4%	-%
Reliability / trust	41	16	10	1	31	14	16	30	20	*
	3%	4%	3%	1%	5%	3%	3%	5%	4%	1%
Hassle of moving	30	13	13	4	19	16	18	20	22	-
	2%	3%	3%	3%	3%	4%	4%	3%	5%	-%
The unreliability of email address lists	17	13	7	7	10	5	11	9	8	-
	1%	3%	2%	6%	2%	1%	2%	1%	2%	-%
Customers are unwilling to give email addresses	7	5	*	3	3	4	4	6	6	*
	1%	1%	*%	3% b	*%	1%	1%	1%	1%	7%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Types of services used: parcels and packets			Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	a	b	c	a	b	*c
Unweighted Base	1184	359	315	103	679	411	426	619	458	13
Effective base	518	158	141	43	284	182	194	261	205	2
Weighted Base	1229	410	373	108	660	437	510	645	466	4
Time or extra admin required	5	4	3	2	3	4	5	4	3	-
	*%	1%	1%	2%	*%	1%	1%	1%	1%	-%
Other media ineffective	5	5	*	*	5	1	5	1	5	*
	*%	1%	*%	*%	1%	*%	1%	*%	1%	*%
Lack of information about products and costs by other providers	5	1	*	*	4	3	1	4	3	*
	*%	*%	*%	*%	1%	1%	*%	1%	1%	*%
Contracted with postal provider / franking machine	1	1	1	-	1	1	1	1	1	*
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%
No particular reason	211	60	65	10	128	68	70	108	73	3
	17%	15%	18%	9%	19%	16%	14%	17%	16%	71%
Other	119	27	24	5	54	30	42	55	26	-
	10%	6%	6%	5%	8%	7%	8%	9%	5%	-%
Don't know	21	10	11	*	18	14	13	17	13	-
	2%	2%	3%	*%	3%	3%	3%	3%	3%	-%

Columns Tested:: a,b,c - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	*c	*d
Unweighted Base	1184	214	205	206	44	26	524	420	44	23	26	12
Effective base	518	92	98	90	25	15	223	188	17	9	11	5
Weighted Base	1229	250	252	238	70	42	535	421	43	12	24	10
Happy with sending things by post	364	61	68	74	26	12	153	136	10	2	3	1
	30%	25%	27%	31%	36%	29%	29%	32%	24%	13%	14%	10%
We have already moved everything that is possible to move	231	51	49	57	23	19	105	94	16	*	3	3
	19%	20%	19%	24%	32%	45%	20%	22%	36%	3%	14%	34%
No alternative media that would meet my needs	127	44	45	36	15	9	64	55	4	*	2	2
	10%	17%	18%	15%	21%	20%	12%	13%	8%	1%	7%	20%
There is no pressure from customers for us to move	100	27	19	37	15	10	49	33	1	1	1	-
	8%	11%	8%	15%	22% b	25%	9%	8%	2%	8%	4%	-%
We prefer to send things to customers by post	92	32	37	29	8	7	43	41	11	2	*	-
	8%	13%	15%	12%	11%	18%	8%	10%	24%	14%	1%	-%
Cost	81	15	17	16	1	*	35	32	5	6	4	*
	7%	6%	7%	7%	1%	*%	7%	8%	11%	50%	15%	*%
Not considered this	65	18	14	14	2	8	29	15	*	2	3	-
	5%	7%	6%	6%	3%	19%	5%	4%	1%	15%	14%	-%
Reliability / trust	41	14	11	5	*	*	30	15	6	*	1	-
	3%	6%	4%	2%	1%	1%	6%	3%	13%	1%	3%	-%
Hassle of moving	30	10	14	9	2	1	18	18	4	*	2	-
	2%	4%	5%	4%	3%	3%	3%	4%	10%	*%	9%	-%
The unreliability of email address lists	17	4	3	9	6	4	7	3	*	2	-	-
	1%	2%	1%	4%	9% b	11%	1%	1%	*%	16%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	*b	*c	*d
Unweighted Base	1184	214	205	206	44	26	524	420	44	23	26	12
Effective base	518	92	98	90	25	15	223	188	17	9	11	5
Weighted Base	1229	250	252	238	70	42	535	421	43	12	24	10
Customers are unwilling to give email addresses	7	4	4	4	3	-	7	6	*	*	1	-
	1%	2%	2%	2%	5%	-%	1%	1%	1%	*%	3%	-%
Time or extra admin required	5	2	2	1	2	-	3	3	1	2	-	-
	*%	1%	1%	*%	3%	-%	1%	1%	1%	17%	-%	-%
Other media ineffective	5	-	*	4	-	-	*	*	-	*	*	-
	*%	-%	*%	2%	-%	-%	*%	*%	-%	2%	*%	-%
Lack of information about products and costs by other providers	5	*	*	*	-	-	3	3	-	-	*	-
	*%	*%	*%	*%	-%	-%	1%	1%	-%	-%	1%	-%
Contracted with postal provider / franking machine	1	1	1	1	-	-	1	1	1	*	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	1%	1%	-%	-%
No particular reason	211	34	40	28	1	2	92	71	8	-	7	*
	17%	14%	16%	12%	2%	4%	17%	17%	18%	-%	28%	3%
Other	119	12	19	11	3	-	50	25	-	1	-	3
	10%	5%	8%	4%	4%	-%	9%	6%	-%	5%	-%	31%
Don't know	21	12	11	9	-	-	13	9	2	1	3	*
	2%	5%	4%	4%	-%	-%	2%	2%	5%	9%	12%	1%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1184	1011	625	1058	698	683	550	1034	110	2	965	46	245	883
Effective base	518	444	265	466	299	298	225	466	47	2	422	21	117	384
Weighted Base	1229	1025	601	1080	707	634	495	1098	128	4	995	48	281	900
Happy with sending things by post	364	314	157	318	203	249	152	336	32	-	311	17	72	283
	30%	31%	26%	29%	29%	39% abcd	31%	31%	25%	-%	31%	36%	26%	31%
We have already moved everything that is possible to move	231	195	116	206	138	146	99	210	49	4	202	6	48	177
	19%	19%	19%	19%	20%	23%	20%	19%	38% ab	100%	20%	12%	17%	20%
No alternative media that would meet my needs	127	119	82	123	85	64	63	117	19	-	107	*	37	90
	10%	12%	14%	11%	12%	10%	13%	11%	15%	-%	11%	*%	13%	10%
There is no pressure from customers for us to move	100	73	40	77	62	47	34	89	7	-	96	1	41	58
	8%	7%	7%	7%	9%	7%	7%	8%	5%	-%	10%	2%	15% b	6%
We prefer to send things to customers by post	92	81	47	82	58	40	49	86	12	-	82	2	34	56
	8%	8%	8%	8%	8%	6%	10%	8%	9%	-%	8%	5%	12% b	6%
Cost	81	55	38	69	33	16	17	67	8	-	61	2	44	33
	7%	5%	6% e	6% e	5%	3%	4%	6%	6%	-%	6%	5%	16% b	4%
Not considered this	65	56	24	58	37	26	30	60	9	-	46	3	30	33
	5%	5%	4%	5%	5%	4%	6%	5%	7%	-%	5%	7%	11% b	4%
Reliability / trust	41	33	27	39	26	18	18	37	8	-	30	4	12	27
	3%	3%	4%	4%	4%	3%	4%	3%	7%	-%	3%	9%	4%	3%
Hassle of moving	30	26	18	26	22	16	14	26	9	-	24	2	9	21
	2%	3%	3%	2%	3%	2%	3%	2%	7%	-%	2%	4%	3%	2%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1184	1011	625	1058	698	683	550	1034	110	2	965	46	245	883
Effective base	518	444	265	466	299	298	225	466	47	2	422	21	117	384
Weighted Base	1229	1025	601	1080	707	634	495	1098	128	4	995	48	281	900
The unreliability of email address lists	17	15	9	16	12	12	12	16	*	-	12	-	4	12
	1%	2%	2%	1%	2%	2%	2%	1%	*%	-%	1%	-%	1%	1%
Customers are unwilling to give email addresses	7	7	5	7	5	4	7	7	3	-	7	-	3	4
	1%	1%	1%	1%	1%	1%	1%	1%	3%	-%	1%	-%	1%	*%
Time or extra admin required	5	4	4	5	4	3	4	5	*	-	3	-	5	1
	*%	*%	1%	*%	1%	*%	1%	*%	*%	-%	*%	-%	2% b	*%
Other media ineffective	5	5	1	5	5	4	5	5	1	-	5	-	5	*
	*%	*%	*%	*%	1%	1%	1%	*%	*%	-%	*%	-%	2% b	*%
Lack of information about products and costs by other providers	5	5	4	5	5	4	2	4	3	-	5	-	3	2
	*%	*%	1%	*%	1%	1%	*%	*%	2%	-%	*%	-%	1%	*%
Contracted with postal provider / franking machine	1	*	*	*	-	1	*	*	*	-	1	-	*	1
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	*%
No particular reason	211	174	108	187	112	62	67	183	16	-	149	15	31	163
	17%	17% e	18% e	17% e	16% e	10%	14%	17%	12%	-%	15%	31% a	11%	18%
Other	119	98	60	103	82	90	68	109	7	-	95	6	21	90
	10%	10%	10%	10%	12%	14% c	14%	10%	5%	-%	10%	13%	8%	10%
Don't know	21	20	14	20	15	8	4	18	3	-	19	*	7	15
	2%	2%	2%	2%	2%	1%	1%	2%	2%	-%	2%	*%	2%	2%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	
Unweighted Base	1184	239	9	83	197	138	819	214	93	123	893	1184
Effective base	518	96	4	26	84	58	363	92	44	44	398	518
Weighted Base	1229	259	8	73	223	145	851	222	104	117	942	1229
Happy with sending things by post	364	64	1	7	67	31	276	54	27	26	304	364
	30%	25%	14%	10%	30% a	21%	32%	24%	26%	22%	32%	30%
We have already moved everything that is possible to move	231	57	1	9	50	22	166	43	28	24	177	231
	19%	22%	17%	13%	23%	15%	19%	19%	27%	20%	19%	19%
No alternative media that would meet my needs	127	36	-	8	28	15	85	27	14	8	76	127
	10%	14%	-%	12%	13%	10%	10%	12%	14%	7%	8%	10%
There is no pressure from customers for us to move	100	30	1	8	23	12	69	17	5	17	75	100
	8%	12%	14%	11%	10%	8%	8%	8%	5%	15%	8%	8%
We prefer to send things to customers by post	92	36	*	5	32	8	62	22	8	16	65	92
	8%	14%	*%	7%	14%	6%	7%	10%	7%	14%	7%	8%
Cost	81	20	-	9	20	14	50	16	6	18	51	81
	7%	8%	-%	13%	9%	10%	6%	7%	5%	15% c	5%	7%
Not considered this	65	9	*	3	14	12	37	16	3	9	44	65
	5%	4%	4%	4%	6%	8%	4%	7%	3%	7%	5%	5%
Reliability / trust	41	19	-	4	16	3	33	6	3	4	32	41
	3%	7%	-%	5%	7%	2%	4%	3%	3%	3%	3%	3%
Hassle of moving	30	19	-	2	17	6	20	5	2	4	21	30
	2%	7%	-%	3%	8%	4%	2%	2%	2%	4%	2%	2%
The unreliability of email address lists	17	4	*	2	2	*	13	4	5	3	7	17
	1%	1%	*%	3%	1%	*%	2%	2%	5% c	3%	1%	1%

Columns Tested:: a,b - a,b - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	
Unweighted Base	1184	239	9	83	197	138	819	214	93	123	893	1184
Effective base	518	96	4	26	84	58	363	92	44	44	398	518
Weighted Base	1229	259	8	73	223	145	851	222	104	117	942	1229
Customers are unwilling to give email addresses	7	5	*	1	4	*	4	3	*	3	4	7
	1%	2%	*%	1%	2%	*%	*%	1%	*%	3%	*%	1%
Time or extra admin required	5	2	-	2	*	*	5	*	2	2	2	5
	*%	1%	-%	3%	*%	*%	1%	*%	2%	1%	*%	*%
Other media ineffective	5	*	-	*	*	*	5	-	*	*	5	5
	*%	*%	-%	*%	*%	*%	1%	-%	*%	*%	*%	*%
Lack of information about products and costs by other providers	5	3	-	*	3	1	4	-	-	2	*	5
	*%	1%	-%	*%	1%	1%	*%	-%	-%	2% c	*%	*%
Contracted with postal provider / franking machine	1	-	-	-	-	-	1	-	-	1	-	1
	*%	-%	-%	-%	-%	-%	*%	-%	-%	1%	-%	*%
No particular reason	211	52	3	18	38	24	156	31	14	20	167	211
	17%	20%	40%	24%	17%	17%	18%	14%	14%	17%	18%	17%
Other	119	11	1	5	9	21	61	34	16	4	91	119
	10%	4%	10%	7%	4%	14%	7%	15% b	16% b	4%	10%	10%
Don't know	21	4	1	3	4	3	15	2	2	6	11	21
	2%	1%	16%	4%	2%	2%	2%	1%	1%	5% c	1%	2%

Columns Tested:: a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1184	217	292	330	345	509	675
Effective base	518	95	127	125	182	221	302
Weighted Base	1229	261	319	308	341	580	649
Happy with sending things by post	364	48	92	61	163	140	224
	30%	18%	29%	20%	48%	24%	34%
					abc		a
We have already moved everything that is possible to move	231	63	71	55	42	134	97
	19%	24%	22%	18%	12%	23%	15%
		d	d			b	
No alternative media that would meet my needs	127	18	25	38	46	43	84
	10%	7%	8%	12%	14%	7%	13%
							a
There is no pressure from customers for us to move	100	20	28	39	13	48	52
	8%	8%	9%	13%	4%	8%	8%
				d			
We prefer to send things to customers by post	92	19	30	21	22	49	43
	8%	7%	10%	7%	6%	8%	7%
Cost	81	22	29	18	12	51	30
	7%	9%	9%	6%	4%	9%	5%
			d				
Not considered this	65	12	15	24	14	27	38
	5%	4%	5%	8%	4%	5%	6%
Reliability / trust	41	9	15	9	8	24	17
	3%	4%	5%	3%	2%	4%	3%
Hassle of moving	30	7	15	1	7	22	8
	2%	3%	5%	*%	2%	4%	1%
			c				
The unreliability of email address lists	17	4	2	4	6	7	11
	1%	2%	1%	1%	2%	1%	2%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 268 (continuation)

QF5. Why have you not moved any post to other communication methods in the last 12 months?

Base: All who have not changed any postal comms to other method of communication in the last 12 months (QF4=2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1184	217	292	330	345	509	675
Effective base	518	95	127	125	182	221	302
Weighted Base	1229	261	319	308	341	580	649
Customers are unwilling to give email addresses	7	1	*	2	3	1	6
	1%	*%	*%	1%	1%	*%	1%
Time or extra admin required	5	1	4	1	*	5	1
	*%	*%	1%	*%	*%	1%	*%
Other media ineffective	5	*	4	*	1	4	1
	*%	*%	1%	*%	*%	1%	*%
Lack of information about products and costs by other providers	5	1	4	*	*	5	*
	*%	*%	1%	*%	*%	1%	*%
Contracted with postal provider / franking machine	1	-	1	-	-	1	-
	*%	-%	*%	-%	-%	*%	-%
No particular reason	211	59	49	64	39	107	104
	17%	22%	15%	21%	12%	19%	16%
		d		d			
Other	119	27	33	35	24	60	59
	10%	10%	10%	11%	7%	10%	9%
Don't know	21	4	7	7	4	10	11
	2%	2%	2%	2%	1%	2%	2%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1014	545	469	636	193	54	131	378
Effective base	348	188	164	307	113	22	73	151
Weighted Base	771	370	401	721	41	7	3	50
Quicker	374	188	186	348	21	3	1	26
	48%	51%	46%	48%	51%	53%	49%	51%
Cost saving	326	115	210	302	19	3	1	23
	42%	31%	52%	42%	46%	50%	47%	47%
			a					
The pandemic/lockdowns	240	109	132	222	15	2	1	18
	31%	29%	33%	31%	36%	32%	42%	36%
Customer preferences	167	39	127	161	4	*	*	5
	22%	11%	32%	22%	11%	6%	13%	10%
			a	be				
Price of postage	153	11	141	148	3	1	*	4
	20%	3%	35%	21%	8%	14%	7%	9%
			a	bde				
Environmental reasons	103	26	78	100	3	*	*	4
	13%	7%	19%	14%	8%	5%	6%	8%
			a	e				
Increase in postal prices	87	-	87	84	2	1	*	3
	11%	-%	22%	12%	6%	12%	4%	6%
			a					
Reduce admin time spent on alternative media	80	2	79	78	1	1	*	2
	10%	1%	20%	11%	3%	10%	5%	4%
			a	be				
Unreliable postal service	47	8	39	47	*	*	*	1
	6%	2%	10%	6%	*%	7%	2%	1%
			a	be		b		
Offers more creative choices	34	1	33	32	1	1	*	2
	4%	*%	8%	4%	3%	12%	8%	4%
			a					
Royal Mail strike action	18	*	17	16	1	-	*	1
	2%	*%	4%	2%	3%	-%	*%	2%
			a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1014	545	469	636	193	54	131	378
Effective base	348	188	164	307	113	22	73	151
Weighted Base	771	370	401	721	41	7	3	50
Company budget has been diverted to other media	14	-	14	14	*	*	*	1
	2%	-%	4%	2%	1%	*%	6%	1%
			a				ae	
Convenience / ease of use	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other	59	56	3	52	6	1	*	7
	8%	15%	1%	7%	14%	18%	9%	14%
		b			a			a

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1014	545	469	636	193	54	131	378
Effective base	348	188	164	307	113	22	73	151
Weighted Base	771	370	401	721	41	7	3	50
Don't know	2	*	2	2	-	-	*	*
	*%	*%	*%	*%	-%	-%	1%	*%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1014	327	198	111	117	130	131	636	193	185
Effective base	348	159	107	65	69	66	73	307	113	43
Weighted Base	771	439	200	82	25	22	3	721	41	9
Quicker	374	220	84	44	13	11	1	348	21	5
	48%	50%	42%	54%	54%	49%	49%	48%	51%	52%
Cost saving	326	181	84	37	13	9	1	302	19	5
	42%	41%	42%	45%	52%	41%	47%	42%	46%	49%
The pandemic/lockdowns	240	135	59	29	10	7	1	222	15	3
	31%	31%	29%	35%	38%	33%	42%	31%	36%	35%
Customer preferences	167	106	45	10	2	2	*	161	4	1
	22%	24%	22%	12%	10%	11%	13%	22%	11%	8%
		defhi	dhi					dehi		
Price of postage	153	106	36	6	2	2	*	148	3	1
	20%	24%	18%	7%	9%	8%	7%	21%	8%	12%
		cdefh	fh					cdefh		
Environmental reasons	103	81	9	9	1	2	*	100	3	*
	13%	18%	5%	11%	5%	10%	6%	14%	8%	5%
		bdfhi						b		
Increase in postal prices	87	59	22	3	2	1	*	84	2	1
	11%	13%	11%	4%	6%	6%	4%	12%	6%	10%
		cfh								
Reduce admin time spent on alternative media	80	57	18	4	*	1	*	78	1	1
	10%	13%	9%	5%	2%	7%	5%	11%	3%	8%
		dh						dh		
Unreliable postal service	47	13	33	*	-	*	*	47	*	*
	6%	3%	17%	*%	-%	2%	2%	6%	*%	5%
			acdefghi					cdh		
Offers more creative choices	34	26	4	2	*	2	*	32	1	1
	4%	6%	2%	2%	*%	8%	8%	4%	3%	11%
		d				d	d			bd
Royal Mail strike action	18	15	2	*	*	1	*	16	1	*
	2%	3%	1%	*%	2%	3%	*%	2%	3%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i
Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1014	327	198	111	117	130	131	636	193	185
Effective base	348	159	107	65	69	66	73	307	113	43
Weighted Base	771	439	200	82	25	22	3	721	41	9
Company budget has been diverted to other media	14	5	9	*	*	*	*	14	*	*
	2%	1%	4%	*%	*%	2%	6% ag	2%	1%	2%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	59	32	15	5	4	3	*	52	6	1
	8%	7%	7%	6%	16% ag	12%	9%	7%	14% g	15%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1014	327	198	111	117	130	131	636	193	185
Effective base	348	159	107	65	69	66	73	307	113	43
Weighted Base	771	439	200	82	25	22	3	721	41	9
Don't know	2	-	2	-	-	-	*	2	-	*
	*%	-%	1%	-%	-%	-%	1%	*%	-%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	1014	289	130	49	27	132
Effective base	348	147	47	18	11	22
Weighted Base	771	410	106	18	7	31
Quicker	374	195	51	12	3	13
	48%	48%	48%	65%	47%	42%
Cost saving	326	193	45	9	4	14
	42%	47%	43%	51%	58%	44%
The pandemic/lockdowns	240	126	25	6	3	16
	31%	31%	24%	31%	42%	50%
						b
Customer preferences	167	103	26	5	2	4
	22%	25%	24%	29%	22%	13%
Price of postage	153	119	20	2	2	3
	20%	29%	19%	10%	24%	9%
		e				
Environmental reasons	103	76	9	3	*	2
	13%	19%	9%	16%	6%	6%
Increase in postal prices	87	66	16	1	*	1
	11%	16%	15%	7%	2%	4%
Reduce admin time spent on alternative media	80	65	7	4	*	2
	10%	16%	7%	21%	*%	7%
Unreliable postal service	47	25	20	*	*	*
	6%	6%	19%	2%	*%	*%
			ae			
Offers more creative choices	34	24	3	2	*	2
	4%	6%	3%	9%	*%	8%
Royal Mail strike action	18	10	6	*	*	1
	2%	2%	6%	3%	5%	2%
Company budget has been diverted to other media	14	10	4	*	*	*
	2%	2%	4%	*%	*%	1%

Columns Tested:: a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	1014	289	130	49	27	132
Effective base	348	147	47	18	11	22
Weighted Base	771	410	106	18	7	31
Convenience / ease of use	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other	59	26	6	1	-	1
	8%	6%	5%	5%	-%	4%
Don't know	2	2	-	*	-	*
	*%	*%	-%	*%	-%	*%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1014	60	61	88	41	51	82	55	42	45	525	145	160	184
Effective base	348	38	37	44	25	26	44	34	19	21	271	87	106	46
Weighted Base	771	73	72	133	35	48	126	102	33	49	672	46	34	19
Quicker	374	27	44	50	22	29	55	54	13	33	327	23	17	7
	48%	36%	61% acm	38%	61%	60%	44%	53%	40%	68% acm	49%	50%	49%	37%
Cost saving	326	33	34	54	15	24	44	30	15	29	278	20	17	10
	42%	45%	47%	41%	43%	49%	35%	29%	46%	59% g	41%	44%	50% g	54% g
The pandemic/lockdowns	240	16	18	43	16	9	57	28	12	15	214	13	8	6
	31%	22%	26%	32%	45% el	19%	45% aekl	27%	36%	31%	32%	27%	23%	29%
Customer preferences	167	19	13	21	6	12	26	26	7	16	147	11	4	5
	22%	27% l	17%	16%	17%	26%	21%	25%	22%	33% l	22% l	24% l	12%	24%
Price of postage	153	16	21	25	4	1	25	21	5	19	138	6	7	2
	20%	22% e	30% ekm	19%	13%	3%	20% e	20% e	15%	38% ekm	20% e	14%	20% e	10%
Environmental reasons	103	13	5	16	-	7	28	11	4	9	93	5	3	3
	13%	18% d	7%	12%	-%	15%	22% dl	11%	12%	18% d	14% d	10%	8%	15%
Increase in postal prices	87	4	16	17	-	1	12	11	6	12	79	3	3	2
	11%	6%	22% adek	13%	-%	1%	9%	11%	19% de	24% dek	12%	7%	10%	9%
Reduce admin time spent on alternative media	80	11	11	6	6	2	19	3	7	9	74	4	1	1
	10%	16% l	15% l	4%	18% gl	4%	15% l	3%	20% cglm	19% l	11% l	8%	4%	5%
Unreliable postal service	47	8	4	7	-	2	14	5	-	3	44	1	2	1
	6%	11% k	6%	6%	-%	5%	11% k	5%	-%	6%	7%	1%	6%	4%
Offers more creative choices	34	11	4	5	-	*	4	1	-	4	29	2	1	1
	4%	14% degjl	6%	3%	-%	1%	3%	1%	-%	9%	4%	5%	3%	6%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1014	60	61	88	41	51	82	55	42	45	525	145	160	184
Effective base	348	38	37	44	25	26	44	34	19	21	271	87	106	46
Weighted Base	771	73	72	133	35	48	126	102	33	49	672	46	34	19
Royal Mail strike action	18	-	3	8	-	-	2	3	-	-	17	*	*	1
	2%	-%	4%	6% k	-%	-%	2%	3%	-%	-%	2%	*%	1%	3%
Company budget has been diverted to other media	14	5	3	-	-	*	5	1	*	-	13	1	*	*
	2%	7% l	4%	-%	-%	*%	4%	1%	*%	-%	2%	1%	1%	1%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1014	60	61	88	41	51	82	55	42	45	525	145	160	184
Effective base	348	38	37	44	25	26	44	34	19	21	271	87	106	46
Weighted Base	771	73	72	133	35	48	126	102	33	49	672	46	34	19
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	59	14	2	7	2	4	8	12	*	*	50	4	4	2
	8%	20% bchij	2%	5%	7%	8%	7%	11%	1%	*%	7%	8%	12%	9%
Don't know	2	-	-	-	-	-	2	-	-	*	2	-	-	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	*%	*%	-%	-%	*%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1014	35	71	8	136	135	48	72	473	804	210	918	96
Effective base	348	14	24	2	48	43	21	24	174	273	81	325	28
Weighted Base	771	28	52	7	138	121	28	57	299	636	136	736	35
Quicker	374	10	18	7	79	60	10	29	147	306	68	361	13
	48%	35%	35%	93%	57%	50%	37%	51%	49%	48%	50%	49%	38%
Cost saving	326	9	21	-	49	49	6	28	141	268	58	314	11
	42%	32%	39%	-%	36%	40%	23%	49%	47% f	42%	43%	43%	32%
The pandemic/lockdowns	240	2	18	4	33	25	5	23	118	196	44	229	11
	31%	8%	33%	61%	24%	20%	18%	41% a	40% ade	31%	33%	31%	33%
Customer preferences	167	3	14	-	25	28	7	14	48	127	40	159	7
	22%	11%	27%	-%	18%	23%	24%	25%	16%	20%	29%	22%	21%
Price of postage	153	4	14	-	28	19	4	19	53	119	34	144	8
	20%	14%	27%	-%	20%	15%	13%	34%	18%	19%	25%	20%	23%
Environmental reasons	103	*	7	-	20	13	3	7	48	83	20	100	3
	13%	1%	14%	-%	15%	11%	11%	13%	16%	13%	15%	14%	9%
Increase in postal prices	87	4	13	-	6	11	*	3	43	79	8	87	*
	11%	13%	25% dfg	-%	5%	9%	*%	5%	14%	12%	6%	12%	1%
Reduce admin time spent on alternative media	80	2	11	4	16	17	*	7	16	67	13	80	*
	10%	6%	22% fh	59%	12%	14% h	*%	13%	5%	11%	10%	11%	1%
Unreliable postal service	47	3	5	-	9	4	6	5	14	41	6	40	8
	6%	12%	10%	-%	7%	3%	20% eh	10%	5%	6%	4%	5%	21% a
Offers more creative choices	34	2	4	*	4	4	-	1	16	26	8	34	*
	4%	7%	8%	*%	3%	4%	-%	1%	5%	4%	6%	5%	*%
Royal Mail strike action	18	*	3	-	*	5	-	*	6	14	4	17	*
	2%	*%	5%	-%	*%	4%	-%	1%	2%	2%	3%	2%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1014	35	71	8	136	135	48	72	473	804	210	918	96
Effective base	348	14	24	2	48	43	21	24	174	273	81	325	28
Weighted Base	771	28	52	7	138	121	28	57	299	636	136	736	35
Company budget has been diverted to other media	14	*	3	*	5	*	3	*	3	14	*	9	6
	2%	*%	6%	1%	4%	*%	10% eh	*%	1%	2%	*%	1%	16% a
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1014	35	71	8	136	135	48	72	473	804	210	918	96
Effective base	348	14	24	2	48	43	21	24	174	273	81	325	28
Weighted Base	771	28	52	7	138	121	28	57	299	636	136	736	35
Other	59	1	4	*	10	17	1	3	22	47	12	58	2
	8%	5%	7%	5%	7%	14%	3%	5%	7%	7%	9%	8%	5%
Don't know	2	-	-	-	-	*	2	*	-	2	-	*	2
	*%	-%	-%	-%	-%	*%	6% h	*%	-%	*%	-%	*%	5% a

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1014	1004	10	639	240	134
Effective base	348	344	4	232	68	49
Weighted Base	771	763	8	527	142	102
Quicker	374	373	1	273	66	35
	48%	49%	7%	52%	46%	34%
				c		
Cost saving	326	325	*	213	64	48
	42%	43%	5%	40%	45%	47%
The pandemic/lockdowns	240	240	*	165	45	30
	31%	31%	3%	31%	32%	29%
Customer preferences	167	167	-	114	31	22
	22%	22%	-%	22%	22%	21%
Price of postage	153	152	*	104	28	21
	20%	20%	3%	20%	20%	20%
Environmental reasons	103	103	-	67	22	15
	13%	14%	-%	13%	16%	14%
Increase in postal prices	87	85	3	47	23	18
	11%	11%	34%	9%	16%	17%
Reduce admin time spent on alternative media	80	80	-	53	21	6
	10%	11%	-%	10%	15%	6%
Unreliable postal service	47	47	-	23	14	10
	6%	6%	-%	4%	10%	10%
Offers more creative choices	34	34	-	20	8	7
	4%	4%	-%	4%	5%	6%
Royal Mail strike action	18	18	-	7	7	3
	2%	2%	-%	1%	5%	3%
Company budget has been diverted to other media	14	12	2	6	6	3
	2%	2%	25%	1%	4%	3%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1014	1004	10	639	240	134
Effective base	348	344	4	232	68	49
Weighted Base	771	763	8	527	142	102
Convenience / ease of use	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other	59	57	3	45	3	12
	8%	7%	31%	8%	2%	12%
						b
Don't know	2	2	-	2	-	-
	*%	*%	-%	*%	-%	-%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1014	760	167	36	5	20	13	7	6	927	87	51	385	375	254
Effective base	348	296	45	5	2	5	3	2	2	336	14	10	153	147	59
Weighted Base	771	684	67	5	*	7	3	*	5	751	20	16	389	295	88
Quicker	374	340	31	3	-	*	*	-	*	371	3	*	204	136	34
	48%	50% jk	46% jk	56% k	-%	1%	2%	-%	*%	49% jk	13%	1%	52%	46%	38%
Cost saving	326	281	37	3	*	3	*	*	2	317	8	5	144	136	45
	42%	41%	55%	67%	94%	39%	2%	2%	36%	42%	40%	32%	37%	46%	51%
The pandemic/lockdowns	240	212	25	3	*	*	*	*	-	237	3	1	98	114	28
	31%	31%	37% k	58% k	21%	4%	4%	77%	-%	32%	16%	4%	25%	39% a	32%
Customer preferences	167	145	13	3	*	*	*	*	5	158	9	6	94	51	22
	22%	21%	20%	68% abi	2%	1%	11%	15%	99%	21%	43%	36%	24%	17%	25%
Price of postage	153	126	20	*	*	1	1	*	5	146	7	6	71	55	27
	20%	18%	30%	10%	2%	7%	36%	2%	89%	19%	33%	39%	18%	19%	30%
Environmental reasons	103	90	12	2	-	-	-	-	-	101	2	-	59	30	13
	13%	13%	17%	43% k	-%	-%	-%	-%	-%	13%	10%	-%	15%	10%	15%
Increase in postal prices	87	78	6	*	*	2	*	*	*	85	3	2	38	40	9
	11%	11%	10%	10%	71%	28%	5%	10%	*%	11%	14%	15%	10%	13%	11%
Reduce admin time spent on alternative media	80	71	8	*	-	*	1	*	-	79	2	2	52	19	9
	10%	10%	11%	1%	-%	1%	55%	1%	-%	11%	8%	10%	13% b	6%	10%
Unreliable postal service	47	38	6	-	*	*	*	*	3	44	3	3	20	19	9
	6%	6%	9%	-%	4%	*%	*%	7%	53%	6%	14%	18%	5%	6%	10%
Offers more creative choices	34	26	5	*	-	*	*	*	2	32	2	2	15	12	7
	4%	4%	8%	2%	-%	*%	1%	2%	37%	4%	10%	13%	4%	4%	8%
Royal Mail strike action	18	13	2	-	*	2	*	-	*	15	2	2	9	4	4
	2%	2%	3%	-%	67%	25%	*%	-%	*%	2%	10%	13% ai	2%	1%	5%

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

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1014	760	167	36	5	20	13	7	6	927	87	51	385	375	254
Effective base	348	296	45	5	2	5	3	2	2	336	14	10	153	147	59
Weighted Base	771	684	67	5	*	7	3	*	5	751	20	16	389	295	88
Company budget has been diverted to other media	14	3	6	*	-	3	*	*	3	9	6	5	3	*	11
	2%	*%	8% ai	5%	-%	36%	1%	9%	52%	1%	28% ai	34% abi	1%	*%	13% ab
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	59	56	3	*	*	-	-	-	*	59	*	*	42	15	3
	8%	8%	4%	2%	6%	-%	-%	-%	*%	8%	1%	*%	11%	5%	3%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1014	760	167	36	5	20	13	7	6	927	87	51	385	375	254
Effective base	348	296	45	5	2	5	3	2	2	336	14	10	153	147	59
Weighted Base	771	684	67	5	*	7	3	*	5	751	20	16	389	295	88
Don't know	2	2	-	-	-	-	-	-	-	2	-	-	*	2	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	1%	-%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	1014	762	440	837	393	224	239	605	73	55	37	24	22	21
Effective base	348	236	130	263	138	64	70	213	20	13	6	6	4	4
Weighted Base	771	503	280	580	267	115	167	477	42	33	8	8	7	5
Quicker	374	259	137	298	123	47	73	259	21	12	2	3	2	*
	48%	51%	49%	51%	46%	41%	43%	54%	49%	36%	19%	36%	27%	1%
Cost saving	326	207	138	236	159	59	87	197	14	14	2	3	2	3
	42%	41%	49%	41%	60%	51%	52%	41%	34%	42%	26%	43%	29%	59%
					ac									
The pandemic/lockdowns	240	171	106	188	101	32	62	163	8	10	4	4	*	*
	31%	34%	38%	32%	38%	27%	37%	34%	19%	30%	45%	45%	1%	4%
Customer preferences	167	121	83	139	53	34	44	111	10	10	2	5	1	*
	22%	24%	30%	24%	20%	29%	26%	23%	24%	31%	28%	64%	10%	1%
Price of postage	153	92	67	107	72	33	42	79	6	17	2	1	1	*
	20%	18%	24%	18%	27%	28%	25%	17%	15%	51%	23%	12%	20%	2%
					ac					ab				
Environmental reasons	103	76	50	86	41	15	18	78	2	2	1	2	*	-
	13%	15%	18%	15%	15%	13%	11%	16%	5%	6%	9%	27%	1%	-%
Increase in postal prices	87	40	54	65	50	14	22	43	9	4	*	3	4	2
	11%	8%	19%	11%	19%	12%	13%	9%	20%	11%	5%	40%	61%	43%
			ac		ac									
Reduce admin time spent on alternative media	80	54	38	62	29	14	16	56	*	4	*	*	*	1
	10%	11%	13%	11%	11%	12%	9%	12%	*%	12%	6%	2%	1%	23%
Unreliable postal service	47	32	28	39	18	17	18	24	7	7	*	1	*	*
	6%	6%	10%	7%	7%	15%	11%	5%	16%	20%	5%	12%	*%	*%
						ac				a				
Offers more creative choices	34	24	14	29	19	11	7	23	2	*	*	1	*	1
	4%	5%	5%	5%	7%	9%	4%	5%	5%	1%	6%	18%	1%	28%
Royal Mail strike action	18	8	5	11	6	3	6	6	*	3	*	*	*	2
	2%	2%	2%	2%	2%	3%	4%	1%	*%	8%	*%	4%	*%	40%
Company budget has been diverted to other media	14	6	11	12	6	12	1	5	3	3	*	1	*	*
	2%	1%	4%	2%	2%	10%	1%	1%	8%	8%	1%	12%	*%	1%
						acdf			a	a				

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	1014	762	440	837	393	224	239	605	73	55	37	24	22	21
Effective base	348	236	130	263	138	64	70	213	20	13	6	6	4	4
Weighted Base	771	503	280	580	267	115	167	477	42	33	8	8	7	5
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	59	36	13	41	12	2	7	39	1	1	-	-	-	-
	8%	7%	5%	7%	5%	2%	4%	8%	3%	4%	-%	-%	-%	-%
Don't know	2	2	*	2	2	*	*	2	*	-	-	-	-	-
	*%	*%	*%	*%	1%	*%	*%	*%	*%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	1014	288	24	21	14	9	23	14	46	295	179	190	145	28
Effective base	348	114	9	4	3	3	3	4	10	111	59	61	32	5
Weighted Base	771	220	21	11	5	3	3	4	11	272	133	110	59	7
Quicker	374	102	9	6	3	1	2	-	4	158	63	44	31	2
	48%	46%	41%	57%	52%	49%	73%	-%	36%	58% c	47%	40%	51%	28%
Cost saving	326	131	10	10	1	3	3	3	9	106	52	51	24	2
	42%	60%	46%	89%	14%	89%	81%	76%	81%	39%	40%	46%	40%	36%
The pandemic/lockdowns	240	89	*	4	3	3	2	*	5	86	36	37	27	3
	31%	41%	1%	40%	55%	89%	62%	2%	44%	32%	27%	33%	45%	39%
Customer preferences	167	38	8	2	2	1	2	*	3	61	36	27	12	3
	22%	17%	37%	14%	49%	35%	72%	1%	32%	22%	27%	25%	19%	50%
Price of postage	153	64	*	6	*	1	*	1	2	45	30	23	8	1
	20%	29%	2%	55%	*%	37%	*%	22%	19%	17%	23%	21%	13%	9%
Environmental reasons	103	39	-	*	*	-	2	-	2	56	13	15	1	2
	13%	18%	-%	*%	9%	-%	54%	-%	17%	21% d	9%	13% d	1%	27%
Increase in postal prices	87	37	11	1	*	1	*	*	1	26	16	14	8	1
	11%	17%	51%	9%	6%	34%	1%	5%	12%	10%	12%	13%	14%	15%
Reduce admin time spent on alternative media	80	26	1	1	-	*	*	1	1	25	25	11	1	1
	10%	12%	5%	5%	-%	*%	*%	26%	11%	9%	19% d	10%	1%	15%
Unreliable postal service	47	16	1	*	-	1	*	*	1	6	14	10	7	1
	6%	7%	5%	4%	-%	34%	*%	*%	9%	2%	11% a	9% a	12% a	15%
Offers more creative choices	34	15	*	1	1	1	*	1	2	13	11	5	*	*
	4%	7%	*%	7%	13%	34%	1%	30%	22%	5%	8%	5%	1%	*%
Royal Mail strike action	18	5	-	-	*	-	*	*	*	5	5	1	*	*
	2%	2%	-%	-%	6%	-%	*%	5%	2%	2%	4%	1%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	1014	288	24	21	14	9	23	14	46	295	179	190	145	28
Effective base	348	114	9	4	3	3	3	4	10	111	59	61	32	5
Weighted Base	771	220	21	11	5	3	3	4	11	272	133	110	59	7
Company budget has been diverted to other media	14	5	-	-	*	1	*	*	1	3	5	1	3	*
	2%	2%	-%	-%	1%	42%	*%	2%	12%	1%	4%	1%	5%	1%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	59	12	-	-	-	*	*	-	*	28	5	6	2	*
	8%	5%	-%	-%	-%	1%	*%	-%	*%	10%	4%	6%	3%	3%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	1014	288	24	21	14	9	23	14	46	295	179	190	145	28
Effective base	348	114	9	4	3	3	3	4	10	111	59	61	32	5
Weighted Base	771	220	21	11	5	3	3	4	11	272	133	110	59	7
Don't know	2	2	-	-	-	-	-	-	-	-	*	-	*	2
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	*%	27%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1014	117	92	102	54	28	219	46	127	884	130	770	67
Effective base	348	60	34	26	15	4	81	15	42	314	35	252	14
Weighted Base	771	110	69	48	28	11	163	32	72	681	90	535	46
Quicker	374	56	26	17	17	7	71	21	31	351	23	296	2
	48%	51%	38%	35%	61%	59%	44%	65%	43%	52% b	25%	55% b	4%
Cost saving	326	65	42	26	19	6	109	24	26	292	34	229	6
	42%	59%	61%	54%	69%	57%	67% c	75% c	36%	43%	38%	43% b	14%
The pandemic/lockdowns	240	48	26	17	8	2	64	14	22	214	26	173	15
	31%	44%	37%	34%	29%	19%	39%	45%	31%	31%	29%	32%	34%
Customer preferences	167	26	10	8	2	6	35	8	10	151	16	124	15
	22%	24%	14%	17%	7%	56%	22%	24%	14%	22%	18%	23%	32%
Price of postage	153	31	19	16	5	2	49	14	10	129	23	97	10
	20%	28%	27%	34%	16%	15%	30% c	43% c	13%	19%	26%	18%	21%
Environmental reasons	103	22	6	11	*	2	32	4	5	96	7	85	1
	13%	20%	8%	22%	*%	18%	19%	11%	7%	14%	8%	16%	2%
Increase in postal prices	87	20	7	11	7	5	38	10	2	81	7	58	7
	11%	18%	11%	22%	24%	49%	23% c	30% c	2%	12%	8%	11%	16%
Reduce admin time spent on alternative media	80	13	7	8	*	1	24	3	3	75	5	56	6
	10%	12%	10%	16%	*%	9%	14%	9%	4%	11%	6%	10%	13%
Unreliable postal service	47	9	7	1	-	1	9	-	10	31	17	27	11
	6%	8%	10%	3%	-%	9%	5%	-%	13%	4%	19% a	5%	25% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1014	117	92	102	54	28	219	46	127	884	130	770	67
Effective base	348	60	34	26	15	4	81	15	42	314	35	252	14
Weighted Base	771	110	69	48	28	11	163	32	72	681	90	535	46
Offers more creative choices	34	9	6	3	*	*	14	2	2	30	4	29	*
	4%	8%	9%	7%	1%	*%	9%	6%	3%	4%	4%	5%	*%
Royal Mail strike action	18	4	2	*	-	*	6	*	-	16	1	10	1
	2%	3%	3%	1%	-%	3%	4%	1%	-%	2%	1%	2%	2%
Company budget has been diverted to other media	14	3	2	1	*	*	6	*	-	6	8	6	6
	2%	3%	3%	2%	*%	2%	4%	1%	-%	1%	9%	1%	12%
											a		a
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1014	117	92	102	54	28	219	46	127	884	130	770	67
Effective base	348	60	34	26	15	4	81	15	42	314	35	252	14
Weighted Base	771	110	69	48	28	11	163	32	72	681	90	535	46
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	59	7	5	1	*	-	5	-	7	59	1	41	-
	8%	6%	7%	1%	*%	-%	3%	-%	10%	9%	1%	8%	-%
Don't know	2	-	*	-	-	2	-	-	2	2	-	2	-
	*%	-%	*%	-%	-%	16%	-%	-%	3%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1014	65	112	148	58	260	133	302	684	110	246	357	79	2
Effective base	348	27	28	54	11	99	40	78	213	23	64	110	17	2
Weighted Base	771	58	57	98	37	198	68	192	458	61	156	236	50	1
Quicker	374	36	24	55	2	86	36	87	252	17	62	126	14	*
	48%	63%	42%	55% b	5%	44%	53%	45%	55% c	28%	40%	53% c	27%	46%
Cost saving	326	45	37	61	6	114	46	82	196	28	77	120	24	*
	42%	78%	64%	62% b	16%	57%	67%	43%	43%	46%	49%	51%	48%	54%
The pandemic/lockdowns	240	28	21	40	15	79	22	66	153	33	52	99	24	-
	31%	48%	36%	41%	40%	40%	32%	35%	33%	54% b	33%	42%	49%	-%
Customer preferences	167	20	7	32	11	42	11	56	111	22	57	68	20	*
	22%	35% b	13%	33%	30%	21%	16%	29%	24%	37%	37%	29%	40%	46%
Price of postage	153	24	11	19	13	57	15	41	80	22	34	61	19	1
	20%	42%	19%	19%	35%	29%	21%	21%	17%	35% b	22%	26%	37%	100%
Environmental reasons	103	12	12	22	1	28	13	37	72	11	33	47	13	-
	13%	21%	20%	22%	3%	14%	19%	19%	16%	19%	21%	20%	26%	-%
Increase in postal prices	87	24	7	30	1	41	8	21	36	13	35	46	17	*
	11%	42% b	13%	30%	3%	21%	12%	11%	8%	21% b	23%	19%	34%	54%
Reduce admin time spent on alternative media	80	12	5	22	1	24	5	25	50	9	28	26	18	*
	10%	22%	8%	22%	3%	12%	8%	13%	11%	15%	18%	11%	37% b	46%
Unreliable postal service	47	5	5	9	13	14	4	21	25	13	22	25	16	-
	6%	9%	10%	9%	35% a	7%	6%	11%	5%	21% b	14%	10%	32% b	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1014	65	112	148	58	260	133	302	684	110	246	357	79	2
Effective base	348	27	28	54	11	99	40	78	213	23	64	110	17	2
Weighted Base	771	58	57	98	37	198	68	192	458	61	156	236	50	1
Offers more creative choices	34	7	7	11	*	13	6	8	20	2	11	10	5	-
	4%	12%	12%	11%	*%	6%	9%	4%	4%	4%	7%	4%	10%	-%
Royal Mail strike action	18	3	1	5	*	5	1	6	3	*	4	5	3	-
	2%	5%	1%	5%	1%	2%	2%	3%	1%	1%	2%	2%	6%	-%
Company budget has been diverted to other media	14	4	*	4	6	6	*	5	2	4	10	11	4	-
	2%	7%	1%	4%	15%	3%	1%	2%	*%	6% b	6%	5%	8%	-%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1014	65	112	148	58	260	133	302	684	110	246	357	79	2
Effective base	348	27	28	54	11	99	40	78	213	23	64	110	17	2
Weighted Base	771	58	57	98	37	198	68	192	458	61	156	236	50	1
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	59	*	1	2	-	11	1	5	33	1	6	12	*	-
	8%	*%	2%	2%	-%	6%	1%	3%	7%	1%	4%	5%	1%	-%
Don't know	2	-	2	2	-	2	-	*	2	*	*	*	-	-
	*%	-%	3%	2%	-%	1%	-%	*%	*%	*%	*%	*%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1014	290	246	82	2	723	403	274	604	479	14
Effective base	348	96	91	24	2	232	124	100	199	145	2
Weighted Base	771	193	181	51	1	497	267	192	409	329	4
Quicker	374	79	97	26	-	258	136	84	211	175	3
	48%	41%	54%	50%	-%	52%	51%	44%	52%	53%	81%
Cost saving	326	122	115	36	*	206	137	112	175	161	3
	42%	63%	64%	70%	32%	41%	51%	58% a	43%	49%	81%
The pandemic/lockdowns	240	75	72	26	-	171	106	80	145	107	3
	31%	39%	40%	52%	-%	34%	40%	42%	35%	32%	83%
Customer preferences	167	40	38	4	1	117	79	46	99	86	3
	22%	21%	21%	8%	68%	24%	30%	24%	24%	26%	69%
Price of postage	153	52	44	23	*	89	64	53	78	79	3
	20%	27%	24%	45% b	32%	18%	24%	27% a	19%	24%	80%
Environmental reasons	103	33	27	2	-	75	49	31	71	64	3
	13%	17%	15%	4%	-%	15%	18%	16%	17%	20%	68%
Increase in postal prices	87	41	39	14	*	39	46	40	41	51	3
	11%	21%	22%	27%	32%	8%	17% a	21% a	10%	15%	79%
Reduce admin time spent on alternative media	80	21	20	4	-	54	38	23	56	40	3
	10%	11%	11%	9%	-%	11%	14%	12%	14%	12%	80%
Unreliable postal service	47	11	17	7	-	29	26	15	25	25	3
	6%	5%	9%	13%	-%	6%	10%	8%	6%	8%	79%
Offers more creative choices	34	14	14	5	-	24	14	16	27	15	3
	4%	7%	8%	10%	-%	5%	5%	8%	7%	5%	79%
Royal Mail strike action	18	4	5	*	-	7	5	5	10	5	3
	2%	2%	3%	1%	-%	1%	2%	3%	2%	1%	69%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1014	290	246	82	2	723	403	274	604	479	14
Effective base	348	96	91	24	2	232	124	100	199	145	2
Weighted Base	771	193	181	51	1	497	267	192	409	329	4
Company budget has been diverted to other media	14	4	6	1	-	4	9	6	8	6	3
	2%	2%	3%	2%	-%	1%	3%	3%	2%	2%	70%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1014	290	246	82	2	723	403	274	604	479	14
Effective base	348	96	91	24	2	232	124	100	199	145	2
Weighted Base	771	193	181	51	1	497	267	192	409	329	4
Other	59	10	11	-	-	36	13	10	37	22	*
	8%	5%	6%	-%	-%	7%	5%	5%	9%	7%	3%
Don't know	2	-	2	-	-	2	*	*	*	2	-
	*%	-%	1%	-%	-%	*%	*%	*%	*%	1%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	c	*d
Unweighted Base	1014	156	133	142	25	18	526	454	74	35	31	10
Effective base	348	57	50	49	11	7	163	139	26	10	13	2
Weighted Base	771	96	100	99	20	11	352	320	58	28	23	4
Quicker	374	41	49	45	11	4	199	180	26	5	7	*
	48%	42%	50%	46%	54%	40%	56%	56%	45%	19%	31%	6%
Cost saving	326	54	68	65	18	7	152	157	30	7	12	*
	42%	56%	68%	66%	87%	60%	43%	49%	52%	27%	50%	7%
The pandemic/lockdowns	240	44	43	43	12	5	125	104	21	8	9	1
	31%	46%	43%	44%	58%	43%	36%	32%	36%	28%	40%	15%
Customer preferences	167	32	28	29	3	1	84	78	17	10	4	*
	22%	33%	28%	29%	13%	8%	24%	25%	30%	34%	16%	6%
Price of postage	153	19	40	26	8	7	59	75	26	5	8	*
	20%	20%	40% a	26%	41%	68%	17%	23%	45%	16%	34%	6%
Environmental reasons	103	17	17	13	2	*	74	61	2	*	3	*
	13%	18%	17%	13%	8%	3%	21%	19%	3%	1%	11%	6%
Increase in postal prices	87	16	38	21	8	5	38	46	19	5	8	3
	11%	16%	38% a	21%	37%	44%	11%	15%	33%	18%	32%	83%
Reduce admin time spent on alternative media	80	12	15	15	2	1	49	34	7	7	2	*
	10%	13%	15%	15%	11%	7%	14%	11%	12%	27%	10%	6%
Unreliable postal service	47	9	7	9	1	*	19	23	8	4	1	*
	6%	9%	7%	9%	7%	4%	5%	7%	15%	16%	6%	6%
Offers more creative choices	34	14	11	12	5	1	23	12	2	6	3	*
	4%	14%	11%	12%	22%	5%	7%	4%	3%	22%	14%	6%
Royal Mail strike action	18	5	5	3	-	-	5	5	3	*	2	-
	2%	5%	5%	3%	-%	-%	1%	1%	5%	*%	8%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	c	*d
Unweighted Base	1014	156	133	142	25	18	526	454	74	35	31	10
Effective base	348	57	50	49	11	7	163	139	26	10	13	2
Weighted Base	771	96	100	99	20	11	352	320	58	28	23	4
Company budget has been diverted to other media	14	6	6	4	1	*	8	6	2	*	*	*
	2%	6%	6%	4%	5%	*%	2%	2%	3%	1%	*%	6%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	c	*d
Unweighted Base	1014	156	133	142	25	18	526	454	74	35	31	10
Effective base	348	57	50	49	11	7	163	139	26	10	13	2
Weighted Base	771	96	100	99	20	11	352	320	58	28	23	4
Other	59	6	2	6	-	-	33	18	4	1	*	-
	8%	7%	2%	6%	-%	-%	9%	6%	7%	3%	*%	-%
Don't know	2	*	-	*	-	-	*	2	-	-	-	-
	*%	*%	-%	*%	-%	-%	*%	1%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1014	901	615	936	626	675	537	883	124	3	802	48	247	698
Effective base	348	309	199	319	208	220	175	304	34	2	269	22	89	240
Weighted Base	771	680	408	700	427	486	353	673	85	1	597	49	206	526
Quicker	374	351	186	356	191	220	157	357	35	*	284	30	92	266
	48%	52%	46%	51%	45%	45%	45%	53%	41%	5%	48%	60%	45%	51%
Cost saving	326	293	170	297	195	184	156	288	46	-	241	33	109	200
	42%	43%	42%	42%	46%	38%	44%	43%	54%	-%	40%	67% a	53% b	38%
The pandemic/lockdowns	240	229	161	232	153	165	138	223	36	*	201	20	70	164
	31%	34%	39%	33%	36%	34%	39%	33%	42%	25%	34%	40%	34%	31%
Customer preferences	167	146	92	149	91	109	89	142	21	1	143	3	61	98
	22%	21%	23%	21%	21%	22%	25%	21%	25%	70%	24% b	6%	30% b	19%
Price of postage	153	122	90	132	84	70	62	120	25	-	106	18	70	71
	20%	18%	22% e	19%	20%	14%	18%	18%	30%	-%	18%	36% a	34% b	13%
Environmental reasons	103	98	55	98	65	65	53	98	14	-	84	6	32	66
	13%	14%	13%	14%	15%	13%	15%	15%	16%	-%	14%	12%	15%	13%
Increase in postal prices	87	69	51	74	57	53	42	73	19	-	56	11	58	24
	11%	10%	12%	11%	13%	11%	12%	11%	22%	-%	9%	22%	28% b	5%
Reduce admin time spent on alternative media	80	76	49	76	50	61	43	67	16	-	60	5	33	46
	10%	11%	12%	11%	12%	13%	12%	10%	19%	-%	10%	11%	16%	9%
Unreliable postal service	47	33	30	38	30	35	29	30	14	-	19	15	38	4
	6%	5%	7%	5%	7%	7%	8%	4%	16% b	-%	3%	30% a	18% b	1%
Offers more creative choices	34	31	14	31	22	21	21	30	2	-	23	7	13	20
	4%	5%	3%	4%	5%	4%	6%	4%	2%	-%	4%	13% a	6%	4%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1014	901	615	936	626	675	537	883	124	3	802	48	247	698
Effective base	348	309	199	319	208	220	175	304	34	2	269	22	89	240
Weighted Base	771	680	408	700	427	486	353	673	85	1	597	49	206	526
Royal Mail strike action	18	11	7	13	11	12	14	8	*	-	13	2	7	10
	2%	2%	2%	2%	3%	2%	4%	1%	*%	-%	2%	4%	3%	2%
							b							
Company budget has been diverted to other media	14	6	9	10	9	12	10	6	4	-	7	2	7	3
	2%	1%	2%	1%	2%	2%	3%	1%	5%	-%	1%	5%	3%	1%
													b	
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1014	901	615	936	626	675	537	883	124	3	802	48	247	698
Effective base	348	309	199	319	208	220	175	304	34	2	269	22	89	240
Weighted Base	771	680	408	700	427	486	353	673	85	1	597	49	206	526
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	59	55	30	55	34	49	25	55	1	-	51	*	10	49
	8%	8%	7%	8%	8%	10%	7%	8%	1%	-%	9%	1%	5%	9%
Don't know	2	2	*	2	*	*	*	2	*	-	2	-	-	2
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	
Unweighted Base	1014	229	19	129	154	129	454	426	147	122	698	1014
Effective base	348	72	6	36	54	40	162	145	55	37	248	348
Weighted Base	771	158	15	74	125	81	356	327	112	105	537	771
Quicker	374	73	2	24	59	35	187	146	33	36	293	374
	48%	46%	13%	33%	47%	43%	52%	45%	29%	35%	55% ab	48%
Cost saving	326	82	8	38	66	53	136	136	55	51	219	326
	42%	52%	56%	51%	53%	66% bc	38%	42%	49%	48%	41%	42%
The pandemic/lockdowns	240	62	*	19	53	23	85	127	32	28	175	240
	31%	39%	1%	26%	42%	28%	24%	39% b	28%	26%	33%	31%
Customer preferences	167	45	2	15	36	26	84	55	28	20	118	167
	22%	28%	13%	20%	29%	32% c	24%	17%	25%	20%	22%	22%
Price of postage	153	38	5	22	31	24	70	59	39	24	89	153
	20%	24%	31%	30%	25%	29%	20%	18%	34% c	23%	17%	20%
Environmental reasons	103	25	4	6	24	15	58	30	11	14	75	103
	13%	16%	30%	9%	19%	19%	16%	9%	10%	14%	14%	13%
Increase in postal prices	87	27	5	21	21	23	35	29	25	22	40	87
	11%	17%	32%	28%	17%	28% bc	10%	9%	23% c	21% c	7%	11%
Reduce admin time spent on alternative media	80	23	*	16	12	10	39	27	11	17	53	80
	10%	15%	2%	21%	10%	12%	11%	8%	10%	16%	10%	10%
Unreliable postal service	47	26	*	11	15	11	19	18	13	16	18	47
	6%	16%	*%	15%	12%	13%	5%	6%	11% c	16% c	3%	6%

Columns Tested:: a,b - a,b - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	
Unweighted Base	1014	229	19	129	154	129	454	426	147	122	698	1014
Effective base	348	72	6	36	54	40	162	145	55	37	248	348
Weighted Base	771	158	15	74	125	81	356	327	112	105	537	771
Offers more creative choices	34	14	*	8	7	10	15	9	7	4	22	34
	4%	9%	*%	11%	6%	12% c	4%	3%	7%	3%	4%	4%
Royal Mail strike action	18	4	2	2	4	7	9	2	6	5	6	18
	2%	3%	12%	3%	3%	9% c	2%	1%	5%	5%	1%	2%
Company budget has been diverted to other media	14	12	*	6	6	9	4	2	4	6	5	14
	2%	7%	*%	9%	5%	11% bc	1%	1%	3%	6% c	1%	2%
Convenience / ease of use	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	
Unweighted Base	1014	229	19	129	154	129	454	426	147	122	698	1014
Effective base	348	72	6	36	54	40	162	145	55	37	248	348
Weighted Base	771	158	15	74	125	81	356	327	112	105	537	771
More efficient	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	59	1	-	-	2	6	26	28	4	8	47	59
	8%	1%	-%	-%	2%	8%	7%	8%	4%	8%	9%	8%
Don't know	2	2	-	2	-	-	2	*	-	-	2	2
	*%	1%	-%	2%	-%	-%	1%	*%	-%	-%	*%	*%

Columns Tested:: a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1014	258	327	248	181	585	429
Effective base	348	84	104	90	83	178	172
Weighted Base	771	239	181	192	159	420	351
Quicker	374	120	107	86	61	227	147
	48%	50%	59%	45%	39%	54%	42%
			cd			b	
Cost saving	326	97	91	80	58	188	137
	42%	41%	50%	41%	36%	45%	39%
The pandemic/lockdowns	240	83	72	53	33	155	85
	31%	35%	40%	27%	21%	37%	24%
		d	d			b	
Customer preferences	167	49	44	45	29	93	74
	22%	21%	24%	24%	18%	22%	21%
Price of postage	153	42	25	59	27	67	86
	20%	18%	14%	31%	17%	16%	24%
				abd			a
Environmental reasons	103	30	16	36	22	45	58
	13%	12%	9%	19%	14%	11%	16%
				b			
Increase in postal prices	87	22	12	43	10	34	54
	11%	9%	7%	23%	6%	8%	15%
				abd			a
Reduce admin time spent on alternative media	80	27	23	18	12	50	30
	10%	11%	13%	9%	8%	12%	9%
Unreliable postal service	47	13	*	22	12	13	34
	6%	5%	*%	11%	7%	3%	10%
		b		b	b		a
Offers more creative choices	34	3	6	15	9	9	25
	4%	1%	3%	8%	6%	2%	7%
				a			a
Royal Mail strike action	18	1	1	6	10	2	16
	2%	*%	*%	3%	6%	*%	4%
					ab		a

Columns Tested:: a,b,c,d - a,b
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1014	258	327	248	181	585	429
Effective base	348	84	104	90	83	178	172
Weighted Base	771	239	181	192	159	420	351
Company budget has been diverted to other media	14	*	*	10	4	*	14
	2%	*%	*%	5%	2%	*%	4%
				ab			a
Convenience / ease of use	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Everyone else is doing it / client's like this method	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Speed - instantaneous / fast response	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Good for sending invoices /attachments	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Proof of delivery / know it has got there / reliable	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
More efficient	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Forced to by colleagues / system changes in the company	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Security / data protection	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	59	18	8	13	19	27	33
	8%	8%	5%	7%	12%	6%	9%
					b		

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 269 (continuation)

QF6. Why have you moved post to other communication methods in the last 12 months?

Base: All who have changed postal comms to other method of communication in the last 12 months (QF4=1)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1014	258	327	248	181	585	429
Effective base	348	84	104	90	83	178	172
Weighted Base	771	239	181	192	159	420	351
Don't know	2	*	*	-	2	*	2
	*%	*%	*%	-%	1%	*%	1%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Royal Mail	1777	701	1076	1703	62	8	4	74
	89%	81%	94%	89%	82%	87%	85%	82%
			a	be				
Hermes	1115	216	899	1083	29	2	2	33
	56%	25%	79%	57%	38%	27%	34%	36%
			a	bcde				
DHL	943	152	791	907	31	3	2	36
	47%	18%	69%	48%	40%	34%	37%	40%
			a	de				
Parcelforce	930	108	822	903	23	2	2	27
	46%	13%	72%	47%	30%	23%	31%	30%
			a	bcde				
DPD/DPD Local	826	178	648	799	24	2	2	27
	41%	21%	57%	42%	31%	19%	32%	30%
			a	bcde				
UPS	819	119	700	793	22	2	2	25
	41%	14%	61%	42%	29%	23%	31%	28%
			a	bcde				
FedEx	795	71	724	771	21	1	1	24
	40%	8%	64%	40%	28%	15%	29%	27%
			a	bcde				
Yodel	759	42	718	741	16	2	1	18
	38%	5%	63%	39%	21%	17%	23%	21%
			a	bcde				
TNT Express	578	44	534	561	15	1	1	17
	29%	5%	47%	29%	19%	16%	19%	19%
			a	bde				
UK Mail	384	5	379	373	9	1	1	11
	19%	1%	33%	20%	12%	13%	14%	12%
			a	be				
Amazon Logistics	322	15	307	315	6	1	*	7
	16%	2%	27%	17%	7%	6%	8%	7%
			a	bde				

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
Whistl (Previously known as TNT Post)	281	1	280	275	5	1	*	6
	14%	*%	25%	14%	7%	7%	7%	7%
			a	bde				
DX	171	3	168	168	2	*	*	3
	9%	*%	15%	9%	3%	5%	5%	3%
			a	be				
Citipost	147	-	147	144	2	*	*	3
	7%	-%	13%	8%	3%	2%	8%	3%
			a	be			be	
Pitney Bowes	113	1	113	109	4	*	*	4
	6%	*%	10%	6%	5%	1%	1%	4%
			a	d				
Secured Mail	38	*	38	36	2	*	*	3
	2%	*%	3%	2%	3%	1%	2%	3%
			a					
MHI (Mail Handling International)	17	-	17	17	*	*	*	*
	1%	-%	1%	1%	*%	*%	1%	*%
			a					
Other	40	33	7	38	2	1	*	3
	2%	4%	1%	2%	2%	9%	9%	3%
		b				ab	abe	
NET: Royal Mail	1777	701	1076	1703	62	8	4	74
	89%	81%	94%	89%	82%	87%	85%	82%
			a	be				
NET: Provider other than RM	1532	494	1037	1467	56	6	4	65
	77%	57%	91%	77%	73%	66%	75%	72%
			a					
NET: RM ONLY	468	366	102	443	20	3	1	25
	23%	43%	9%	23%	27%	34%	25%	28%
		b						

Columns Tested:: a,b - a,b,c,d,e

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
NET: Provider other than RM ONLY	223	160	63	207	14	1	1	16
	11%	19%	6%	11%	18%	13%	15%	18%
		b			a			a
NET: RM/Parcelforce	1829	743	1086	1753	64	8	4	77
	91%	86%	95%	92%	84%	93%	87%	85%
			a	be				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Royal Mail	1777	1118	430	155	38	32	4	1703	62	12
	89%	91% bdeh	86%	88%	80%	84%	85%	89% dh	82%	86%
Hermes	1115	779	248	56	18	13	2	1083	29	4
	56%	63% bcdefghi	49% cdefhi	32%	38%	35%	34%	57% bcdefhi	38%	30%
DHL	943	660	191	56	20	14	2	907	31	5
	47%	54% bcdefghi	38%	32%	42%	36%	37%	48% bcefi	40%	35%
Parcelforce	930	654	198	50	15	10	2	903	23	4
	46%	53% bcdefghi	40% cehi	29%	32%	27%	31%	47% bcdefhi	30%	26%
DPD/DPD Local	826	557	199	44	16	9	2	799	24	3
	41%	45% cdefhi	40% cei	25%	34%	25%	32%	42% cefhi	31%	24%
UPS	819	577	175	41	12	12	2	793	22	4
	41%	47% bcdefhi	35% c	23%	25%	31%	31%	42% cdefhi	29%	26%
FedEx	795	552	177	42	13	9	1	771	21	3
	40%	45% bcdefhi	35% cei	24%	28%	24%	29%	40% cdefhi	28%	20%
Yodel	759	551	156	35	10	7	1	741	16	3
	38%	45% bcdefghi	31% cehi	20%	22%	18%	23%	39% bcdefhi	21%	19%
TNT Express	578	410	128	24	9	7	1	561	15	2
	29%	33% bcdefhi	25% c	13%	19%	18%	19%	29% cdefhi	19%	17%
UK Mail	384	269	90	15	5	5	1	373	9	2
	19%	22% cdeh	18% c	8%	11%	12%	14%	20% cdh	12%	14%
Amazon Logistics	322	239	64	13	3	3	*	315	6	1
	16%	19% bcdefhi	13%	7%	7%	7%	8%	17% cdefhi	7%	7%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
Whistl (Previously known as TNT Post)	281	215	49	11	2	3	*	275	5	1
	14%	17%	10%	6%	5%	9%	7%	14%	7%	7%
		bcdefhi						cdfh		
DX	171	116	39	13	1	1	*	168	2	1
	9%	9%	8%	8%	3%	4%	5%	9%	3%	5%
		dh	h					dh		
Citipost	147	110	27	6	1	1	*	144	2	1
	7%	9%	5%	4%	2%	3%	8%	8%	3%	4%
		cdeh					dh	dh		
Pitney Bowes	113	87	21	1	3	1	*	109	4	*
	6%	7%	4%	1%	6%	3%	1%	6%	5%	1%
		cfi			c			cf	c	
Secured Mail	38	28	6	1	1	1	*	36	2	*
	2%	2%	1%	1%	3%	3%	2%	2%	3%	2%
MHI (Mail Handling International)	17	13	4	*	*	*	*	17	*	*
	1%	1%	1%	*%	*%	1%	1%	1%	*%	1%
Other	40	25	12	1	1	1	*	38	2	1
	2%	2%	2%	1%	3%	3%	9%	2%	2%	9%
							abcegh			abcgh
NET: Royal Mail	1777	1118	430	155	38	32	4	1703	62	12
	89%	91%	86%	88%	80%	84%	85%	89%	82%	86%
		bdeh						dh		
NET: Provider other than RM	1532	997	367	102	36	25	4	1467	56	10
	77%	81%	73%	58%	76%	67%	75%	77%	73%	69%
		bcehi	c		c		c	ce	c	
NET: RM ONLY	468	234	135	74	11	12	1	443	20	4
	23%	19%	27%	42%	24%	33%	25%	23%	27%	31%
			a	abdfgh		ag			a	a
NET: Provider other than RM ONLY	223	114	72	21	9	6	1	207	14	2
	11%	9%	14%	12%	20%	16%	15%	11%	18%	14%
			a		ag	a			ag	

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
NET: RM/Parcelforce	1829	1138	454	160	40	32	4	1753	64	13
	91%	92% deh	90%	91%	85%	86%	87%	92% deh	84%	91%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
Royal Mail	1777	1102	201	37	11	48
	89%	92%	85%	89%	52%	80%
		bde	d	d		
Hermes	1115	807	146	19	11	19
	56%	67%	62%	46%	50%	32%
		ce	e			
DHL	943	678	129	19	12	20
	47%	57%	55%	45%	59%	34%
		e	e			
Parcelforce	930	690	117	15	14	18
	46%	58%	49%	36%	67%	29%
		ce	e		e	
DPD/DPD Local	826	588	101	15	5	22
	41%	49%	43%	35%	22%	36%
UPS	819	598	117	12	4	20
	41%	50%	50%	29%	18%	34%
		c	c			
FedEx	795	602	101	15	3	20
	40%	50%	43%	35%	14%	33%
		de				
Yodel	759	599	94	12	3	10
	38%	50%	40%	28%	14%	17%
		cde	e			
TNT Express	578	442	82	7	3	18
	29%	37%	35%	18%	15%	29%
		c				
UK Mail	384	306	48	8	2	8
	19%	26%	21%	19%	10%	12%
Amazon Logistics	322	250	37	5	1	5
	16%	21%	16%	12%	3%	9%
Whistl (Previously known as TNT Post)	281	224	38	2	1	3
	14%	19%	16%	6%	6%	5%
		e				

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
DX	171	118	39	4	*	4
	9%	10%	16%	10%	1%	6%
Citipost	147	120	18	1	1	1
	7%	10%	8%	2%	3%	2%
Pitney Bowes	113	84	19	2	*	2
	6%	7%	8%	4%	1%	4%
Secured Mail	38	31	4	1	-	*
	2%	3%	2%	2%	-%	*%
MHI (Mail Handling International)	17	15	-	2	*	*
	1%	1%	-%	5%	*%	1%
				b		
Other	40	21	6	-	*	*
	2%	2%	3%	-%	2%	1%
NET: Royal Mail	1777	1102	201	37	11	48
	89%	92%	85%	89%	52%	80%
		bde	d	d		
NET: Provider other than RM	1532	1017	185	28	17	44
	77%	85%	79%	67%	81%	72%
		ce				
NET: RM ONLY	468	180	51	14	4	17
	23%	15%	21%	33%	19%	28%
				a		a
NET: Provider other than RM ONLY	223	95	35	5	10	12
	11%	8%	15%	11%	48%	20%
			a		abc	a
NET: RM/Parcelforce	1829	1118	207	38	21	50
	91%	93%	88%	91%	98%	83%
		e				

Columns Tested:: a,b,c,d,e
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Royal Mail	1777	151	142	288	82	149	262	215	139	138	1566	108	70	32
	89%	89%	87%	90%	92%	93% m	87%	84%	94% m	91%	89% m	90% m	88%	80%
Hermes	1115	86	85	156	48	96	196	160	86	98	1010	50	42	13
	56%	51% m	52% m	48% m	54% m	60% km	65% acklm	62% km	58% km	65% ckm	57% km	42%	52% km	32%
DHL	943	79	74	170	32	76	166	113	69	74	853	44	30	16
	47%	46%	46%	53% dkl	36%	48%	55% dklm	44%	46%	49%	48% kl	36%	37%	40%
Parcelforce	930	69	74	146	32	75	171	128	65	83	843	42	32	13
	46%	41%	46% m	45% m	36%	47% m	57% adklm	50% km	44%	55% dklm	48% klm	35%	40%	31%
DPD/DPD Local	826	70	63	123	25	61	161	101	62	76	742	43	28	13
	41%	41%	39%	38%	28%	38%	53% cdejklm	39%	42%	50% dklm	42%	36%	35%	32%
UPS	819	66	72	134	23	63	156	99	60	69	742	41	26	10
	41%	39% m	44% dm	42% m	26%	39% m	52% dklm	39% m	41% m	46% dm	42% dklm	34%	33%	24%
FedEx	795	68	64	144	24	58	143	91	66	68	726	35	26	8
	40%	40% m	39% m	45% dklm	27%	36% m	48% dklm	35% m	45% km	45% dkm	41% dklm	29%	32% m	20%
Yodel	759	63	62	114	25	60	144	100	62	64	693	30	28	8
	38%	37% km	38% km	35% m	28%	38% km	48% dklm	39% km	42% km	42% km	39% km	25%	35% km	20%
TNT Express	578	42	59	85	13	37	119	72	54	54	535	21	18	4
	29%	25% m	37% dklm	26% m	15%	23% m	40% acdeklm	28% km	36% dklm	36% dklm	30% dklm	18%	22% m	10%
UK Mail	384	36	32	45	11	29	83	51	35	35	357	14	10	4
	19%	21% km	20% m	14%	12%	18%	28% cdklm	20% m	23% klm	23% klm	20% klm	11%	12%	9%
Amazon Logistics	322	27	26	42	12	32	64	44	23	23	294	13	12	3
	16%	16% m	16% m	13%	14%	20% km	21% km	17% m	16% m	15% m	17% km	11%	15% m	7%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
Whistl (Previously known as TNT Post)	281	15	31	41	8	21	44	55	37	15	265	6	7	3
	14%	9%	19%	13%	9%	13%	14%	21%	25%	10%	15%	5%	8%	9%
			klm	k		k	k	aklm	acdijklm		kl			
DX	171	12	14	23	9	8	32	29	12	18	157	8	6	1
	9%	7%	8%	7%	10%	5%	11%	11%	8%	12%	9%	7%	7%	1%
		m	m	m	m		m	m	m	m	m	m	m	
Citipost	147	8	19	16	5	13	20	31	12	10	135	3	6	3
	7%	5%	12%	5%	6%	8%	7%	12%	8%	7%	8%	3%	7%	7%
			k			k		k			k		k	
Pitney Bowes	113	6	8	20	-	2	31	17	10	11	105	4	1	3
	6%	4%	5%	6%	-%	1%	10%	7%	7%	7%	6%	4%	2%	8%
				l			dekl	l	l	l	l			el
Secured Mail	38	1	7	7	2	*	2	11	2	2	34	1	3	1
	2%	1%	4%	2%	2%	*%	1%	4%	2%	1%	2%	1%	3%	2%
			k					k						
MHI (Mail Handling International)	17	2	11	2	-	-	*	*	-	-	15	1	1	*
	1%	1%	7%	1%	-%	-%	*%	*%	-%	-%	1%	1%	1%	1%
			cefghijklm											
Other	40	5	6	2	2	*	5	9	2	3	34	3	2	1
	2%	3%	4%	1%	3%	*%	2%	4%	1%	2%	2%	3%	2%	4%
NET: Royal Mail	1777	151	142	288	82	149	262	215	139	138	1566	108	70	32
	89%	89%	87%	90%	92%	93%	87%	84%	94%	91%	89%	90%	88%	80%
						m			m		m	m		
NET: Provider other than RM	1532	136	129	231	57	116	259	191	108	134	1362	86	57	28
	77%	80%	80%	72%	65%	73%	86%	74%	73%	89%	77%	71%	71%	69%
		d					cdeghjklm			cdeghjklm	dl			
NET: RM ONLY	468	34	33	91	31	44	42	66	41	17	398	34	23	12
	23%	20%	20%	28%	35%	27%	14%	26%	27%	11%	23%	29%	29%	31%
				fi	afij	fi		fi	fi		fi	fi	fij	fi

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
NET: Provider other than RM ONLY	223	19	21	34	7	11	39	42	9	13	194	12	10	8
	11%	11%	13%	10%	8%	7%	13%	16%	6%	9%	11%	10%	12%	20% ehjk
NET: RM/Parcelforce	1829	155	146	293	82	153	270	232	139	142	1612	110	72	35
	91%	92%	90%	91%	92%	96% m	90%	90%	94%	94%	92%	92%	90%	86%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Royal Mail	1777	57	148	12	206	381	58	122	698	1474	302	1705	72
	89%	83%	84%	93%	85%	91%	91%	94%	90%	88%	91%	89% b	79%
Hermes	1115	24	89	8	114	243	28	83	450	927	188	1074	41
	56%	34%	51%	64%	47%	58% a	44%	64% adf	58% ad	56%	57%	56%	45%
DHL	943	25	101	10	85	202	24	66	366	782	161	910	33
	47%	36%	57% df	73%	35%	48%	37%	51%	47% d	47%	49%	48%	36%
Parcelforce	930	21	85	9	93	201	22	67	362	765	164	902	28
	46%	31%	48%	65%	38%	48%	35%	52%	47%	46%	49%	47% b	31%
DPD/DPD Local	826	14	87	5	71	191	16	62	330	688	138	804	22
	41%	21%	49% adf	38%	29%	45% adf	25%	48% adf	43% adf	41%	41%	42% b	24%
UPS	819	14	92	6	72	173	22	67	322	690	129	795	23
	41%	21%	52% adf	48%	30%	41% a	34%	52% ad	42% ad	41%	39%	42% b	26%
FedEx	795	16	86	9	75	181	17	62	299	667	128	765	30
	40%	24%	49% adf	65%	31%	43% f	27%	48% adf	39%	40%	38%	40%	33%
Yodel	759	11	56	7	74	177	16	58	312	629	130	737	22
	38%	16%	32%	50%	31%	42% af	25%	44% af	40% af	38%	39%	39% b	25%
TNT Express	578	10	59	6	55	127	13	53	216	469	109	557	21
	29%	15%	33%	46%	23%	30%	20%	41% adfh	28%	28%	33%	29%	23%
UK Mail	384	3	38	*	33	85	14	36	150	303	81	375	9
	19%	4%	21% a	*%	14%	20% a	22% a	28% ad	19% a	18%	24%	20% b	9%
Amazon Logistics	322	5	39	*	25	75	6	21	121	274	48	315	7
	16%	7%	22% d	4%	10%	18%	10%	16%	16%	16%	15%	17%	7%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
Whistl (Previously known as TNT Post)	281	8	41	4	13	52	8	20	114	226	55	276	5
	14%	11%	23% de	31%	6%	12%	12%	15% d	15% d	14%	17%	14% b	5%
DX	171	-	18	4	15	42	3	10	71	141	30	167	4
	9%	-%	10%	31%	6%	10%	4%	8%	9%	8%	9%	9%	5%
Citipost	147	*	17	-	17	30	5	10	55	124	23	141	5
	7%	1%	10%	-%	7%	7%	8%	8%	7%	7%	7%	7%	6%
Pitney Bowes	113	*	7	4	7	25	5	17	40	89	25	107	6
	6%	1%	4%	33%	3%	6%	8%	13% dh	5%	5%	7%	6%	7%
Secured Mail	38	-	5	-	4	12	*	5	12	37	2	37	2
	2%	-%	3%	-%	2%	3%	*%	4%	2%	2%	*%	2%	2%
MHI (Mail Handling International)	17	3	4	*	2	3	*	-	4	17	*	17	*
	1%	5% h	2%	*%	1%	1%	*%	-%	1%	1%	*%	1%	*%
Other	40	2	3	-	*	4	1	5	25	33	7	40	1
	2%	3%	2%	-%	*%	1%	1%	4%	3%	2%	2%	2%	1%
NET: Royal Mail	1777	57	148	12	206	381	58	122	698	1474	302	1705	72
	89%	83%	84%	93%	85%	91%	91%	94%	90%	88%	91%	89% b	79%
NET: Provider other than RM	1532	47	145	11	166	328	40	93	598	1275	257	1462	69
	77%	68%	82% f	83%	69%	78% f	63%	72%	77% f	76%	77%	77%	76%
NET: RM ONLY	468	22	32	2	75	92	24	37	175	393	76	447	21
	23%	32%	18%	17%	31%	22%	37% beh	28%	23%	24%	23%	23%	24%
NET: Provider other than RM ONLY	223	11	29	1	36	39	6	8	75	193	30	204	19
	11%	17%	16%	7%	15%	9%	9%	6%	10%	12%	9%	11%	21% a

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
NET: RM/Parcelforce	1829	60	153	12	221	392	59	125	709	1514	315	1755	74
	91%	88%	87%	94%	91%	93%	92%	96%	92%	91%	95%	92% b	81%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Royal Mail	1777	1731	46	1124	239	413
	89%	89%	84%	88%	86%	93%
Hermes	1115	1094	21	707	137	270
	56%	56%	39%	55%	49%	61% b
DHL	943	924	19	582	131	230
	47%	47%	36%	46%	47%	52%
Parcelforce	930	902	28	592	128	209
	46%	46%	51%	46%	46%	47%
DPD/DPD Local	826	811	15	494	102	230
	41%	42%	27%	39%	37%	52% ab
UPS	819	800	19	517	108	193
	41%	41%	35%	41%	39%	43%
FedEx	795	782	13	497	96	202
	40%	40%	23%	39%	35%	45%
Yodel	759	738	21	485	99	176
	38%	38%	39%	38%	36%	40%
TNT Express	578	569	9	359	74	145
	29%	29%	16%	28%	27%	33%
UK Mail	384	380	4	244	58	82
	19%	20%	8%	19%	21%	19%
Amazon Logistics	322	317	5	168	52	102
	16%	16%	9%	13%	19%	23% a
Whistl (Previously known as TNT Post)	281	281	1	169	45	67
	14%	14%	1%	13%	16%	15%
DX	171	171	-	110	23	39
	9%	9%	-%	9%	8%	9%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
Citipost	147	144	3	84	30	33
	7%	7%	5%	7%	11%	7%
Pitney Bowes	113	113	1	73	16	25
	6%	6%	1%	6%	6%	6%
Secured Mail	38	38	-	18	5	15
	2%	2%	-%	1%	2%	3%
MHI (Mail Handling International)	17	12	5	5	9	4
	1%	1%	10%	*%	3%	1%
			a		a	
Other	40	40	*	23	9	9
	2%	2%	*%	2%	3%	2%
NET: Royal Mail	1777	1731	46	1124	239	413
	89%	89%	84%	88%	86%	93%
NET: Provider other than RM	1532	1495	37	972	213	345
	77%	77%	68%	76%	77%	78%
NET: RM ONLY	468	451	18	304	64	100
	23%	23%	32%	24%	23%	22%
NET: Provider other than RM ONLY	223	214	9	152	38	31
	11%	11%	16%	12%	14%	7%
NET: RM/Parcelforce	1829	1778	51	1162	246	421
	91%	91%	94%	91%	89%	95%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
Royal Mail	1777	1517	214	31	6	6	*	*	2	1731	46	15	892	625	260
	89%	89% ejk	93% ejk	99% ek	47%	57%	14%	85%	40%	89% ejk	72%	46%	90%	88%	89%
Hermes	1115	951	141	11	9	*	1	*	*	1092	23	12	546	406	164
	56%	56% e	61% ej	36%	74%	5%	43%	36%	5%	56% e	36%	36%	55%	57%	56%
DHL	943	793	124	11	10	1	1	*	4	917	26	15	463	329	150
	47%	46%	54% e	35%	79%	12%	17%	31%	64%	47%	42%	48%	47%	46%	51%
Parcelforce	930	784	125	10	9	2	*	*	*	908	21	12	453	331	146
	46%	46%	54%	31%	75%	21%	1%	41%	2%	47%	34%	37%	45%	46%	50%
DPD/DPD Local	826	695	115	10	3	3	*	*	*	810	16	6	389	306	131
	41%	41%	50% jk	32%	23%	26%	2%	32%	1%	42%	25%	18%	39%	43%	45%
UPS	819	691	111	11	3	3	*	*	*	802	17	6	407	284	128
	41%	40%	48% k	35%	23%	28%	1%	31%	1%	41%	27%	19%	41%	40%	44%
FedEx	795	669	108	10	3	1	*	*	3	777	18	8	396	274	125
	40%	39%	47% e	32%	26%	8%	3%	32%	59%	40%	28%	24%	40%	38%	43%
Yodel	759	649	97	6	3	3	*	*	3	745	14	8	381	268	111
	38%	38%	42%	18%	23%	26%	1%	36%	49%	38%	22%	27%	38%	38%	38%
TNT Express	578	490	74	10	3	*	-	*	1	564	14	4	279	211	88
	29%	29%	32%	33%	22%	2%	-%	31%	10%	29%	22%	11%	28%	30%	30%
UK Mail	384	319	54	4	*	3	1	*	2	373	11	6	195	124	65
	19%	19%	23%	14%	1%	27%	42%	31%	40%	19%	17%	20%	20%	17%	22%
Amazon Logistics	322	266	52	2	-	2	*	*	*	318	4	2	148	118	56
	16%	16%	22%	7%	-%	19%	1%	36%	1%	16%	7%	7%	15%	17%	19%
Whistl (Previously known as TNT Post)	281	237	43	1	-	*	*	-	*	280	1	*	135	102	44
	14%	14%	19% j	2%	-%	1%	*%	-%	3%	14%	1%	1%	14%	14%	15%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
DX	171	145	22	3	-	2	*	*	*	167	4	2	93	52	26
	9%	8%	9%	8%	-%	18%	1%	4%	*%	9%	7%	6%	9%	7%	9%
Citipost	147	121	24	*	-	2	-	*	*	144	2	2	70	50	26
	7%	7%	10%	1%	-%	18%	-%	4%	2%	7%	4%	6%	7%	7%	9%
Pitney Bowes	113	89	22	*	-	*	-	*	3	111	3	3	53	36	24
	6%	5%	9%	*%	-%	*%	-%	1%	49%	6%	5%	9%	5%	5%	8%
Secured Mail	38	31	6	1	-	-	-	-	*	38	1	*	24	8	7
	2%	2%	3%	2%	-%	-%	-%	-%	1%	2%	1%	*%	2%	1%	2%
MHI (Mail Handling International)	17	12	1	2	*	3	*	-	-	12	5	3	11	1	5
	1%	1%	*%	6%	2%	25% abi	*%	-%	-%	1%	7% abi	9% abi	1%	*%	2%
Other	40	36	4	*	-	*	-	-	-	40	*	*	24	13	4
	2%	2%	2%	*%	-%	1%	-%	-%	-%	2%	*%	*%	2%	2%	1%
NET: Royal Mail	1777	1517	214	31	6	6	*	*	2	1731	46	15	892	625	260
	89%	89% ejk	93% ejk	99% ek	47%	57%	14%	85%	40%	89% ejk	72%	46%	90%	88%	89%
NET: Provider other than RM	1532	1308	185	14	10	6	3	*	6	1493	39	25	755	553	224
	77%	77% c	80% c	44%	82%	58%	98%	47%	100%	77% c	62%	79%	76%	78%	76%
NET: RM ONLY	468	399	45	17	2	4	*	*	-	444	24	7	241	158	69
	23%	23%	20%	56% abi	18%	42%	2%	53%	-%	23%	38%	21%	24%	22%	24%
NET: Provider other than RM ONLY	223	190	16	*	7	4	3	*	3	206	17	17	103	86	34
	11%	11%	7%	1%	53%	43% abci	86%	15%	60%	11%	28% abi	54% abci	10%	12%	11%
NET: RM/Parcelforce	1829	1556	219	31	12	8	*	*	2	1775	54	23	914	643	273
	91%	91% k	95% k	99%	99%	77%	14%	95%	41%	92% k	86%	73%	92%	90%	93%

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

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Royal Mail	1777	1050	673	1288	787	214	374	1129	83	42	14	7	8	4
	89%	90%	91%	90%	91%	88%	87%	91% d	90% d	86%	56%	76%	68%	73%
Hermes	1115	661	476	824	566	111	277	717	59	23	10	6	8	*
	56%	57% e	64% ace	57% e	65% ace	46%	64% e	58% g	63% g	48%	41%	66% g	64%	8%
DHL	943	559	422	715	479	108	252	613	62	17	9	6	7	1
	47%	48%	57% ace	50%	55% ae	45%	59% ace	49%	67% acg	35%	37%	63%	60%	10%
Parcelforce	930	561	411	709	473	106	244	618	54	17	9	4	6	*
	46%	48%	55% ae	49%	55% e	44%	57% ae	50% g	59% g	36%	36%	44%	51%	3%
DPD/DPD Local	826	475	355	603	423	99	226	524	49	16	4	5	5	*
	41%	41%	48% a	42%	49% ac	41%	53% ace	42%	53% g	33%	17%	54% g	43%	1%
UPS	819	502	365	631	402	86	207	553	41	19	6	5	6	*
	41%	43%	49% e	44%	46% e	36%	48% e	45%	44%	40%	26%	51%	48%	1%
FedEx	795	502	368	631	409	92	218	550	45	20	4	5	8	*
	40%	43%	50% e	44%	47%	38%	51% e	44%	48% g	40%	18%	53%	62%	1%
Yodel	759	468	355	596	385	86	189	513	53	17	2	5	6	*
	38%	40%	48% ae	42%	45%	36%	44%	41% d	57% dg	34%	9%	54% d	51%	1%
TNT Express	578	360	271	454	306	71	156	401	41	6	3	3	2	*
	29%	31%	37%	32%	35%	29%	36%	32% c	44% c	11%	10%	34%	16%	1%
UK Mail	384	264	182	323	201	51	79	270	23	14	3	8	5	*
	19%	23%	25%	23%	23%	21%	18%	22%	25%	29%	10%	82% abcdg	40%	6%
Amazon Logistics	322	184	165	251	192	44	79	225	14	4	1	1	5	*
	16%	16%	22% a	18%	22% a	18%	18%	18%	15%	8%	5%	12%	42%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
Whistl (Previously known as TNT Post)	281	187	145	231	158	36	92	212	11	6	1	*	*	*
	14%	16%	19%	16%	18%	15%	21%	17%	12%	13%	5%	1%	3%	1%
DX	171	124	64	134	81	18	52	118	7	3	1	2	*	1
	9%	11%	9%	9%	9%	8%	12%	10%	8%	6%	5%	26%	1%	21%
Citipost	147	104	67	124	95	22	40	105	12	7	*	*	*	*
	7%	9%	9%	9%	11%	9%	9%	8%	13%	13%	1%	*%	1%	1%
Pitney Bowes	113	81	61	104	46	11	30	85	15	3	1	*	*	*
	6%	7%	8%	7%	5%	5%	7%	7%	16% a	6%	4%	1%	*%	*%
Secured Mail	38	32	15	35	26	9	10	30	3	1	1	1	*	-
	2%	3%	2%	2%	3%	4%	2%	2%	3%	1%	5%	7%	*%	-%
MHI (Mail Handling International)	17	8	13	15	6	8	6	9	1	*	*	2	3	*
	1%	1%	2%	1%	1%	3% acd	1%	1%	1%	*%	*%	19% ab	23% a	4%
Other	40	21	15	27	20	3	8	27	*	*	*	*	-	-
	2%	2%	2%	2%	2%	1%	2%	2%	*%	*%	*%	*%	-%	-%
NET: Royal Mail	1777	1050	673	1288	787	214	374	1129	83	42	14	7	8	4
	89%	90%	91%	90%	91%	88%	87%	91% d	90% d	86%	56%	76%	68%	73%
NET: Provider other than RM	1532	894	615	1103	715	196	374	940	82	43	15	9	12	2
	77%	77%	83% ac	77%	83% ac	81%	87% ac	76%	89% g	89% g	60%	90%	99% g	39%
NET: RM ONLY	468	272	126	331	150	46	55	301	10	5	10	1	*	3
	23%	23% bdf	17%	23% bdf	17%	19%	13%	24%	11%	11%	40%	10%	1%	61% bcf
NET: Provider other than RM ONLY	223	116	69	146	77	28	55	112	9	7	11	2	4	2
	11%	10%	9%	10%	9%	12%	13%	9%	10%	14%	44% ab	24%	32%	27%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
NET: RM/Parcelforce	1829	1075	682	1314	800	220	392	1147	84	42	21	7	8	4
	91%	92%	92%	92%	93%	91%	91%	92%	91%	86%	85%	76%	68%	75%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Royal Mail	1777	706	39	20	12	4	2	4	10	590	246	318	116	18
	89%	92% h	87%	95%	98%	75%	62%	64%	67%	93% b	83%	90%	88%	87%
Hermes	1115	514	24	15	7	2	2	1	6	371	169	211	60	13
	56%	67% h	55%	71%	51%	40%	64%	21%	38%	59%	57%	60%	46%	62%
DHL	943	433	25	10	4	4	3	*	7	299	152	197	54	12
	47%	56%	57%	48%	34%	67%	70%	6%	43%	47%	51%	56% d	41%	61%
Parcelforce	930	438	18	8	4	2	2	*	5	315	140	196	46	12
	46%	57% h	40%	39%	33%	40%	60%	2%	29%	50% d	47%	56% d	35%	59%
DPD/DPD Local	826	389	13	15	3	1	2	*	3	252	128	161	51	12
	41%	51% h	28%	73% bdh	24%	13%	60%	1%	19%	40%	43%	46%	39%	58%
UPS	819	365	17	12	4	1	3	*	4	273	141	161	44	12
	41%	47%	39%	55%	29%	23%	70%	1%	25%	43%	47%	46%	34%	60%
FedEx	795	376	9	14	4	1	3	*	5	272	128	174	45	12
	40%	49% b	21%	68% b	30%	23%	92% bh	4%	32%	43%	43%	49% d	34%	59%
Yodel	759	352	12	14	4	1	2	*	3	265	129	157	32	12
	38%	46%	28%	65% h	29%	22%	52%	5%	22%	42% d	44% d	44% d	25%	59% d
TNT Express	578	287	11	4	1	*	2	*	3	198	88	139	21	9
	29%	37%	25%	17%	11%	6%	65%	1%	18%	31% d	30% d	39% d	16%	43%
UK Mail	384	181	7	7	3	1	2	1	4	148	57	90	14	14
	19%	23%	15%	32%	24%	20%	53%	9%	23%	23% d	19%	25% d	11%	69% abcd
Amazon Logistics	322	182	3	6	1	*	*	*	1	97	53	78	17	5
	16%	24%	6%	27%	11%	3%	8%	4%	5%	15%	18%	22%	13%	26%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
Whistl (Previously known as TNT Post)	281	154	3	1	1	*	*	*	*	93	55	63	14	6
	14%	20%	6%	4%	5%	*%	1%	1%	1%	15%	19%	18%	11%	31%
DX	171	73	3	1	1	*	2	1	3	62	32	31	3	5
	9%	9%	6%	6%	5%	3%	49%	19%	21%	10%	11%	9%	2%	25%
							a			d	d			d
Citipost	147	89	4	1	*	-	-	*	*	50	29	38	4	2
	7%	12%	10%	5%	3%	-%	-%	1%	*%	8%	10%	11%	3%	12%
												d		
Pitney Bowes	113	43	3	1	*	*	*	*	*	35	30	34	4	-
	6%	6%	7%	2%	1%	*%	1%	*%	*%	6%	10%	10%	3%	-%
Secured Mail	38	22	2	1	1	*	*	*	*	17	6	10	1	2
	2%	3%	4%	2%	4%	*%	2%	4%	2%	3%	2%	3%	1%	9%
MHI (Mail Handling International)	17	4	*	*	*	-	2	*	2	3	6	4	*	2
	1%	1%	*%	*%	1%	-%	49%	4%	13%	1%	2%	1%	*%	9%
							ab		a					a
Other	40	16	3	-	*	-	*	-	*	18	*	4	5	-
	2%	2%	7%	-%	*%	-%	1%	-%	*%	3%	*%	1%	4%	-%
NET: Royal Mail	1777	706	39	20	12	4	2	4	10	590	246	318	116	18
	89%	92%	87%	95%	98%	75%	62%	64%	67%	93%	83%	90%	88%	87%
		h								b				
NET: Provider other than RM	1532	640	37	20	7	4	4	3	11	462	244	289	92	16
	77%	83%	83%	94%	57%	73%	100%	49%	70%	73%	82%	82%	70%	81%
		d									a	ad		
NET: RM ONLY	468	131	7	1	5	1	*	3	5	171	53	63	40	4
	23%	17%	17%	6%	43%	27%	*%	51%	30%	27%	18%	18%	30%	19%
					a					bc			c	
NET: Provider other than RM ONLY	223	65	6	1	*	1	1	2	5	43	50	35	15	3
	11%	8%	13%	5%	2%	25%	38%	36%	33%	7%	17%	10%	12%	13%
									a		a			

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
NET: RM/Parcelforce	1829	719	39	20	12	4	2	4	10	592	253	331	121	18
	91%	93%	87%	97%	98%	75%	62%	65%	68%	94%	85%	94%	92%	88%
		fh								b		b		

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
Royal Mail	1777 89%	323 91%	170 88%	220 96% bd	62 84%	12 87%	549 92%	57 96%	180 86%	1638 91% b	139 69%	1243 92% b	45 59%
Hermes	1115 56%	244 69% d	127 66%	150 65%	36 48%	9 63%	410 69% c	35 59%	121 58%	1009 56%	106 53%	783 58%	41 55%
DHL	943 47%	212 60% b	88 45%	131 57%	40 55%	8 60%	349 59%	26 44%	104 50%	851 47%	92 46%	670 49%	45 60%
Parcelforce	930 46%	219 62% bd	88 45%	130 57%	28 38%	8 60%	340 57%	27 47%	105 50%	845 47%	85 42%	684 50%	25 33%
DPD/DPD Local	826 41%	178 50%	92 47%	117 51%	33 44%	4 27%	309 52%	23 38%	92 44%	752 42%	74 36%	571 42%	32 43%
UPS	819 41%	173 49%	83 43%	118 52%	24 32%	4 26%	283 48%	28 47%	91 43%	738 41%	81 40%	591 44%	39 53%
FedEx	795 40%	186 52% b	74 38%	115 50%	31 41%	4 26%	300 50%	27 46%	82 39%	718 40%	77 38%	596 44%	35 46%
Yodel	759 38%	171 48% d	83 43%	107 47%	21 29%	4 28%	282 48%	27 46%	76 36%	695 39%	64 32%	568 42%	28 37%
TNT Express	578 29%	141 40% d	62 32%	86 37% d	12 17%	5 38%	224 38%	19 32%	63 30%	530 29%	48 24%	429 32%	26 34%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
UK Mail	384 19%	89 25%	38 20%	56 24%	13 17%	5 33%	142 24%	16 27%	43 20%	345 19%	39 19%	302 22%	21 28%
Amazon Logistics	322 16%	82 23%	32 17%	61 27%	16 22%	1 5%	152 26% c	7 11%	33 16%	290 16%	32 16%	243 18%	8 11%
Whistl (Previously known as TNT Post)	281 14%	68 19%	31 16%	40 18%	16 21%	2 17%	114 19%	9 15%	35 17%	243 13%	39 19%	206 15%	26 34% a
DX	171 9%	34 10%	22 11%	16 7%	4 5%	4 29%	54 9%	10 17%	16 8%	157 9%	14 7%	126 9%	7 10%
Citipost	147 7%	44 12%	19 10%	24 10%	7 9%	1 10%	70 12%	10 17%	15 7%	129 7%	18 9%	118 9%	5 7%
Pitney Bowes	113 6%	25 7%	7 4%	10 4%	4 5%	* *%	28 5%	6 10%	13 6%	94 5%	19 9%	82 6%	22 29% a
Secured Mail	38 2%	11 3%	6 3%	6 3%	2 3%	* 2%	25 4% c	* *%	* *%	34 2%	5 2%	30 2%	5 7%
MHI (Mail Handling International)	17 1%	4 1%	1 *%	* *%	- -%	2 13% c	6 1%	* *%	* *%	15 1%	2 1%	8 1%	7 9% a
Other	40 2%	11 3%	7 4%	1 1%	* *%	* 3%	9 2%	1 2%	9 4%	30 2%	10 5% a	19 1%	9 11% a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
NET: Royal Mail	1777	323	170	220	62	12	549	57	180	1638	139	1243	45
	89%	91%	88%	96% bd	84%	87%	92%	96%	86%	91% b	69%	92% b	59%
NET: Provider other than RM	1532	308	156	182	56	13	494	45	175	1349	183	1029	75
	77%	87%	81%	79%	76%	89%	83%	77%	84%	75%	91% a	76%	100% a
NET: RM ONLY	468	46	37	47	18	2	100	14	34	449	19	330	*
	23%	13%	19%	21%	24%	11%	17%	23%	16%	25% b	9%	24% b	*%
NET: Provider other than RM ONLY	223	31	23	9	12	2	45	2	29	160	63	115	31
	11%	9%	12% c	4%	16% c	13%	8%	4%	14%	9%	31% a	8%	41% a
NET: RM/Parcelforce	1829	326	175	224	63	12	561	57	181	1674	156	1269	45
	91%	92%	90%	98% bd	85%	87%	94% c	96%	86%	93% b	77%	93% b	59%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Royal Mail	1777	196	112	238	40	642	145	404	953	109	366	571	130	*
	89%	100% b	81%	90% b	66%	94% b	79%	90%	91%	85%	89%	92%	92%	54%
Hermes	1115	151	95	194	30	449	117	296	604	87	268	402	108	1
	56%	77%	68%	73% b	50%	66%	63%	66%	58%	68%	65%	65%	76%	100%
DHL	943	129	69	176	38	393	87	256	500	91	258	355	112	*
	47%	66%	50%	66%	63%	58%	47%	57% b	48%	71% b	63%	57%	79% ab	54%
Parcelforce	930	134	61	166	25	389	83	245	520	81	221	359	108	1
	46%	68% b	44%	63%	41%	57%	45%	55%	50%	63%	54%	58%	76% ab	100%
DPD/DPD Local	826	114	54	149	25	357	67	202	430	68	192	310	94	*
	41%	58% b	39%	56%	42%	52% b	36%	45%	41%	53%	47%	50%	66% ab	54%
UPS	819	107	54	143	28	330	72	226	456	77	199	316	100	*
	41%	54%	39%	54%	46%	48%	39%	50%	44%	61% b	49%	51%	70% ab	54%
FedEx	795	111	56	154	30	332	76	231	450	80	219	313	104	*
	40%	57%	41%	58%	50%	49%	41%	51%	43%	63% b	53%	51%	73% ab	54%
Yodel	759	104	46	131	20	322	63	211	427	57	198	305	91	*
	38%	53% b	33%	49%	34%	47% b	34%	47%	41%	45%	48%	49%	64% a	54%
TNT Express	578	87	29	102	17	264	42	164	329	53	165	232	84	*
	29%	44% b	21%	39%	28%	39% b	23%	36%	31%	42%	40%	37%	59% ab	54%
UK Mail	384	58	24	78	10	167	34	116	237	39	101	163	54	*
	19%	30%	17%	29%	16%	25%	18%	26%	23%	30%	25%	26%	38%	54%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
Amazon Logistics	322	58	21	72	4	165	27	103	165	35	91	149	55	*
	16%	29%	15%	27%	7%	24%	15%	23%	16%	27%	22%	24%	39%	54%
		b		b				b		b			ab	
Whistl (Previously known as TNT Post)	281	42	23	67	14	130	28	100	173	24	88	129	43	*
	14%	21%	16%	25%	23%	19%	15%	22%	17%	18%	21%	21%	30%	54%
DX	171	21	15	45	*	65	16	61	112	10	34	57	10	*
	9%	11%	11%	17%	*%	10%	8%	14%	11%	8%	8%	9%	7%	54%
				b										
Citipost	147	21	10	32	1	79	16	50	95	15	45	62	25	*
	7%	11%	7%	12%	1%	12%	9%	11%	9%	12%	11%	10%	18%	54%
Pitney Bowes	113	5	8	11	14	42	5	35	74	9	31	60	21	-
	6%	2%	6%	4%	23%	6%	3%	8%	7%	7%	8%	10%	14%	-%
					a									
Secured Mail	38	10	4	14	1	20	5	22	30	5	12	14	4	*
	2%	5%	3%	5%	1%	3%	3%	5%	3%	4%	3%	2%	3%	54%
MHI (Mail Handling International)	17	3	2	10	*	4	2	6	6	2	13	6	5	-
	1%	2%	2%	4%	*%	1%	1%	1%	1%	1%	3%	1%	3%	-%
Other	40	5	8	6	6	16	4	6	20	6	10	13	7	-
	2%	3%	6%	2%	10%	2%	2%	1%	2%	5%	2%	2%	5%	-%
NET: Royal Mail	1777	196	112	238	40	642	145	404	953	109	366	571	130	*
	89%	100%	81%	90%	66%	94%	79%	90%	91%	85%	89%	92%	92%	54%
		b		b		b								
NET: Provider other than RM	1532	179	129	244	59	551	163	379	802	119	344	518	136	1
	77%	91%	93%	92%	98%	81%	89%	84%	77%	93%	84%	84%	96%	100%
								b		b			ab	

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
NET: RM ONLY	468	17	10	21	1	129	21	71	244	9	66	101	6	-
	23%	9%	7%	8%	2%	19%	11%	16%	23% ac	7%	16% c	16% c	4%	-%
NET: Provider other than RM ONLY	223	*	27	27	21	38	39	46	92	19	44	48	12	*
	11%	*%	19% a	10%	34% a	6%	21% a	10%	9%	15%	11%	8%	8%	46%
NET: RM/Parcelforce	1829	196	114	239	47	648	152	417	970	116	370	581	132	1
	91%	100% b	82%	90%	77%	95% b	83%	93%	93%	91%	90%	94%	93%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Royal Mail	1777	538	521	153	1	1046	653	663	963	733	8
	89%	89%	94% a	96%	100%	90%	93%	94% a	91%	92%	94%
Hermes	1115	392	390	114	*	659	458	468	600	512	7
	56%	65%	70%	72%	32%	57%	65% a	67% a	57%	64% a	80%
DHL	943	342	316	105	*	555	401	411	536	440	6
	47%	57%	57%	66%	32%	48%	57% a	59% a	51%	55%	76%
Parcelforce	930	332	317	109	*	560	400	398	527	460	7
	46%	55%	57%	68%	32%	48%	57% a	57% a	50%	58% a	78%
DPD/DPD Local	826	288	291	107	*	474	347	365	438	371	6
	41%	48%	53%	67% ab	32%	41%	49% a	52% a	42%	47%	74%
UPS	819	287	260	99	*	500	354	342	461	391	6
	41%	48%	47%	62% ab	32%	43%	50% a	49%	44%	49%	72%
FedEx	795	291	267	105	*	498	355	347	472	393	6
	40%	48%	48%	66% ab	32%	43%	50% a	49%	45%	49%	73%
Yodel	759	275	249	87	*	464	342	328	445	375	6
	38%	46%	45%	55%	32%	40%	49% a	47%	42%	47%	72%
TNT Express	578	228	204	76	*	359	266	269	342	274	6
	29%	38%	37%	48%	32%	31%	38% a	38% a	32%	35%	72%
UK Mail	384	140	140	48	*	262	179	179	257	222	6
	19%	23%	25%	30%	32%	23%	25%	25%	24%	28%	78%
Amazon Logistics	322	144	129	46	*	183	163	172	205	146	6
	16%	24%	23%	29%	32%	16%	23% a	24% a	19%	18%	72%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
Whistl (Previously known as TNT Post)	281	119	108	39	*	186	144	139	164	169	3
	14%	20%	19%	24%	32%	16%	20%	20%	16%	21% a	37%
DX	171	62	49	12	*	124	63	69	116	81	3
	9%	10%	9%	7%	32%	11%	9%	10%	11%	10%	37%
Citipost	147	68	72	26	*	103	66	78	101	86	6
	7%	11%	13%	17%	32%	9%	9%	11%	10%	11%	72%
Pitney Bowes	113	29	38	6	-	78	55	45	75	64	3
	6%	5%	7%	4%	-%	7%	8%	6%	7%	8%	36%
Secured Mail	38	18	22	7	*	32	15	23	27	31	3
	2%	3%	4%	4%	32%	3%	2%	3%	3%	4%	39%
MHI (Mail Handling International)	17	6	6	-	-	8	10	4	7	11	3
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	36%
Other	40	17	13	6	-	21	13	18	15	11	3
	2%	3%	2%	4%	-%	2%	2%	3%	1%	1%	35%
NET: Royal Mail	1777	538	521	153	1	1046	653	663	963	733	8
	89%	89%	94% a	96%	100%	90%	93%	94% a	91%	92%	94%
NET: Provider other than RM	1532	510	480	144	*	885	583	576	793	657	8
	77%	85%	87%	90%	32%	77%	83% a	82%	75%	83% a	91%
NET: RM ONLY	468	93	74	15	1	271	121	125	261	138	1
	23%	15%	13%	10%	68%	23% b	17%	18%	25% b	17%	9%
NET: Provider other than RM ONLY	223	66	32	6	-	111	51	39	91	62	*
	11%	11% b	6%	4%	-%	10% c	7%	6%	9%	8%	6%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
NET: RM/Parcelforce	1829	550	528	154	1	1070	662	670	983	748	8
	91%	91%	95%	97%	100%	93%	94%	95%	93%	94%	100%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Royal Mail	1777	330	339	312	90	52	822	687	97	29	39	10
	89%	95%	96%	93%	99%	99%	93%	93%	96% b	73%	84%	75%
Hermes	1115	239	266	215	74	42	503	484	78	18	30	9
	56%	69%	76% c	64%	82% c	79%	57%	65% a	78% b	45%	63%	66%
DHL	943	212	232	214	72	44	460	411	61	9	27	6
	47%	61%	66%	64%	79% a	84% a	52%	55%	60% b	23%	57% b	47%
Parcelforce	930	212	218	202	67	46	460	428	61	8	23	3
	46%	61%	62%	60%	74%	87% abc	52%	58%	60% b	20%	49%	25%
DPD/DPD Local	826	190	202	179	66	39	371	349	48	8	27	5
	41%	55%	57%	53%	73% c	74%	42%	47%	48%	21%	57% b	35%
UPS	819	168	185	176	60	34	395	358	43	15	25	5
	41%	48%	53%	52%	66%	64%	44%	48%	43%	38%	54%	35%
FedEx	795	185	195	177	66	42	403	361	57	7	27	4
	40%	53%	55%	52%	73% ac	80% abc	45%	49%	56% b	18%	57% b	32%
Yodel	759	174	180	164	62	32	378	355	55	11	25	3
	38%	50%	51%	49%	69% c	60%	43%	48%	54%	28%	53%	25%
TNT Express	578	151	146	147	56	30	291	262	43	5	23	3
	29%	43%	42%	44%	62% b	57%	33%	35%	43% b	12%	48% b	26%
UK Mail	384	108	107	100	35	18	212	202	41	4	12	*
	19%	31%	31%	30%	39%	34%	24%	27%	40% b	9%	25%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
Amazon Logistics	322	104	95	96	34	26	182	128	31	3	17	3
	16%	30%	27%	28%	38%	49% b	20%	17%	31%	7%	36% b	24%
Whistl (Previously known as TNT Post)	281	73	87	85	26	14	144	151	33	4	10	3
	14%	21%	25%	25%	29%	27%	16%	20%	32%	11%	21%	22%
DX	171	45	39	40	5	1	101	71	11	1	8	3
	9%	13%	11%	12%	5%	2%	11%	10%	10%	2%	16%	22%
Citipost	147	49	53	49	26	14	87	83	18	2	3	3
	7%	14%	15%	14%	29% ac	27%	10%	11%	17%	5%	7%	24%
Pitney Bowes	113	25	31	17	4	4	61	62	11	*	-	6
	6%	7%	9%	5%	4%	8%	7%	8%	11%	*%	-%	44%
Secured Mail	38	18	21	17	6	*	23	26	9	*	1	*
	2%	5%	6%	5%	7%	*%	3%	3%	9%	*%	3%	*%
MHI (Mail Handling International)	17	4	4	4	-	-	5	4	2	7	*	-
	1%	1%	1%	1%	-%	-%	1%	1%	2%	17%	*%	-%
Other	40	7	6	13	*	-	15	11	-	4	*	*
	2%	2%	2%	4%	1%	-%	2%	1%	-%	11% a	*%	3%
NET: Royal Mail	1777	330	339	312	90	52	822	687	97	29	39	10
	89%	95%	96%	93%	99%	99%	93%	93%	96% b	73%	84%	75%
NET: Provider other than RM	1532	304	311	282	80	52	671	616	88	30	45	13
	77%	88%	88%	84%	88%	97%	76%	83% a	87%	74%	96%	93%
NET: RM ONLY	468	42	41	55	10	1	217	125	13	10	2	1
	23%	12%	12%	16%	12%	3%	24% b	17%	13%	26%	4%	7%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
NET: Provider other than RM ONLY	223	16	12	25	1	*	65	54	4	11	8	3
	11%	5%	4%	7%	1%	1%	7%	7%	4%	27% a	16%	25%
NET: RM/Parcelforce	1829	333	343	317	90	53	833	701	98	29	40	10
	91%	96%	97%	94%	99%	100%	94%	95%	97% b	73%	84%	75%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Royal Mail	1777	1536	907	1594	1024	985	757	1596	197	4	1454	85	440	1289
	89%	90%	90%	90%	90%	88%	89%	90%	92%	95%	91%	88%	90%	90%
Hermes	1115	941	593	986	654	569	466	990	159	2	894	65	312	774
	56%	55%	59% e	55%	58% e	51%	55%	56%	74% ab	49%	56%	67%	64% b	54%
DHL	943	800	498	836	569	489	401	839	153	*	780	39	263	654
	47%	47%	49%	47%	50% e	44%	47%	47%	72% ab	5%	49%	40%	54% b	46%
Parcelforce	930	796	483	826	541	454	371	836	131	-	753	37	262	642
	46%	47% e	48% e	46% e	48% e	40%	44%	47%	61% ab	-%	47%	38%	54% b	45%
DPD/DPD Local	826	730	462	753	516	469	371	761	139	*	677	48	238	567
	41%	43%	46%	42%	46%	42%	44%	43%	65% ab	5%	43%	49%	49% b	40%
UPS	819	712	469	736	507	432	358	743	124	-	655	45	228	570
	41%	42%	46% e	41%	45% e	39%	42%	42%	58% ab	-%	41%	47%	47%	40%
FedEx	795	691	446	723	491	403	355	721	137	*	660	36	224	555
	40%	41%	44% e	41%	43% e	36%	42%	41%	64% ab	1%	41%	37%	46%	39%
Yodel	759	645	412	679	447	367	326	678	118	-	634	36	212	531
	38%	38%	41% e	38% e	39% e	33%	38%	38%	55% ab	-%	40%	37%	43%	37%
TNT Express	578	504	337	526	370	289	251	532	102	-	476	23	163	405
	29%	30%	33% e	30%	33% e	26%	30%	30%	48% ab	-%	30%	24%	33%	28%
UK Mail	384	328	231	340	246	199	176	347	60	*	315	18	122	248
	19%	19%	23% e	19%	22%	18%	21%	20%	28%	1%	20%	19%	25% b	17%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
Amazon Logistics	322	282	198	300	230	169	157	300	69	-	275	16	99	216
	16%	17%	20%	17%	20% e	15%	19%	17%	32% ab	-%	17%	16%	20%	15%
Whistl (Previously known as TNT Post)	281	245	170	262	175	159	115	258	46	-	231	15	103	172
	14%	14%	17%	15%	15%	14%	14%	15%	22%	-%	15%	15%	21% b	12%
DX	171	155	107	159	106	91	93	157	23	-	147	9	54	117
	9%	9%	11%	9%	9%	8%	11%	9%	11%	-%	9%	9%	11%	8%
Citipost	147	135	94	139	99	90	83	133	35	-	120	11	48	92
	7%	8%	9%	8%	9%	8%	10%	8%	16% b	-%	8%	11%	10%	6%
Pitney Bowes	113	106	70	109	64	68	39	104	24	-	94	5	26	84
	6%	6%	7%	6%	6%	6%	5%	6%	11% a	-%	6%	5%	5%	6%
Secured Mail	38	35	27	36	22	23	21	35	5	-	34	1	4	32
	2%	2%	3%	2%	2%	2%	2%	2%	2%	-%	2%	1%	1%	2%
MHI (Mail Handling International)	17	12	8	12	13	6	13	11	1	-	10	*	10	5
	1%	1%	1%	1%	1%	1%	2%	1%	*%	-%	1%	*%	2% b	*%
Other	40	35	24	36	22	33	17	36	8	-	31	4	9	29
	2%	2%	2%	2%	2%	3%	2%	2%	4%	-%	2%	5%	2%	2%
NET: Royal Mail	1777	1536	907	1594	1024	985	757	1596	197	4	1454	85	440	1289
	89%	90%	90%	90%	90%	88%	89%	90%	92%	95%	91%	88%	90%	90%
NET: Provider other than RM	1532	1298	801	1356	896	843	659	1349	197	2	1200	81	413	1049
	77%	76%	79%	76%	79%	75%	78%	76%	92% ab	56%	75%	84%	85% b	74%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
NET: RM ONLY	468	407	208	425	238	277	189	422	17	2	391	16	75	377
	23%	24%	21%	24%	21%	25%	22%	24%	8%	44%	25%	16%	15%	26%
							c	c						a
NET: Provider other than RM ONLY	223	170	102	186	110	135	91	176	17	*	138	12	48	137
	11%	10%	10%	10%	10%	12%	11%	10%	8%	5%	9%	12%	10%	10%
NET: RM/Parcelforce	1829	1574	926	1633	1048	1020	779	1635	200	4	1491	91	446	1327
	91%	92%	92%	92%	92%	91%	92%	92%	94%	95%	94%	94%	91%	93%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Royal Mail	1777	348	16	104	305	191	1093	477	176	185	1343	667	1110
	89%	84%	72%	71%	88% a	84%	91%	87%	82%	83%	91% ab	86%	90%
Hermes	1115	282	9	98	225	122	724	263	134	153	811	392	724
	56%	68%	41%	66%	65%	54%	60% c	48%	62%	69% c	55%	51%	59% a
DHL	943	243	7	71	207	103	614	222	103	134	691	336	607
	47%	58%	31%	49%	59%	46%	51% c	40%	48%	60% c	47%	44%	49%
Parcelforce	930	229	4	55	212	97	616	212	76	122	703	299	631
	46%	55%	16%	37%	61% a	43%	51% c	39%	35%	55% a	48% a	39%	51% a
DPD/DPD Local	826	207	7	56	183	93	517	211	100	97	612	291	535
	41%	50%	33%	38%	53%	41%	43%	39%	46%	44%	41%	38%	44%
UPS	819	193	7	56	173	81	548	183	92	107	607	299	520
	41%	46%	33%	38%	50%	36%	45% c	33%	43%	48%	41%	39%	42%
FedEx	795	211	1	54	180	73	528	189	89	112	582	283	512
	40%	51%	6%	37%	52% a	32%	44% ac	34%	41%	50%	39%	37%	42%
Yodel	759	176	1	43	158	69	526	159	71	126	551	278	481
	38%	42%	6%	29%	45% a	31%	44% ac	29%	33%	57% ac	37%	36%	39%
TNT Express	578	140	3	30	128	57	382	135	66	68	432	197	381
	29%	34%	12%	20%	37% a	25%	32%	25%	31%	31%	29%	25%	31%
UK Mail	384	109	*	39	77	47	241	96	47	52	279	129	255
	19%	26%	*%	26%	22%	21%	20%	17%	22%	23%	19%	17%	21%
Amazon Logistics	322	97	2	21	89	49	203	70	41	47	226	101	221
	16%	23%	8%	14%	25%	22% c	17%	13%	19%	21%	15%	13%	18%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
Whistl (Previously known as TNT Post)	281	86	-	21	81	35	159	83	46	39	192	107	174
	14%	21%	-%	14%	23%	15%	13%	15%	21% c	17%	13%	14%	14%
DX	171	47	2	14	39	24	110	33	26	18	124	68	104
	9%	11%	9%	10%	11%	11%	9%	6%	12%	8%	8%	9%	8%
Citipost	147	47	2	8	42	25	91	31	33	25	88	59	87
	7%	11%	8%	6%	12%	11%	8%	6%	15% c	11%	6%	8%	7%
Pitney Bowes	113	28	3	4	28	12	71	26	16	15	80	47	67
	6%	7%	13%	2%	8%	5%	6%	5%	7%	7%	5%	6%	5%
Secured Mail	38	16	-	3	14	11	20	7	6	2	28	4	34
	2%	4%	-%	2%	4%	5% bc	2%	1%	3%	1%	2%	1%	3% a
MHI (Mail Handling International)	17	8	*	8	4	5	5	7	4	10	4	13	4
	1%	2%	*%	6%	1%	2%	*%	1%	2% c	4% c	*%	2% b	*%
Other	40	17	*	1	17	8	17	14	3	3	33	17	23
	2%	4%	1%	1%	5%	4%	1%	3%	1%	1%	2%	2%	2%
NET: Royal Mail	1777	348	16	104	305	191	1093	477	176	185	1343	667	1110
	89%	84%	72%	71%	88% a	84%	91%	87%	82%	83%	91% ab	86%	90%
NET: Provider other than RM	1532	387	16	140	314	173	943	407	182	202	1099	574	958
	77%	93%	71%	95%	90%	76%	78%	74%	84% c	91% c	74%	74%	78%
NET: RM ONLY	468	30	6	7	34	53	264	142	34	20	380	198	271
	23%	7%	29%	5%	10%	24%	22%	26%	16%	9%	26% ab	26%	22%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
NET: Provider other than RM ONLY	223	69	6	43	43	35	114	72	40	37	135	104	119
	11%	16%	28%	29% b	12%	16%	9%	13%	18% c	17% c	9%	14%	10%
NET: RM/Parcelforce	1829	364	16	114	313	201	1127	486	178	194	1379	684	1146
	91%	87%	73%	77%	90% a	89%	93% c	88%	82%	87%	93% a	89%	93% a

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
Royal Mail	1777	445	436	450	447	880	897
	89%	89%	87%	90%	89%	88%	90%
Hermes	1115	236	309	314	256	545	570
	56%	47%	62%	63%	51%	55%	57%
			ad	ad			
DHL	943	180	248	285	229	429	514
	47%	36%	50%	57%	46%	43%	51%
			a	ad	a		a
Parcelforce	930	175	273	274	207	448	481
	46%	35%	55%	55%	41%	45%	48%
			ad	ad			
DPD/DPD Local	826	157	230	232	207	388	438
	41%	31%	46%	46%	41%	39%	44%
			a	a	a		
UPS	819	170	218	230	201	388	431
	41%	34%	44%	46%	40%	39%	43%
				a			
FedEx	795	146	234	248	166	380	415
	40%	29%	47%	50%	33%	38%	41%
			ad	ad			
Yodel	759	144	209	226	181	353	407
	38%	29%	42%	45%	36%	35%	41%
			a	ad			
TNT Express	578	111	189	166	112	300	278
	29%	22%	38%	33%	22%	30%	28%
			ad	ad			
UK Mail	384	82	109	120	73	191	193
	19%	16%	22%	24%	15%	19%	19%
			d	d			
Amazon Logistics	322	68	99	89	66	167	155
	16%	14%	20%	18%	13%	17%	16%
Whistl (Previously known as TNT Post)	281	53	96	86	46	149	132
	14%	11%	19%	17%	9%	15%	13%
			ad	d			

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 270 (continuation)

QN1. Thinking now about sending small parcels, those that are under 2 kilograms in general. Which providers can you think of? IF NECESSARY: By this we mean companies who deliver small parcels in the UK.

Base: All respondents

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
DX	171	28	70	40	33	98	73
	9%	6%	14%	8%	7%	10%	7%
			acd				
Citipost	147	26	42	47	32	68	79
	7%	5%	8%	9%	6%	7%	8%
Pitney Bowes	113	19	42	35	17	61	52
	6%	4%	8%	7%	3%	6%	5%
			d				
Secured Mail	38	4	19	7	8	23	16
	2%	1%	4%	1%	2%	2%	2%
			a				
MHI (Mail Handling International)	17	5	3	3	6	8	9
	1%	1%	1%	1%	1%	1%	1%
Other	40	18	13	9	1	30	10
	2%	4%	3%	2%	*%	3%	1%
		d	d			b	
NET: Royal Mail	1777	445	436	450	447	880	897
	89%	89%	87%	90%	89%	88%	90%
NET: Provider other than RM	1532	339	381	421	391	720	812
	77%	68%	76%	84%	78%	72%	81%
				ab	a		a
NET: RM ONLY	468	161	119	79	109	280	188
	23%	32%	24%	16%	22%	28%	19%
		cd	c			b	
NET: Provider other than RM ONLY	223	55	64	50	53	120	103
	11%	11%	13%	10%	11%	12%	10%
NET: RM/Parcelforce	1829	458	446	461	465	904	926
	91%	92%	89%	92%	93%	90%	93%

Columns Tested:: a,b,c,d - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	907	334	573	594	141	44	128	313
Effective base	360	127	235	331	84	23	66	118
Weighted Base	864	270	595	827	30	5	3	37
Royal Mail	639	166	473	618	16	4	2	22
	74%	62%	80%	75%	54%	76%	78%	59%
			a	be			be	
Hermes	126	29	96	121	4	*	*	4
	15%	11%	16%	15%	12%	5%	8%	11%
Parcelforce	55	8	48	51	3	1	*	4
	6%	3%	8%	6%	10%	19%	13%	11%
			a			a	a	
DPD/DPD Local	39	6	33	36	3	*	*	3
	5%	2%	5%	4%	10%	5%	6%	9%
DHL	38	6	32	33	4	1	*	4
	4%	2%	5%	4%	12%	13%	12%	12%
					a	a	a	a
UPS	21	5	16	18	2	*	*	3
	2%	2%	3%	2%	8%	10%	7%	8%
					a	a	a	a
FedEx	12	7	5	10	2	*	*	2
	1%	3%	1%	1%	6%	7%	9%	6%
					a	a	a	a
Amazon Logistics	11	-	11	11	*	-	*	*
	1%	-%	2%	1%	*%	-%	*%	*%
TNT Express	11	5	5	9	1	1	*	2
	1%	2%	1%	1%	3%	12%	5%	5%
						a	a	a
UK Mail	8	2	7	7	1	*	*	2
	1%	1%	1%	1%	3%	7%	9%	4%
						a	a	a
Yodel	8	1	7	5	2	-	*	2
	1%	*%	1%	1%	7%	-%	5%	6%
					a		a	a
Pitney Bowes	3	*	3	3	*	*	*	*
	*%	*%	1%	*%	*%	4%	*%	1%
						a		

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	907	334	573	594	141	44	128	313
Effective base	360	127	235	331	84	23	66	118
Weighted Base	864	270	595	827	30	5	3	37
MHI (Mail Handling International)	2	-	2	2	*	-	*	*
	*%	-%	*%	*%	*%	-%	*%	*%
Secured Mail	2	-	2	2	-	-	-	-
	*%	-%	*%	*%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	*	1	1	*	-	*	*
	*%	*%	*%	*%	*%	-%	1%	*%
Citipost	*	-	*	*	-	-	*	*
	*%	-%	*%	*%	-%	-%	*%	*%
DX	*	*	*	-	*	*	*	*
	*%	*%	*%	-%	1%	*%	2% a	1%
Someone else	3	3	*	2	*	1	*	1
	*%	1%	*%	*%	*%	12% abde	2%	2%
Have not sent a parcel in the last month	112	64	48	105	7	*	*	7
	13%	24% b	8%	13%	22% acd	2%	8%	19%
NET: Royal Mail	639	166	473	618	16	4	2	22
	74%	62%	80% a	75% be	54%	76%	78% be	59%
NET: Provider other than RM	255	62	193	236	14	3	1	19
	29%	23%	32%	29%	49% a	63% a	44% a	50% a
NET: RM ONLY	497	144	354	486	9	2	1	12
	58%	53%	59%	59% bce	29%	35%	48% be	31%
NET: Provider other than RM ONLY	113	39	74	104	7	1	*	8
	13%	15%	12%	13%	24% a	21%	14%	23% a

Columns Tested:: a,b - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	907	350	163	81	79	106	128	594	141	172
Effective base	360	209	88	42	49	56	66	331	84	52
Weighted Base	864	556	209	62	19	16	3	827	30	7
Royal Mail	639	430	147	40	10	10	2	618	16	6
	74%	77%	70%	65%	52%	63%	78%	75%	54%	77%
		deh	dh				dh	dh		dh
Hermes	126	87	30	4	1	3	*	121	4	*
	15%	16%	14%	7%	7%	16%	8%	15%	12%	6%
Parcelforce	55	28	17	6	1	3	*	51	3	1
	6%	5%	8%	10%	7%	16%	13%	6%	10%	17%
						ag	ag			ag
DPD/DPD Local	39	26	8	2	2	1	*	36	3	*
	5%	5%	4%	3%	11%	7%	6%	4%	10%	6%
DHL	38	9	15	9	2	2	*	33	4	1
	4%	2%	7%	14%	9%	15%	12%	4%	12%	13%
			a	ag	a	ag	ag		ag	ag
UPS	21	6	7	5	1	2	*	18	2	1
	2%	1%	3%	8%	7%	10%	7%	2%	8%	9%
				ag	a	ag	ag		ag	ag
FedEx	12	4	2	4	1	1	*	10	2	1
	1%	1%	1%	6%	5%	7%	9%	1%	6%	8%
				ag	ag	ag	abg		ag	ag
Amazon Logistics	11	10	1	-	*	*	*	11	*	*
	1%	2%	1%	-%	*%	*%	*%	1%	*%	*%
TNT Express	11	-	6	3	1	1	*	9	1	1
	1%	-%	3%	4%	4%	5%	5%	1%	3%	9%
			a	a	a	ag	ag		a	ag
UK Mail	8	1	4	1	*	1	*	7	1	1
	1%	*%	2%	2%	2%	6%	9%	1%	3%	8%
						ag	ag		a	ag
Yodel	8	2	3	1	1	1	*	5	2	*
	1%	*%	1%	2%	6%	6%	5%	1%	7%	2%
					ag	ag	ag		abg	
Pitney Bowes	3	*	3	*	-	*	*	3	*	*
	*%	*%	1%	*%	-%	1%	*%	*%	*%	2%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	907	350	163	81	79	106	128	594	141	172
Effective base	360	209	88	42	49	56	66	331	84	52
Weighted Base	864	556	209	62	19	16	3	827	30	7
MHI (Mail Handling International)	2	-	2	-	-	*	*	2	*	*
	*%	-%	1%	-%	-%	*%	*%	*%	*%	*%
Secured Mail	2	-	2	-	-	-	-	2	-	-
	*%	-%	1%	-%	-%	-%	-%	*%	-%	-%
Whistl (Previously known as TNT Post)	1	*	1	-	*	-	*	1	*	*
	*%	*%	*%	-%	*%	-%	1%	*%	*%	*%
Citipost	*	-	*	-	-	-	*	*	-	*
	*%	-%	*%	-%	-%	-%	*%	*%	-%	*%
DX	*	-	-	-	*	*	*	-	*	*
	*%	-%	-%	-%	1%	*%	2% g	-%	1%	1%
Someone else	3	2	-	*	*	1	*	2	*	1
	*%	*%	-%	*%	*%	4% ag	2%	*%	*%	8% abgh
Have not sent a parcel in the last month	112	57	39	10	4	3	*	105	7	*
	13%	10%	19% ai	16% i	22% afi	16% i	8%	13%	22% afgi	4%
NET: Royal Mail	639	430	147	40	10	10	2	618	16	6
	74%	77% deh	70% dh	65%	52%	63%	78% dh	75% dh	54%	77% dh
NET: Provider other than RM	255	151	63	22	9	8	1	236	14	4
	29%	27%	30%	36%	49% abg	52% abg	44% ag	29%	49% abg	56% abg
NET: RM ONLY	497	348	107	30	5	5	1	486	9	3
	58%	63% defhi	51% deh	49% h	29%	32%	48% dh	59% dehi	29%	39%
NET: Provider other than RM ONLY	113	69	23	12	5	3	*	104	7	1
	13%	12%	11%	19%	26% abg	21%	14%	13%	24% abg	19%

Columns Tested:: a,b,c,d,e,f,g,h,i
Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	907	371	121	51	28	107
Effective base	360	217	45	17	9	17
Weighted Base	864	585	96	29	7	20
Royal Mail	639	448	76	21	2	15
	74%	77%	79%	74%	33%	75%
Hermes	126	96	15	2	*	1
	15%	16%	16%	6%	5%	7%
Parcelforce	55	37	10	3	3	*
	6%	6%	10%	9%	37%	2%
DPD/DPD Local	39	26	2	4	1	*
	5%	4%	2%	14%	10%	2%
DHL	38	20	8	3	*	2
	4%	3%	9%	10%	5%	11%
UPS	21	10	3	2	-	1
	2%	2%	3%	6%	-%	6%
FedEx	12	2	4	1	*	1
	1%	*%	5%	2%	*%	3%
			a			
Amazon Logistics	11	10	1	*	-	-
	1%	2%	1%	*%	-%	-%
TNT Express	11	1	4	1	-	3
	1%	*%	4%	5%	-%	13%
			a	a		a
UK Mail	8	2	3	1	-	1
	1%	*%	3%	4%	-%	4%
Yodel	8	3	3	*	-	*
	1%	1%	4%	1%	-%	2%
Pitney Bowes	3	3	-	-	-	*
	*%	1%	-%	-%	-%	1%
MHI (Mail Handling International)	2	1	1	*	-	*
	*%	*%	1%	*%	-%	*%
Secured Mail	2	2	-	-	-	-
	*%	*%	-%	-%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	907	371	121	51	28	107
Effective base	360	217	45	17	9	17
Weighted Base	864	585	96	29	7	20
Whistl (Previously known as TNT Post)	1	1	-	*	*	*
	*%	*%	-%	*%	*%	*%
Citipost	*	*	*	-	-	-
	*%	*%	*%	-%	-%	-%
DX	*	-	*	-	-	*
	*%	-%	*%	-%	-%	1%
Someone else	3	1	-	-	*	*
	*%	*%	-%	-%	3%	*%
Have not sent a parcel in the last month	112	64	10	3	2	1
	13%	11%	10%	11%	31%	3%
NET: Royal Mail	639	448	76	21	2	15
	74%	77%	79%	74%	33%	75%
NET: Provider other than RM	255	175	32	8	3	8
	29%	30%	34%	29%	48%	40%
NET: RM ONLY	497	346	54	17	1	12
	58%	59%	56%	60%	21%	57%
NET: Provider other than RM ONLY	113	73	11	4	2	4
	13%	12%	11%	15%	36%	21%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	907	53	49	86	33	49	68	47	62	49	496	137	134	140
Effective base	360	36	31	49	18	29	41	36	31	31	293	79	84	40
Weighted Base	864	81	68	150	37	62	109	121	78	67	772	46	33	13
Royal Mail	639	66	50	109	26	41	80	94	68	42	576	32	24	8
	74%	82% m	73%	73%	71%	67%	73%	78%	87% im	62%	75% m	69%	72%	58%
Hermes	126	9	9	22	7	16	20	15	10	7	116	5	4	1
	15%	11%	13%	15%	19%	26% m	18%	12%	13%	11%	15%	12%	11%	8%
Parcelforce	55	*	5	10	2	6	7	10	*	7	46	6	2	1
	6%	*%	7%	7%	6%	10%	6%	8%	*%	10%	6%	14% ahj	6%	5%
DPD/DPD Local	39	6	*	3	2	2	8	12	*	3	36	2	1	1
	5%	7%	*%	2%	5%	3%	7%	10%	1%	4%	5%	3%	3%	4%
DHL	38	*	6	8	4	2	8	*	1	3	33	2	1	2
	4%	*%	8%	6%	11%	3%	7%	*%	2%	5%	4%	5%	2%	14% ajl
UPS	21	4	2	6	-	1	2	-	1	3	19	1	1	*
	2%	5%	3%	4%	-%	2%	2%	-%	1%	4%	2%	3%	2%	2%
FedEx	12	1	1	1	*	*	2	-	2	4	12	*	*	*
	1%	1%	1%	*%	*%	*%	2%	-%	3%	6% k	1%	*%	1%	*%
Amazon Logistics	11	-	-	5	-	-	3	-	-	3	11	-	*	*
	1%	-%	-%	3%	-%	-%	3%	-%	-%	5% k	1%	-%	*%	1%
TNT Express	11	1	3	1	-	1	2	-	*	1	10	*	*	*
	1%	1%	4%	1%	-%	2%	2%	-%	*%	2%	1%	*%	1%	1%
UK Mail	8	1	*	*	1	*	4	-	*	*	6	1	1	*
	1%	1%	*%	*%	3%	*%	3%	-%	1%	*%	1%	2%	2%	2%
Yodel	8	*	*	*	-	*	2	-	1	1	4	3	*	*
	1%	*%	*%	*%	-%	*%	2%	-%	1%	2%	1%	6% j	1%	2%
Pitney Bowes	3	1	-	*	-	-	-	-	-	2	3	-	*	*
	*%	1%	-%	*%	-%	-%	-%	-%	-%	3%	*%	-%	1%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	907	53	49	86	33	49	68	47	62	49	496	137	134	140
Effective base	360	36	31	49	18	29	41	36	31	31	293	79	84	40
Weighted Base	864	81	68	150	37	62	109	121	78	67	772	46	33	13
MHI (Mail Handling International)	2	-	-	-	-	-	2	-	-	-	2	-	-	*
	*%	-%	-%	-%	-%	-%	2%	-%	-%	-%	*%	-%	-%	*%
Secured Mail	2	-	-	-	-	-	2	-	-	-	2	-	-	-
	*%	-%	-%	-%	-%	-%	2%	-%	-%	-%	*%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	-	-	-	-	-	1	-	-	-	1	-	*	*
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	*%	-%	*%	1%
Citipost	*	-	-	-	-	-	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	*%
DX	*	-	-	-	-	-	*	-	-	-	*	*	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	*%	-%	*%
Someone else	3	-	1	*	*	-	*	-	*	-	2	-	*	1
	*%	-%	2%	*%	*%	-%	*%	-%	*%	-%	*%	-%	1%	5% j
Have not sent a parcel in the last month	112	6	6	24	7	8	9	11	9	12	93	10	7	2
	13%	8%	9%	16%	18%	13%	8%	9%	12%	18%	12%	23% j	20%	14%
NET: Royal Mail	639	66	50	109	26	41	80	94	68	42	576	32	24	8
	74%	82% m	73%	73%	71%	67%	73%	78%	87% im	62%	75% m	69%	72%	58%
NET: Provider other than RM	255	19	22	40	12	22	43	34	16	20	228	14	8	5
	29%	23%	32%	27%	33%	36%	40%	28%	20%	30%	30%	29%	24%	37%
NET: RM ONLY	497	56	40	85	18	31	57	75	53	35	450	22	18	7
	58%	69% k	59%	57%	49%	51%	52%	62%	68%	52%	58%	48%	55%	49%
NET: Provider other than RM ONLY	113	8	12	16	4	13	20	15	1	13	103	4	2	4
	13%	10%	17% h	11%	11%	21% h	18% h	13%	1%	20% h	13% h	8%	7%	29% chjkl

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	907	35	103	7	71	183	32	51	377	727	180	803	104
Effective base	360	10	41	3	29	77	14	19	160	291	72	335	30
Weighted Base	864	21	105	1	68	240	20	44	306	724	141	820	44
Royal Mail	639	14	85	*	38	193	15	36	211	538	101	611	29
	74%	67%	81% d	10%	55%	81% d	78%	83%	69%	74%	72%	74%	65%
Hermes	126	4	12	*	16	40	1	2	41	101	24	115	11
	15%	20%	11%	3%	23%	17%	3%	4%	13%	14%	17%	14%	24%
Parcelforce	55	4	12	*	5	8	2	2	14	45	10	47	8
	6%	21% eh	12%	8%	7%	3%	11%	4%	5%	6%	7%	6%	18% a
DPD/DPD Local	39	-	6	*	4	4	2	-	22	34	5	38	1
	5%	-%	6%	22%	6%	2%	11%	-%	7%	5%	4%	5%	1%
DHL	38	*	10	*	6	4	2	3	9	31	6	32	6
	4%	2%	10% e	3%	9%	2%	10%	6%	3%	4%	5%	4%	14% a
UPS	21	*	2	*	6	7	-	2	4	18	3	19	2
	2%	1%	2%	3%	8% h	3%	-%	4%	1%	2%	2%	2%	5%
FedEx	12	-	3	*	4	2	-	*	3	9	3	12	*
	1%	-%	3%	3%	6%	1%	-%	*%	1%	1%	2%	1%	*%
Amazon Logistics	11	-	*	-	1	5	-	*	5	9	3	11	-
	1%	-%	*%	-%	2%	2%	-%	*%	2%	1%	2%	1%	-%
TNT Express	11	1	4	*	2	*	-	1	1	9	2	8	3
	1%	7%	4%	4%	3%	*%	-%	3%	*%	1%	1%	1%	6% a
UK Mail	8	-	*	*	1	1	1	1	2	8	*	8	*
	1%	-%	*%	3%	1%	*%	6%	3%	1%	1%	*%	1%	*%
Yodel	8	-	*	*	2	2	1	1	2	6	2	7	1
	1%	-%	*%	8%	3%	1%	3%	3%	1%	1%	1%	1%	1%
Pitney Bowes	3	-	2	-	-	-	*	*	*	3	*	3	-
	*%	-%	2%	-%	-%	-%	*%	*%	*%	*%	*%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	907	35	103	7	71	183	32	51	377	727	180	803	104
Effective base	360	10	41	3	29	77	14	19	160	291	72	335	30
Weighted Base	864	21	105	1	68	240	20	44	306	724	141	820	44
MHI (Mail Handling International)	2	-	-	-	-	-	-	-	1	2	-	2	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%
Secured Mail	2	-	-	-	-	-	2	-	-	2	-	-	2
	*%	-%	-%	-%	-%	-%	9% beh	-%	-%	*%	-%	-%	4% a
Whistl (Previously known as TNT Post)	1	*	-	*	*	-	-	-	*	1	-	1	*
	*%	*%	-%	6%	*%	-%	-%	-%	*%	*%	-%	*%	*%
Citipost	*	-	*	-	-	-	-	-	*	*	*	*	*
	*%	-%	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	1%
DX	*	-	*	-	-	*	-	*	-	*	*	*	*
	*%	-%	*%	-%	-%	*%	-%	*%	-%	*%	*%	*%	*%
Someone else	3	*	*	-	-	*	-	*	2	2	1	3	-
	*%	*%	*%	-%	-%	*%	-%	*%	1%	*%	1%	*%	-%
Have not sent a parcel in the last month	112	3	9	1	14	31	2	7	46	90	22	106	6
	13%	13%	9%	61%	21%	13%	8%	16%	15%	13%	15%	13%	15%
NET: Royal Mail	639	14	85	*	38	193	15	36	211	538	101	611	29
	74%	67%	81% d	10%	55%	81% d	78%	83%	69%	74%	72%	74%	65%
NET: Provider other than RM	255	10	38	*	32	56	6	4	85	213	42	231	24
	29%	51% g	36% g	31%	46% egh	23%	30%	9%	28%	29%	30%	28%	53% a
NET: RM ONLY	497	8	58	*	22	153	12	33	175	420	77	483	14
	58%	36%	55%	7%	33%	64% d	62%	75% ad	57% d	58%	55%	59% b	32%
NET: Provider other than RM ONLY	113	4	11	*	16	15	3	1	49	95	18	104	9
	13%	20%	10%	29%	24% eg	6%	14%	2%	16% e	13%	13%	13%	20%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	907	900	7	393	240	274
Effective base	360	357	3	165	76	121
Weighted Base	864	856	9	392	158	315
Royal Mail	639	632	7	258	117	265
	74%	74%	84%	66%	74%	84%
						a
Hermes	126	125	*	62	22	42
	15%	15%	3%	16%	14%	13%
Parcelforce	55	55	*	16	10	29
	6%	6%	*%	4%	7%	9%
DPD/DPD Local	39	39	-	15	4	19
	5%	5%	-%	4%	3%	6%
DHL	38	38	-	11	15	11
	4%	4%	-%	3%	10%	4%
					a	
UPS	21	21	-	9	2	11
	2%	2%	-%	2%	1%	3%
FedEx	12	10	2	8	1	4
	1%	1%	23%	2%	*%	1%
Amazon Logistics	11	11	-	8	2	1
	1%	1%	-%	2%	1%	*%
TNT Express	11	11	-	5	3	3
	1%	1%	-%	1%	2%	1%
UK Mail	8	8	-	4	3	2
	1%	1%	-%	1%	2%	1%
Yodel	8	8	-	5	1	2
	1%	1%	-%	1%	*%	1%
Pitney Bowes	3	3	-	*	3	-
	*%	*%	-%	*%	2%	-%
MHI (Mail Handling International)	2	2	-	1	1	-
	*%	*%	-%	*%	1%	-%
Secured Mail	2	2	-	2	-	-
	*%	*%	-%	*%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	907	900	7	393	240	274
Effective base	360	357	3	165	76	121
Weighted Base	864	856	9	392	158	315
Whistl (Previously known as TNT Post)	1	1	-	*	1	*
	*%	*%	-%	*%	1%	*%
Citipost	*	*	-	*	*	-
	*%	*%	-%	*%	*%	-%
DX	*	*	-	*	*	*
	*%	*%	-%	*%	*%	*%
Someone else	3	3	-	2	*	1
	*%	*%	-%	1%	*%	*%
Have not sent a parcel in the last month	112	111	1	60	21	31
	13%	13%	14%	15%	13%	10%
NET: Royal Mail	639	632	7	258	117	265
	74%	74%	84%	66%	74%	84%
						a
NET: Provider other than RM	255	253	2	111	52	92
	29%	30%	25%	28%	33%	29%
NET: RM ONLY	497	492	5	221	85	192
	58%	57%	61%	56%	54%	61%
NET: Provider other than RM ONLY	113	112	*	74	20	19
	13%	13%	2%	19%	13%	6%
				c		

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	907	570	224	60	15	17	11	5	5	794	113	53	161	409	337
Effective base	360	275	67	12	3	4	1	2	2	342	20	9	86	189	85
Weighted Base	864	660	172	21	6	3	1	*	1	832	33	12	207	453	205
Royal Mail	639	475	138	18	6	2	*	*	*	613	27	9	143	332	165
	74%	72%	80%	84%	97%	70%	12%	100%	32%	74%	81%	76%	69%	73%	81%
Hermes	126	79	44	1	*	*	*	*	*	124	2	1	25	54	46
	15%	12%	26%	7%	1%	10%	3%	32%	1%	15%	6%	4%	12%	12%	23%
			aij												b
Parcelforce	55	32	18	2	3	-	*	*	*	50	5	3	4	28	23
	6%	5%	11%	9%	50%	-%	2%	33%	10%	6%	16%	28%	2%	6%	11%
												ai			a
DPD/DPD Local	39	26	8	3	*	*	1	-	*	34	5	1	1	25	13
	5%	4%	5%	17%	2%	1%	88%	-%	3%	4%	14%	10%	1%	6%	6%
DHL	38	25	10	2	*	*	*	*	*	35	3	1	9	16	13
	4%	4%	6%	11%	*%	4%	6%	33%	28%	4%	9%	5%	4%	4%	6%
UPS	21	9	10	2	*	1	*	*	*	18	3	1	3	6	12
	2%	1%	6%	7%	3%	22%	3%	37%	3%	2%	8%	9%	1%	1%	6%
			a												
FedEx	12	8	4	*	*	-	*	*	*	12	1	*	4	4	4
	1%	1%	2%	2%	*%	-%	3%	32%	3%	1%	2%	2%	2%	1%	2%
Amazon Logistics	11	9	2	*	*	-	-	-	-	11	*	*	6	3	2
	1%	1%	1%	1%	*%	-%	-%	-%	-%	1%	*%	*%	3%	1%	1%
TNT Express	11	6	4	1	-	*	-	-	*	9	1	*	3	2	5
	1%	1%	2%	7%	-%	1%	-%	-%	3%	1%	4%	1%	2%	*%	2%
UK Mail	8	6	1	*	*	*	*	*	*	7	1	1	3	4	2
	1%	1%	1%	1%	*%	14%	3%	*%	28%	1%	3%	6%	1%	1%	1%
Yodel	8	5	2	*	*	*	*	*	*	7	1	*	3	2	2
	1%	1%	1%	1%	1%	9%	3%	*%	4%	1%	2%	4%	2%	*%	1%
Pitney Bowes	3	3	*	*	*	*	-	-	-	3	*	*	2	1	*
	*%	*%	*%	*%	4%	*%	-%	-%	-%	*%	1%	2%	1%	*%	*%
MHI (Mail Handling International)	2	1	-	*	-	*	1	-	-	1	1	1	-	1	1
	*%	*%	-%	*%	-%	1%	86%	-%	-%	*%	3%	9%	-%	*%	*%
												ai			

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	907	570	224	60	15	17	11	5	5	794	113	53	161	409	337
Effective base	360	275	67	12	3	4	1	2	2	342	20	9	86	189	85
Weighted Base	864	660	172	21	6	3	1	*	1	832	33	12	207	453	205
Secured Mail	2	2	-	-	-	-	-	-	-	2	-	-	-	2	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
Whistl (Previously known as TNT Post)	1	1	-	*	*	-	-	-	-	1	*	*	-	1	*
	*%	*%	-%	*%	1%	-%	-%	-%	-%	*%	*%	*%	-%	*%	*%
Citipost	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%	-%
DX	*	*	*	-	-	*	-	-	-	*	*	*	-	*	*
	*%	*%	*%	-%	-%	1%	-%	-%	-%	*%	*%	*%	-%	*%	*%
Someone else	3	2	1	-	-	-	-	*	-	3	*	*	*	2	1
	*%	*%	1%	-%	-%	-%	-%	1%	-%	*%	*%	*%	*%	*%	*%
Have not sent a parcel in the last month	112	98	13	2	-	*	-	-	1	110	2	1	43	54	15
	13%	15%	7%	8%	-%	2%	-%	-%	60%	13%	7%	5%	21% c	12%	7%
NET: Royal Mail	639	475	138	18	6	2	*	*	*	613	27	9	143	332	165
	74%	72%	80%	84%	97%	70%	12%	100%	32%	74%	81%	76%	69%	73%	81%
NET: Provider other than RM	255	171	72	6	3	1	1	*	*	242	13	6	39	132	84
	29%	26%	42% ai	30%	57%	40%	91%	38%	40%	29%	38%	54%	19%	29%	41% a
NET: RM ONLY	497	392	88	13	3	2	*	*	-	479	18	5	125	266	106
	58%	59%	51%	63%	43%	58%	9%	62%	-%	58%	55%	41%	60%	59%	52%
NET: Provider other than RM ONLY	113	88	21	2	*	1	1	-	*	109	4	2	21	67	25
	13%	13%	12%	8%	3%	28%	88%	-%	7%	13%	12%	19%	10%	15%	12%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	907	551	494	666	907	215	282	442	74	44	37	28	22	19
Effective base	360	194	184	249	360	55	103	201	24	12	9	5	3	4
Weighted Base	864	411	429	582	864	117	243	479	60	17	9	7	8	3
Royal Mail	639	298	339	439	639	75	180	356	47	15	7	6	7	2
	74%	72%	79% e	75%	74%	65%	74%	74%	78%	86%	83%	88%	85%	57%
Hermes	126	48	71	97	126	17	44	71	14	4	*	*	6	*
	15%	12%	16%	17%	15%	14%	18%	15%	24%	27%	3%	6%	77%	7%
Parcelforce	55	24	36	42	55	15	19	29	10	1	2	1	*	*
	6%	6%	8%	7%	6%	13%	8%	6%	17%	4%	24% a	10%	1%	3%
DPD/DPD Local	39	13	18	23	39	4	16	13	6	*	1	2	*	-
	5%	3%	4%	4%	5%	4%	7%	3%	11%	1%	16%	27%	*%	-%
DHL	38	18	26	31	38	5	9	19	4	4	2	*	*	2
	4%	4%	6%	5%	4%	4%	4%	4%	7%	26% a	25% a	2%	2%	44%
UPS	21	13	9	16	21	7	12	14	*	*	1	*	*	*
	2%	3%	2%	3%	2%	6%	5%	3%	*%	*%	16% a	3%	1%	*%
FedEx	12	5	5	6	12	2	3	5	*	-	*	*	1	*
	1%	1%	1%	1%	1%	2%	1%	1%	*%	-%	1%	2%	10%	*%
Amazon Logistics	11	9	2	9	11	2	4	9	*	*	*	*	*	-
	1%	2%	*%	2%	1%	2%	1%	2%	*%	*%	*%	*%	*%	-%
TNT Express	11	7	6	8	11	*	7	5	*	-	1	*	*	1
	1%	2%	1%	1%	1%	*%	3%	1%	*%	-%	16% a	5%	*%	32%
UK Mail	8	5	3	6	8	3	3	3	1	1	*	*	*	*
	1%	1%	1%	1%	1%	2%	1%	1%	2%	6%	3%	5%	1%	11%
Yodel	8	5	3	5	8	3	4	4	1	*	*	*	*	*
	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	3%	1%	*%	*%
Pitney Bowes	3	*	*	*	3	*	*	*	-	*	-	-	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	-%	7%
MHI (Mail Handling International)	2	1	*	1	2	2	1	-	-	1	-	*	-	*
	*%	*%	*%	*%	*%	2%	*%	-%	-%	6% a	-%	*%	-%	1%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	907	551	494	666	907	215	282	442	74	44	37	28	22	19
Effective base	360	194	184	249	360	55	103	201	24	12	9	5	3	4
Weighted Base	864	411	429	582	864	117	243	479	60	17	9	7	8	3
Secured Mail	2	2	-	2	2	-	-	2	-	-	-	-	-	-
	*%	*%	-%	*%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	1	*	1	1	1	1	*	-	1	*	*	-	-
	*%	*%	*%	*%	*%	1%	*%	*%	-%	6% a	*%	*%	-%	-%
Citipost	*	*	*	*	*	*	-	-	*	-	-	*	*	-
	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	*%	-%
DX	*	*	*	*	*	*	*	*	*	-	-	*	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	1%
Someone else	3	3	3	3	3	1	2	2	1	*	-	*	-	-
	*%	1%	1%	*%	*%	1%	1%	*%	1%	*%	-%	4%	-%	-%
Have not sent a parcel in the last month	112	57	41	68	112	17	24	61	4	1	*	*	1	-
	13%	14%	10%	12%	13%	15%	10%	13%	7%	8%	*%	7%	7%	-%
NET: Royal Mail	639	298	339	439	639	75	180	356	47	15	7	6	7	2
	74%	72%	79% e	75%	74%	65%	74%	74%	78%	86%	83%	88%	85%	57%
NET: Provider other than RM	255	116	142	185	255	48	99	132	31	6	3	3	7	2
	29%	28%	33%	32%	29%	41%	41% ad	28%	52% a	36%	39%	46%	88%	61%
NET: RM ONLY	497	237	246	330	497	52	120	285	25	9	5	3	*	1
	58%	58%	57%	57%	58%	45%	50%	60%	41%	56%	61%	47%	5%	39%
NET: Provider other than RM ONLY	113	56	49	76	113	24	39	62	9	1	1	*	1	2
	13%	14%	11%	13%	13%	21%	16%	13%	14%	7%	17%	5%	8%	43%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	907	709	54	39	35	16	33	21	70	153	134	202	136	41
Effective base	360	316	18	8	9	6	3	6	16	79	53	83	28	7
Weighted Base	864	771	44	21	13	5	4	6	15	176	131	188	71	16
Royal Mail	639	572	36	12	10	3	2	4	9	134	95	152	45	12
	74%	74%	81%	59%	80%	48%	61%	63%	57%	76%	73%	81%	64%	78%
Hermes	126	109	9	5	1	1	*	*	1	27	22	30	11	7
	15%	14%	21%	24%	10%	19%	5%	1%	8%	16%	17%	16%	15%	43%
Parcelforce	55	44	9	1	1	*	*	*	*	7	6	12	15	2
	6%	6%	21% a	5%	8%	4%	3%	1%	3%	4%	5%	6%	21% abc	15%
DPD/DPD Local	39	30	2	4	*	*	2	1	3	10	*	8	2	2
	5%	4%	4%	17%	2%	7%	56% ab	16%	22% a	6%	*%	5%	3%	11%
DHL	38	26	6	3	1	*	*	1	2	8	13	6	4	*
	4%	3%	13% a	13%	6%	6%	2%	23%	12%	4%	10%	3%	6%	2%
UPS	21	13	3	5	*	*	*	*	*	3	*	5	8	*
	2%	2%	6%	23% a	4%	2%	5%	1%	2%	2%	*%	3%	11% b	*%
FedEx	12	11	*	-	*	*	1	*	1	2	2	*	2	*
	1%	1%	*%	-%	*%	5%	18% a	*%	6%	1%	1%	*%	3%	*%
Amazon Logistics	11	11	-	*	-	-	*	*	*	1	2	6	*	*
	1%	1%	-%	*%	-%	-%	*%	*%	*%	1%	1%	3%	*%	*%
TNT Express	11	8	1	-	*	*	*	1	1	2	1	3	2	*
	1%	1%	3%	-%	2%	*%	1%	19%	8% a	1%	1%	1%	3%	*%
UK Mail	8	3	3	1	1	*	*	*	*	2	*	1	2	2
	1%	*%	7% a	3%	6%	2%	2%	5%	3%	1%	*%	*%	3%	13% c
Yodel	8	6	*	1	1	-	*	*	*	2	*	1	1	*
	1%	1%	*%	2%	7%	-%	2%	*%	*%	1%	*%	1%	1%	2%
Pitney Bowes	3	*	3	*	-	-	-	*	*	*	*	-	*	-
	*%	*%	7% a	*%	-%	-%	-%	4%	2%	*%	*%	-%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	907	709	54	39	35	16	33	21	70	153	134	202	136	41
Effective base	360	316	18	8	9	6	3	6	16	79	53	83	28	7
Weighted Base	864	771	44	21	13	5	4	6	15	176	131	188	71	16
MHI (Mail Handling International)	2	-	1	-	*	-	-	1	1	-	*	*	-	1
	*%	-%	2% a	-%	*%	-%	-%	16%	6% a	-%	*%	*%	-%	6%
Secured Mail	2	2	-	-	-	-	-	-	-	-	-	-	-	2
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11% c
Whistl (Previously known as TNT Post)	1	*	1	-	*	-	-	-	-	-	-	*	-	1
	*%	*%	2% a	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	6%
Citipost	*	-	*	-	-	-	*	-	*	-	*	-	-	*
	*%	-%	1%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%
DX	*	*	-	-	-	-	*	*	*	-	-	-	*	*
	*%	*%	-%	-%	-%	-%	*%	1%	*%	-%	-%	-%	*%	*%
Someone else	3	3	*	-	-	-	*	-	*	2	*	*	*	*
	*%	*%	1%	-%	-%	-%	*%	-%	*%	1%	*%	*%	1%	*%
Have not sent a parcel in the last month	112	106	*	*	2	3	1	-	3	21	15	18	15	-
	13%	14%	1%	*%	17%	50%	15%	-%	21%	12%	12%	9%	21%	-%
NET: Royal Mail	639	572	36	12	10	3	2	4	9	134	95	152	45	12
	74%	74%	81%	59%	80%	48%	61%	63%	57%	76%	73%	81%	64%	78%
NET: Provider other than RM	255	204	23	18	2	2	3	3	7	45	40	56	31	12
	29%	27%	52% a	85% ad	15%	29%	83% ad	45%	48%	25%	31%	30%	44%	77% abc
NET: RM ONLY	497	460	21	3	9	1	*	3	5	111	76	114	25	4
	58%	60% cfh	47%	15%	67% cf	21%	2%	55%	30%	63% de	58%	61% d	35%	23%
NET: Provider other than RM ONLY	113	92	8	9	*	*	1	2	3	22	21	19	11	3
	13%	12%	18%	41% a	3%	2%	24%	37%	21%	12%	16%	10%	16%	22%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	907	296	187	250	128	46	554	73	273	721	186	596	70
Effective base	360	151	83	85	36	7	233	27	102	299	61	233	16
Weighted Base	864	354	194	229	74	14	594	59	209	728	137	544	38
Royal Mail	639	247	136	197	48	11	470	38	131	588	51	423	16
	74%	70%	70%	86% abd	65%	75%	79% c	65%	63%	81% b	38%	78% b	42%
Hermes	126	39	41	28	16	2	105	3	18	73	53	83	15
	15%	11%	21% a	12%	22%	15%	18% c	5%	9%	10%	39% a	15%	38% a
Parcelforce	55	11	10	18	12	5	46	1	9	37	19	40	2
	6%	3%	5%	8%	16% a	35% abc	8%	2%	4%	5%	14% a	7%	6%
DPD/DPD Local	39	7	10	13	6	2	31	4	5	27	11	20	2
	5%	2%	5%	6%	9%	16%	5%	6%	2%	4%	8%	4%	6%
DHL	38	11	11	13	2	1	24	7	7	26	12	28	3
	4%	3%	6%	6%	2%	5%	4%	12%	3%	4%	9%	5%	8%
UPS	21	3	6	8	4	*	12	4	5	16	5	15	1
	2%	1%	3%	3%	5%	2%	2%	7%	2%	2%	3%	3%	2%
FedEx	12	6	*	1	5	*	7	*	5	9	4	6	*
	1%	2%	*%	1%	6%	2%	1%	*%	3%	1%	3%	1%	*%
Amazon Logistics	11	7	2	2	*	*	8	*	3	9	2	9	*
	1%	2%	1%	1%	*%	*%	1%	*%	1%	1%	1%	2%	*%
TNT Express	11	3	2	2	3	*	5	*	5	8	3	8	*
	1%	1%	1%	1%	4%	1%	1%	*%	2%	1%	2%	1%	1%
UK Mail	8	3	1	1	3	1	5	1	2	5	4	5	2
	1%	1%	1%	*%	4%	9%	1%	2%	1%	1%	3%	1%	4%
Yodel	8	3	1	3	1	*	4	1	3	5	2	5	1
	1%	1%	*%	1%	2%	*%	1%	2%	2%	1%	2%	1%	2%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	907	296	187	250	128	46	554	73	273	721	186	596	70
Effective base	360	151	83	85	36	7	233	27	102	299	61	233	16
Weighted Base	864	354	194	229	74	14	594	59	209	728	137	544	38
Pitney Bowes	3	*	1	2	*	*	1	2	*	1	2	*	*
	*%	*%	*%	1%	*%	*%	*%	4% a	*%	*%	2%	*%	*%
MHI (Mail Handling International)	2	*	1	-	-	1	1	1	-	*	2	*	1
	*%	*%	1%	-%	-%	7%	*%	2%	-%	*%	1%	*%	3%
Secured Mail	2	-	-	-	-	2	-	-	2	2	-	2	-
	*%	-%	-%	-%	-%	13% abc	-%	-%	1%	*%	-%	*%	-%
Whistl (Previously known as TNT Post)	1	-	*	*	-	1	1	-	*	-	1	-	1
	*%	-%	*%	*%	-%	7%	*%	-%	*%	-%	1%	-%	3% a
Citipost	*	-	-	*	-	*	*	-	-	-	*	-	*
	*%	-%	-%	*%	-%	*%	*%	-%	-%	-%	*%	-%	1%
DX	*	-	*	-	*	*	*	-	*	*	*	*	*
	*%	-%	*%	-%	*%	*%	*%	-%	*%	*%	*%	*%	*%
Someone else	3	2	*	*	*	*	1	1	1	2	1	1	1
	*%	1%	*%	*%	*%	3%	*%	2%	*%	*%	1%	*%	4%
Have not sent a parcel in the last month	112	69	19	13	10	*	52	9	49	92	20	63	5
	13%	20% c	10%	6%	14%	*%	9%	16%	23% a	13%	15%	12%	12%
NET: Royal Mail	639	247	136	197	48	11	470	38	131	588	51	423	16
	74%	70%	70%	86% abd	65%	75%	79% c	65%	63%	81% b	38%	78% b	42%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	907	296	187	250	128	46	554	73	273	721	186	596	70
Effective base	360	151	83	85	36	7	233	27	102	299	61	233	16
Weighted Base	864	354	194	229	74	14	594	59	209	728	137	544	38
NET: Provider other than RM	255	67	69	72	35	12	196	18	41	165	90	163	22
	29%	19%	35%	31%	47%	88%	33%	30%	20%	23%	66%	30%	57%
			a	a	a	abc	c				a		a
NET: RM ONLY	497	218	106	144	28	2	346	32	119	470	27	318	12
	58%	62%	55%	63%	38%	12%	58%	54%	57%	65%	20%	58%	31%
		de	e	de						b		b	
NET: Provider other than RM ONLY	113	38	38	19	15	3	72	11	29	47	65	58	17
	13%	11%	20%	8%	21%	24%	12%	19%	14%	7%	48%	11%	46%
			c								a		a

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	907	181	199	237	68	652	255	316	472	124	298	404	117	1
Effective base	360	77	62	97	11	277	84	103	169	32	106	154	37	1
Weighted Base	864	196	139	230	24	680	184	232	360	66	245	358	94	*
Royal Mail	639	164	73	166	10	555	85	172	257	52	199	294	85	-
	74%	83%	52%	72%	43%	82%	46%	74%	71%	78%	81%	82%	91%	-%
		b				b								
Hermes	126	31	57	61	5	60	65	28	40	3	37	56	14	*
	15%	16%	41%	27%	23%	9%	35%	12%	11%	5%	15%	16%	15%	100%
			a				a							
Parcelforce	55	17	21	30	3	30	25	18	17	2	26	29	9	-
	6%	9%	15%	13%	15%	4%	14%	8%	5%	3%	11%	8%	9%	-%
							a							
DPD/DPD Local	39	14	9	17	*	23	16	6	11	3	11	18	5	-
	5%	7%	6%	7%	1%	3%	8%	3%	3%	4%	4%	5%	6%	-%
DHL	38	12	14	21	3	24	14	11	10	3	17	18	5	-
	4%	6%	10%	9%	14%	4%	7%	5%	3%	4%	7%	5%	6%	-%
UPS	21	8	5	8	1	11	10	12	11	5	3	9	6	-
	2%	4%	4%	4%	3%	2%	5%	5%	3%	7%	1%	3%	7%	-%
FedEx	12	2	3	4	1	7	5	2	3	*	1	4	*	-
	1%	1%	2%	2%	3%	1%	3%	1%	1%	*%	*%	1%	*%	-%
Amazon Logistics	11	1	*	1	*	9	2	8	8	1	*	2	*	-
	1%	1%	*%	1%	*%	1%	1%	3%	2%	2%	*%	1%	*%	-%
TNT Express	11	1	2	2	*	8	3	4	4	*	4	4	2	-
	1%	1%	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%	2%	-%
UK Mail	8	2	3	3	2	5	4	5	2	1	3	2	1	-
	1%	1%	2%	1%	7%	1%	2%	2%	1%	1%	1%	1%	1%	-%
Yodel	8	1	3	1	1	5	3	5	3	1	3	2	*	-
	1%	*%	2%	*%	5%	1%	2%	2%	1%	1%	1%	1%	1%	-%
Pitney Bowes	3	*	*	*	*	1	2	*	*	*	*	*	-	-
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	-%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	907	181	199	237	68	652	255	316	472	124	298	404	117	1
Effective base	360	77	62	97	11	277	84	103	169	32	106	154	37	1
Weighted Base	864	196	139	230	24	680	184	232	360	66	245	358	94	*
MHI (Mail Handling International)	2	1	*	1	-	*	2	1	1	*	*	-	*	-
	*%	1%	*%	*%	-%	*%	1%	*%	*%	*%	*%	-%	*%	-%
Secured Mail	2	-	2	2	-	2	-	-	2	-	-	-	-	-
	*%	-%	1%	1%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	1	*	1	*	-	1	1	1	*	*	*	*	-
	*%	*%	*%	*%	*%	-%	1%	*%	*%	*%	*%	*%	*%	-%
Citipost	*	-	*	-	*	-	*	*	-	-	*	-	-	-
	*%	-%	*%	-%	*%	-%	*%	*%	-%	-%	*%	-%	-%	-%
DX	*	*	*	-	*	*	*	*	*	*	*	*	*	-
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%
Someone else	3	1	2	1	1	1	2	*	2	*	*	2	*	-
	*%	*%	1%	*%	6%	*%	1%	*%	1%	*%	*%	1%	*%	-%
Have not sent a parcel in the last month	112	25	13	33	1	87	26	27	56	13	19	36	6	-
	13%	13%	10%	14%	6%	13%	14%	12%	15%	20%	8%	10%	6%	-%
NET: Royal Mail	639	164	73	166	10	555	85	172	257	52	199	294	85	-
	74%	83% b	52%	72%	43%	82% b	46%	74%	71%	78%	81%	82%	91%	-%
NET: Provider other than RM	255	72	95	116	16	134	121	71	98	15	80	111	23	*
	29%	37%	68% a	50%	67%	20%	66% a	31%	27%	22%	33%	31%	25%	100%
NET: RM ONLY	497	99	31	81	6	460	37	134	206	39	146	211	65	-
	58%	50% b	22%	35%	27%	68% b	20%	58%	57%	58%	60%	59%	69%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	907	181	199	237	68	652	255	316	472	124	298	404	117	1
Effective base	360	77	62	97	11	277	84	103	169	32	106	154	37	1
Weighted Base	864	196	139	230	24	680	184	232	360	66	245	358	94	*
NET: Provider other than RM ONLY	113	7	53	32	12	39	74	34	48	2	27	28	3	*
	13%	4%	38% a	14%	51% a	6%	40% a	14%	13%	3%	11%	8%	3%	100%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	907	649	561	185	2	514	453	700	503	404	19
Effective base	360	250	227	66	2	190	174	288	186	153	3
Weighted Base	864	603	553	159	1	406	408	702	431	354	8
Royal Mail	639	444	419	130	1	295	325	574	326	269	8
	74%	74%	76%	82%	68%	73%	80%	82% a	76%	76%	98%
Hermes	126	94	81	13	*	47	64	70	68	68	*
	15%	16%	15%	8%	32%	12%	16%	10%	16%	19%	4%
Parcelforce	55	44	31	8	-	24	34	36	30	27	1
	6%	7%	6%	5%	-%	6%	8%	5%	7%	8%	8%
DPD/DPD Local	39	36	22	14	-	13	15	21	15	16	-
	5%	6%	4%	9%	-%	3%	4%	3%	3%	5%	-%
DHL	38	32	17	11	-	18	26	25	26	16	*
	4%	5%	3%	7%	-%	4%	6%	3%	6%	4%	4%
UPS	21	13	16	11	-	13	9	13	12	9	*
	2%	2%	3%	7% a	-%	3%	2%	2%	3%	2%	*%
FedEx	12	9	4	5	-	5	3	9	6	2	*
	1%	1%	1%	3%	-%	1%	1%	1%	1%	1%	*%
Amazon Logistics	11	3	8	1	-	9	2	9	9	9	-
	1%	1%	1%	1%	-%	2%	*%	1%	2%	3%	-%
TNT Express	11	11	6	3	-	6	5	7	8	5	-
	1%	2%	1%	2%	-%	2%	1%	1%	2%	1%	-%
UK Mail	8	8	3	2	-	4	3	4	5	3	1
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	8%
Yodel	8	8	3	1	-	4	2	6	4	3	*
	1%	1%	1%	1%	-%	1%	*%	1%	1%	1%	4%
Pitney Bowes	3	3	1	*	-	*	*	*	*	*	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
MHI (Mail Handling International)	2	2	-	1	-	1	*	*	*	1	-
	*%	*%	-%	1%	-%	*%	*%	*%	*%	*%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	907	649	561	185	2	514	453	700	503	404	19
Effective base	360	250	227	66	2	190	174	288	186	153	3
Weighted Base	864	603	553	159	1	406	408	702	431	354	8
Secured Mail	2	-	2	-	-	2	-	-	-	2	-
	*%	-%	*%	-%	-%	*%	-%	-%	-%	1%	-%
Whistl (Previously known as TNT Post)	1	1	*	1	-	1	*	*	*	1	-
	*%	*%	*%	1%	-%	*%	*%	*%	*%	*%	-%
Citipost	*	*	*	-	-	-	-	-	-	-	-
	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%
DX	*	*	*	*	-	*	*	*	*	*	*
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	1%
Someone else	3	1	2	*	-	3	3	3	2	1	*
	*%	*%	*%	*%	-%	1%	1%	*%	1%	*%	*%
Have not sent a parcel in the last month	112	75	77	14	-	57	40	89	55	45	*
	13%	12%	14%	9%	-%	14%	10%	13%	13%	13%	*%
NET: Royal Mail	639	444	419	130	1	295	325	574	326	269	8
	74%	74%	76%	82%	68%	73%	80%	82% a	76%	76%	98%
NET: Provider other than RM	255	197	152	48	*	113	129	150	133	113	1
	29%	33%	27%	30%	32%	28%	32% c	21%	31%	32%	16%
NET: RM ONLY	497	332	324	97	1	236	239	463	243	195	6
	58%	55%	59%	61%	68%	58%	59%	66%	56%	55%	84%
NET: Provider other than RM ONLY	113	84	57	15	*	54	42	39	50	40	*
	13%	14%	10%	9%	32%	13% c	10%	5%	12%	11%	2%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	907	370	338	348	69	44	418	363	74	35	40	16
Effective base	360	142	146	138	34	21	152	139	28	8	17	5
Weighted Base	864	347	352	337	91	53	351	315	70	20	34	10
Royal Mail	639	279	294	278	82	49	270	233	54	16	16	10
	74%	80%	84%	82%	90%	94%	77%	74%	77% c	83%	47%	100%
Hermes	126	45	51	26	8	1	54	70	10	3	19	3
	15%	13%	14%	8%	9%	3%	15%	22%	14%	14%	54% ab	31%
Parcelforce	55	12	17	30	6	2	23	28	7	1	5	*
	6%	4%	5%	9%	7%	4%	7%	9%	10%	5%	13%	1%
DPD/DPD Local	39	11	16	10	11	1	15	12	7	*	7	*
	5%	3%	4%	3%	12% ac	3%	4%	4%	10%	1%	21%	1%
DHL	38	9	9	17	3	2	16	11	5	*	1	*
	4%	3%	3%	5%	4%	3%	5%	3%	7%	2%	3%	*%
UPS	21	10	2	8	6	6	9	8	2	*	3	*
	2%	3%	1%	2%	6% b	11% bc	3%	2%	2%	*%	8%	*%
FedEx	12	4	2	4	-	-	4	1	*	*	*	*
	1%	1%	*%	1%	-%	-%	1%	*%	*%	*%	1%	1%
Amazon Logistics	11	8	8	1	-	1	8	7	*	*	-	-
	1%	2%	2%	*%	-%	3%	2%	2%	*%	*%	-%	-%
TNT Express	11	4	3	4	1	1	5	3	3	*	-	-
	1%	1%	1%	1%	2%	3%	1%	1%	4%	*%	-%	-%
UK Mail	8	2	2	1	*	*	3	2	1	2	2	*
	1%	1%	1%	*%	*%	*%	1%	1%	1%	8%	6%	*%
Yodel	8	3	2	3	-	-	2	2	1	*	1	*
	1%	1%	1%	1%	-%	-%	1%	1%	2%	1%	4%	*%
Pitney Bowes	3	*	*	*	-	-	*	*	*	1	*	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	4%	*%	-%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	907	370	338	348	69	44	418	363	74	35	40	16
Effective base	360	142	146	138	34	21	152	139	28	8	17	5
Weighted Base	864	347	352	337	91	53	351	315	70	20	34	10
MHI (Mail Handling International)	2	-	-	*	*	-	1	*	*	*	1	-
	*%	-%	-%	*%	*%	-%	*%	*%	*%	*%	3%	-%
Secured Mail	2	-	-	-	-	-	-	2	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%
Whistl (Previously known as TNT Post)	1	*	*	*	*	-	1	*	-	*	1	-
	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	3%	-%
Citipost	*	-	-	-	-	-	-	-	-	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DX	*	*	*	*	-	-	*	*	-	-	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%	-%	-%
Someone else	3	2	*	1	*	-	2	1	*	-	-	*
	*%	1%	*%	*%	*%	-%	1%	*%	*%	-%	-%	4%
Have not sent a parcel in the last month	112	45	41	46	4	2	43	45	10	-	*	-
	13%	13%	12%	14%	5%	3%	12%	14%	14%	-%	1%	-%
NET: Royal Mail	639	279	294	278	82	49	270	233	54	16	16	10
	74%	80%	84%	82%	90%	94%	77%	74%	77% c	83%	47%	100%
NET: Provider other than RM	255	84	85	75	25	9	112	111	26	4	30	4
	29%	24%	24%	22%	28%	17%	32%	35%	37%	23%	88% ab	36%
NET: RM ONLY	497	218	226	216	61	42	196	160	34	15	4	6
	58%	63%	64%	64%	68%	79%	56%	51%	49% c	77% c	11%	64%
NET: Provider other than RM ONLY	113	23	17	14	5	2	38	38	6	3	18	-
	13%	7%	5%	4%	5%	3%	11%	12%	9%	17%	51% a	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	907	762	571	819	700	554	543	781	149	1	712	42	267	550
Effective base	360	306	208	326	277	208	197	321	49	1	284	21	113	219
Weighted Base	864	720	472	768	674	481	436	777	127	1	668	58	274	526
Royal Mail	639	535	360	570	510	361	321	579	97	1	528	34	231	387
	74%	74%	76%	74%	76%	75%	74%	75%	77%	100%	79% b	59%	84% b	74%
Hermes	126	106	79	113	105	58	60	112	21	-	78	14	59	50
	15%	15%	17%	15%	16%	12%	14%	14%	17%	-%	12%	24%	21% b	9%
Parcelforce	55	47	27	51	46	33	26	52	3	-	38	6	28	21
	6%	7%	6%	7%	7%	7%	6%	7%	3%	-%	6%	10%	10% b	4%
DPD/DPD Local	39	37	24	38	34	24	27	37	21	-	31	3	13	21
	5%	5%	5%	5%	5%	5%	6%	5%	17% ab	-%	5%	5%	5%	4%
DHL	38	26	20	29	28	16	19	29	9	-	31	*	15	18
	4%	4%	4%	4%	4%	3%	4%	4%	7%	-%	5%	*%	5%	3%
UPS	21	20	16	21	18	11	9	20	3	-	11	5	4	16
	2%	3%	3%	3%	3%	2%	2%	3%	3%	-%	2%	9% a	1%	3%
FedEx	12	10	4	10	9	7	8	10	1	-	4	-	1	9
	1%	1%	1%	1%	1%	1%	2%	1%	1%	-%	1%	-%	*%	2%
Amazon Logistics	11	9	9	9	9	8	8	9	1	-	6	2	2	8
	1%	1%	2%	1%	1%	2%	2%	1%	1%	-%	1%	3%	1%	1%
TNT Express	11	10	9	11	8	5	8	9	2	-	7	-	3	5
	1%	1%	2%	1%	1%	1%	2%	1%	1%	-%	1%	-%	1%	1%
UK Mail	8	7	4	7	5	5	6	6	2	-	6	1	4	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	*%
Yodel	8	6	5	6	5	4	4	6	1	-	4	*	2	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	*%	1%	1%
Pitney Bowes	3	*	*	*	1	3	1	*	*	-	1	-	1	*
	*%	*%	*%	*%	*%	1%	*%	*%	*%	-%	*%	-%	*%	*%

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	907	762	571	819	700	554	543	781	149	1	712	42	267	550
Effective base	360	306	208	326	277	208	197	321	49	1	284	21	113	219
Weighted Base	864	720	472	768	674	481	436	777	127	1	668	58	274	526
MHI (Mail Handling International)	2	1	1	2	1	1	2	-	2	-	1	*	1	-
	*%	*%	*%	*%	*%	*%	*%	-%	2% b	-%	*%	*%	*%	-%
Secured Mail	2	2	-	2	-	-	-	2	-	-	2	-	-	2
	*%	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	-%	*%
Whistl (Previously known as TNT Post)	1	1	*	1	1	1	1	*	1	-	1	-	1	*
	*%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	-%	*%	*%
Citipost	*	*	*	*	*	*	*	*	*	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%
DX	*	*	*	*	*	*	*	*	*	-	*	-	-	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%
Someone else	3	3	3	3	3	2	1	3	-	-	3	-	*	3
	*%	*%	1%	*%	*%	1%	*%	*%	-%	-%	*%	-%	*%	1%
Have not sent a parcel in the last month	112	96	48	99	74	61	56	102	8	-	81	12	15	85
	13%	13%	10%	13%	11%	13%	13%	13%	6%	-%	12%	20%	6%	16% a
NET: Royal Mail	639	535	360	570	510	361	321	579	97	1	528	34	231	387
	74%	74%	76%	74%	76%	75%	74%	75%	77%	100%	79% b	59%	84% b	74%
NET: Provider other than RM	255	215	143	230	212	134	130	224	47	-	173	23	103	117
	29%	30%	30%	30%	31%	28%	30%	29%	37%	-%	26%	39%	38% b	22%
NET: RM ONLY	497	409	281	440	388	286	251	451	71	1	415	24	155	325
	58%	57%	59%	57%	58%	59%	57%	58%	56%	100%	62%	41%	57%	62%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	907	762	571	819	700	554	543	781	149	1	712	42	267	550
Effective base	360	306	208	326	277	208	197	321	49	1	284	21	113	219
Weighted Base	864	720	472	768	674	481	436	777	127	1	668	58	274	526
NET: Provider other than RM ONLY	113	88	64	99	89	58	60	96	21	-	59	12	28	55
	13%	12%	14%	13%	13%	12%	14%	12%	17%	-%	9%	21%	10%	10%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	907	370	19	162	277	182	488	232	171	157	544	393	514
Effective base	360	136	7	49	112	72	196	90	66	57	226	138	229
Weighted Base	864	323	17	108	275	161	479	221	146	136	552	267	598
Royal Mail	639	204	16	64	185	126	352	158	100	106	417	179	461
	74%	63%	94%	59%	67%	79%	74%	72%	69%	78%	75%	67%	77% a
Hermes	126	89	2	50	50	24	68	34	51	24	50	33	92
	15%	27%	12%	46% b	18%	15%	14%	15%	35% bc	18%	9%	13%	15%
Parcelforce	55	39	1	11	32	17	27	12	11	14	28	21	34
	6%	12%	8%	10%	12%	10%	6%	5%	8%	10%	5%	8%	6%
DPD/DPD Local	39	24	-	14	14	13	19	7	6	11	22	25	14
	5%	7%	-%	13%	5%	8%	4%	3%	4%	8%	4%	9% b	2%
DHL	38	19	2	17	13	12	14	12	7	11	19	19	19
	4%	6%	13%	15% b	5%	7%	3%	6%	5%	8%	4%	7%	3%
UPS	21	12	*	4	9	6	13	2	4	6	9	7	13
	2%	4%	2%	4%	3%	4%	3%	1%	3%	5%	2%	3%	2%
FedEx	12	7	*	2	6	1	5	6	2	2	7	3	10
	1%	2%	*%	1%	2%	*%	1%	3%	1%	1%	1%	1%	2%
Amazon Logistics	11	3	-	*	3	4	6	1	*	*	9	2	9
	1%	1%	-%	*%	1%	2%	1%	1%	*%	*%	2%	1%	2%
TNT Express	11	4	-	3	2	3	5	2	2	2	7	3	7
	1%	1%	-%	2%	1%	2%	1%	1%	1%	2%	1%	1%	1%
UK Mail	8	5	*	3	3	2	4	3	4	3	2	5	3
	1%	2%	*%	2%	1%	1%	1%	1%	3%	2%	*%	2%	*%
Yodel	8	3	*	2	2	*	4	3	2	3	3	1	7
	1%	1%	2%	1%	1%	*%	1%	1%	1%	2%	1%	*%	1%
Pitney Bowes	3	*	*	3	-	*	3	*	*	3	*	3	*
	*%	*%	*%	2%	-%	*%	1%	*%	*%	2% c	*%	1%	*%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	907	370	19	162	277	182	488	232	171	157	544	393	514
Effective base	360	136	7	49	112	72	196	90	66	57	226	138	229
Weighted Base	864	323	17	108	275	161	479	221	146	136	552	267	598
MHI (Mail Handling International)	2	2	*	2	-	1	-	1	*	2	-	2	-
	*%	1%	*%	2%	-%	1%	-%	*%	*%	1%	-%	1%	-%
Secured Mail	2	2	-	2	-	-	2	-	-	-	2	2	-
	*%	1%	-%	2%	-%	-%	*%	-%	-%	-%	*%	1%	-%
Whistl (Previously known as TNT Post)	1	1	-	1	*	*	*	1	*	1	*	1	*
	*%	*%	-%	1%	*%	*%	*%	*%	*%	1%	*%	*%	*%
Citipost	*	*	-	*	-	*	*	*	*	*	-	*	-
	*%	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	*%	-%
DX	*	*	-	*	-	*	*	*	*	-	*	*	*
	*%	*%	-%	*%	-%	*%	*%	*%	*%	-%	*%	*%	*%
Someone else	3	2	-	1	2	*	2	1	1	-	2	3	*
	*%	1%	-%	1%	1%	*%	*%	*%	*%	-%	*%	1%	*%
Have not sent a parcel in the last month	112	46	1	5	45	8	70	33	12	11	81	36	76
	13%	14%	5%	5%	17% a	5%	15% a	15% a	8%	8%	15%	13%	13%
NET: Royal Mail	639	204	16	64	185	126	352	158	100	106	417	179	461
	74%	63%	94%	59%	67%	79%	74%	72%	69%	78%	75%	67%	77% a
NET: Provider other than RM	255	167	3	81	113	59	134	62	76	55	116	106	149
	29%	52%	19%	75% b	41%	37%	28%	28%	52% c	41% c	21%	40% b	25%
NET: RM ONLY	497	109	13	22	117	93	275	126	58	69	355	125	373
	58%	34%	75%	20%	42% a	58%	57%	57%	40%	51%	64% a	47%	62% a
NET: Provider other than RM ONLY	113	73	*	39	45	26	57	30	34	19	54	52	61
	13%	23%	1%	36% b	16%	16%	12%	14%	23% c	14%	10%	19% b	10%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	907	236	275	223	173	511	396
Effective base	360	96	95	92	78	190	170
Weighted Base	864	236	237	214	178	473	392
Royal Mail	639	174	169	163	133	343	296
	74%	74%	71%	76%	75%	73%	76%
Hermes	126	30	28	34	33	58	68
	15%	13%	12%	16%	19%	12%	17%
Parcelforce	55	17	16	11	11	33	22
	6%	7%	7%	5%	6%	7%	6%
DPD/DPD Local	39	8	6	18	8	14	25
	5%	3%	3%	8%	4%	3%	6%
DHL	38	12	10	12	4	22	15
	4%	5%	4%	5%	2%	5%	4%
UPS	21	8	7	3	3	15	6
	2%	3%	3%	1%	2%	3%	1%
FedEx	12	1	4	4	3	5	7
	1%	1%	2%	2%	2%	1%	2%
Amazon Logistics	11	-	3	*	8	3	8
	1%	-%	1%	*%	4%	1%	2%
					ac		
TNT Express	11	3	5	1	1	8	3
	1%	1%	2%	1%	1%	2%	1%
UK Mail	8	3	2	2	2	5	3
	1%	1%	1%	1%	1%	1%	1%
Yodel	8	2	4	1	1	6	2
	1%	1%	2%	*%	1%	1%	*%
Pitney Bowes	3	*	*	3	*	*	3
	*%	*%	*%	1%	*%	*%	1%
MHI (Mail Handling International)	2	-	*	2	-	*	2
	*%	-%	*%	1%	-%	*%	*%
Secured Mail	2	-	-	-	2	-	2
	*%	-%	-%	-%	1%	-%	*%

Columns Tested:: a,b,c,d - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 271 (continuation)

QN3B. In the last month which of the following companies have you sent a small parcel with?

Base: All sending parcels and packets (QV6a=3)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	907	236	275	223	173	511	396
Effective base	360	96	95	92	78	190	170
Weighted Base	864	236	237	214	178	473	392
Whistl (Previously known as TNT Post)	1	*	*	1	*	*	1
	*%	*%	*%	*%	*%	*%	*%
Citipost	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	-%
DX	*	-	*	-	*	*	*
	*%	-%	*%	-%	*%	*%	*%
Someone else	3	2	*	*	*	3	1
	*%	1%	*%	*%	*%	1%	*%
Have not sent a parcel in the last month	112	22	43	21	26	65	47
	13%	9%	18%	10%	15%	14%	12%
NET: Royal Mail	639	174	169	163	133	343	296
	74%	74%	71%	76%	75%	73%	76%
NET: Provider other than RM	255	68	57	75	54	126	129
	29%	29%	24%	35%	30%	27%	33%
NET: RM ONLY	497	145	136	118	97	282	215
	58%	62%	58%	55%	55%	60%	55%
NET: Provider other than RM ONLY	113	39	25	30	18	64	48
	13%	17%	11%	14%	10%	14%	12%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	645	198	447	432	91	34	88	213
Effective base	263	76	187	246	53	18	50	84
Weighted Base	655	173	482	632	17	4	2	22
1st class - all the time	198	82	116	189	7	1	1	9
	30%	48%	24%	30%	41%	40%	29%	40%
		b						
1st class - most of the time	105	32	73	100	4	1	1	5
	16%	19%	15%	16%	23%	19%	33%	24%
							a	
1st and 2nd class in equal amounts	77	10	67	73	2	1	1	4
	12%	6%	14%	11%	14%	24%	32%	18%
							ab	
2nd class - most of the time	178	24	154	175	2	*	*	3
	27%	14%	32%	28%	15%	8%	6%	13%
			a	bde				
2nd class - all the time	94	23	70	92	1	*	*	1
	14%	14%	15%	15%	6%	9%	*%	6%
				de				
Never send parcels	*	*	*	*	-	-	*	*
	*%	*%	*%	*%	-%	-%	1%	*%
Don't Know (DO NOT READ OUT)	3	*	3	3	-	-	-	-
	1%	*%	1%	1%	-%	-%	-%	-%
NET: Any 1st Class	380	125	255	361	13	3	2	18
	58%	72%	53%	57%	79%	83%	93%	81%
		b			a	a	ab	a
NET: Any 2nd Class	348	57	291	340	6	1	1	8
	53%	33%	60%	54%	35%	41%	38%	36%
			a	bde				

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	645	260	113	59	50	75	88	432	91	122
Effective base	263	163	59	28	29	43	50	246	53	41
Weighted Base	655	439	149	45	10	10	2	632	17	6
1st class - all the time	198	115	55	19	4	4	1	189	7	2
	30%	26%	37%	42%	43%	39%	29%	30%	41%	35%
									a	
1st class - most of the time	105	76	17	7	2	2	1	100	4	1
	16%	17%	11%	16%	25%	21%	33%	16%	23%	24%
							abg			
1st and 2nd class in equal amounts	77	46	17	10	1	2	1	73	2	2
	12%	10%	12%	22%	10%	22%	32%	11%	14%	27%
						a	abdgh			ag
2nd class - most of the time	178	130	40	5	1	1	*	175	2	*
	27%	30%	27%	11%	14%	13%	6%	28%	15%	7%
		cefhi	fi					cefhi		
2nd class - all the time	94	69	19	4	1	1	*	92	1	*
	14%	16%	13%	9%	8%	5%	*%	15%	6%	5%
		f	f					f		
Never send parcels	*	-	-	*	-	-	*	*	-	*
	*%	-%	-%	*%	-%	-%	1%	*%	-%	*%
Don't Know (DO NOT READ OUT)	3	3	*	-	-	-	-	3	-	-
	1%	1%	*%	-%	-%	-%	-%	1%	-%	-%
NET: Any 1st Class	380	236	89	36	8	8	2	361	13	5
	58%	54%	60%	80%	78%	82%	93%	57%	79%	87%
				ag	ag	abg	abdgh		abg	abg
NET: Any 2nd Class	348	245	77	18	3	4	1	340	6	2
	53%	56%	51%	41%	32%	40%	38%	54%	35%	40%
		dfh						dfh		

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	645	284	85	38	19	78
Effective base	263	168	33	13	5	11
Weighted Base	655	456	78	23	4	16
1st class - all the time	198	117	33	10	2	9
	30%	26%	42%	45%	52%	55%
						a
1st class - most of the time	105	67	12	5	1	2
	16%	15%	16%	22%	23%	10%
1st and 2nd class in equal amounts	77	49	14	6	1	1
	12%	11%	19%	27%	19%	6%
2nd class - most of the time	178	140	14	1	*	4
	27%	31%	18%	6%	6%	23%
2nd class - all the time	94	80	4	-	*	1
	14%	18%	5%	-%	*%	4%
Never send parcels	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%
Don't Know (DO NOT READ OUT)	3	3	-	-	-	-
	1%	1%	-%	-%	-%	-%
NET: Any 1st Class	380	233	59	22	4	11
	58%	51%	76%	94%	93%	72%
			a	a		
NET: Any 2nd Class	348	269	33	8	1	5
	53%	59%	42%	33%	26%	34%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	*d	e	f	g	h	i	j	k	l	m
Unweighted Base	645	42	34	63	22	36	46	38	48	34	363	96	101	85
Effective base	263	29	21	36	11	21	28	29	25	21	217	54	62	25
Weighted Base	655	66	52	110	26	45	80	97	68	46	589	33	25	8
1st class - all the time	198	16	16	47	3	16	23	28	27	7	182	8	6	2
	30%	24%	31%	42% i	12%	36%	28%	29%	40%	15%	31%	24%	24%	22%
1st class - most of the time	105	14	*	29	2	5	13	10	6	14	91	7	5	1
	16%	20% b	*%	26% b	8%	10%	16%	11%	8%	30% b	16%	20% b	22% b	18%
1st and 2nd class in equal amounts	77	10	15	12	5	9	7	6	3	*	66	7	2	1
	12%	15%	28% ghijl	11%	19%	20% i	9%	6%	5%	*%	11%	22% ijl	8%	17%
2nd class - most of the time	178	22	14	7	7	11	30	30	20	20	161	7	7	2
	27%	33% c	28% c	7%	27%	25%	37% c	31% c	29% c	44% c	27% c	22%	31% c	29% c
2nd class - all the time	94	5	7	16	9	4	8	20	12	5	86	4	3	1
	14%	7%	13%	15%	34%	9%	10%	20%	18%	11%	15%	11%	14%	13%
Never send parcels	*	-	-	-	-	-	-	-	-	*	*	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	1%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	-	-	3	-	-	3	*	*	*
	1%	-%	-%	-%	-%	-%	-%	3%	-%	-%	*%	1%	2%	1%
NET: Any 1st Class	380	40	31	87	10	29	42	44	36	21	340	22	13	5
	58%	60%	59%	79% fghijl	39%	66%	53%	46%	53%	46%	58%	66%	53%	56%
NET: Any 2nd Class	348	37	36	35	21	24	44	56	35	25	313	18	13	5
	53%	55%	69% c	32%	80%	54%	56%	57% c	52%	55%	53% c	55% c	52%	59% c

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	d	e	*f	g	h	a	b	a	b
Unweighted Base	645	25	77	3	44	140	26	41	252	520	125	564	81
Effective base	263	8	33	3	18	62	10	14	107	214	50	245	21
Weighted Base	655	18	88	*	39	196	15	36	213	549	106	623	32
1st class - all the time	198	7	26	*	12	67	1	12	59	179	19	189	9
	30%	40%	29%	48%	32%	34%	9%	33%	28%	33% b	18%	30%	29%
1st class - most of the time	105	1	16	*	2	33	*	6	40	91	14	99	6
	16%	7%	18%	17%	5%	17%	1%	16%	19%	17%	13%	16%	17%
1st and 2nd class in equal amounts	77	*	9	-	4	17	7	5	32	65	12	73	4
	12%	1%	10%	-%	11%	9%	44%	14%	15%	12%	11%	12%	12%
2nd class - most of the time	178	6	25	*	16	39	5	8	65	134	44	167	11
	27%	32%	28%	35%	42%	20%	32%	21%	31%	24%	41% a	27%	35%
2nd class - all the time	94	4	12	-	4	40	2	5	17	79	15	92	2
	14%	20%	14%	-%	11%	20% h	14%	15%	8%	14%	14%	15%	6%
Never send parcels	*	-	-	-	-	*	-	-	*	*	*	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	*%	*%	*%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	*	-	*	-	1	3	3	-
	1%	-%	-%	-%	-%	*%	-%	1%	-%	*%	3% a	1%	-%
NET: Any 1st Class	380	9	51	*	19	117	8	23	130	335	45	361	19
	58%	48%	58%	65%	47%	60%	53%	63%	61%	61% b	42%	58%	59%
NET: Any 2nd Class	348	9	46	*	25	96	14	18	114	278	70	331	17
	53%	53%	53%	35%	63%	49%	90%	50%	54%	51%	67% a	53%	53%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	645	640	5	260	166	219
Effective base	263	261	2	108	56	100
Weighted Base	655	647	7	266	120	269
1st class - all the time	198	193	5	89	28	81
	30%	30%	63%	34%	23%	30%
1st class - most of the time	105	103	2	42	27	36
	16%	16%	32%	16%	23%	13%
1st and 2nd class in equal amounts	77	77	-	29	19	29
	12%	12%	-%	11%	16%	11%
2nd class - most of the time	178	178	*	66	30	82
	27%	27%	5%	25%	25%	30%
2nd class - all the time	94	94	-	37	16	41
	14%	14%	-%	14%	13%	15%
Never send parcels	*	*	-	*	-	*
	*%	*%	-%	*%	-%	*%
Don't Know (DO NOT READ OUT)	3	3	-	3	-	*
	1%	1%	-%	1%	-%	*%
NET: Any 1st Class	380	372	7	160	74	145
	58%	58%	95%	60%	62%	54%
NET: Any 2nd Class	348	348	*	131	65	152
	53%	54%	5%	49%	54%	57%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	645	384	177	48	12	7	8	5	4	561	84	36	96	288	261
Effective base	263	197	51	10	3	3	4	2	2	248	16	6	56	141	65
Weighted Base	655	484	142	19	6	2	*	*	*	627	28	9	145	339	170
1st class - all the time	198	139	55	3	*	1	*	*	-	194	4	2	42	97	59
	30%	29%	39%	14%	6%	53%	10%	62%	-%	31%	16%	20%	29%	28%	35%
1st class - most of the time	105	80	15	7	2	*	*	*	-	96	9	2	26	54	25
	16%	17%	11%	37%	35%	2%	51%	*%	-%	15%	33%	25%	18%	16%	14%
				b							b				
1st and 2nd class in equal amounts	77	53	16	6	*	1	*	*	*	69	8	2	16	37	24
	12%	11%	11%	33%	*%	45%	39%	36%	97%	11%	28%	17%	11%	11%	14%
				ai											
2nd class - most of the time	178	144	27	3	3	-	-	*	-	171	7	3	35	109	34
	27%	30%	19%	16%	59%	-%	-%	1%	-%	27%	23%	39%	24%	32%	20%
2nd class - all the time	94	66	28	-	-	-	-	-	-	94	-	-	26	40	28
	14%	14%	20%	-%	-%	-%	-%	-%	-%	15%	-%	-%	18%	12%	16%
			j												
Never send parcels	*	-	*	-	-	-	-	-	*	*	*	*	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	3%	*%	*%	*%	-%	-%	*%
Don't Know (DO NOT READ OUT)	3	3	*	-	-	-	-	-	-	3	-	-	-	3	*
	1%	1%	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	1%	*%
NET: Any 1st Class	380	271	87	16	2	2	*	*	*	358	22	6	84	187	108
	58%	56%	61%	84%	41%	100%	100%	99%	97%	57%	77%	61%	58%	55%	63%
NET: Any 2nd Class	348	262	71	9	4	1	*	*	*	334	14	5	77	185	86
	53%	54%	50%	49%	59%	45%	39%	37%	97%	53%	51%	56%	53%	55%	50%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	*d	*e	*f	*g
Unweighted Base	645	396	371	483	645	152	200	316	61	33	29	15	16	13
Effective base	263	142	143	187	263	40	75	150	17	9	8	4	2	2
Weighted Base	655	306	346	448	655	80	182	363	47	15	9	6	7	2
1st class - all the time	198	89	88	122	198	20	51	106	8	2	1	3	*	2
	30%	29%	26%	27%	30%	25%	28%	29%	17%	12%	15%	52%	1%	77%
1st class - most of the time	105	58	62	79	105	15	34	60	11	3	3	2	*	*
	16%	19%	18%	18%	16%	19%	19%	17%	23%	21%	36%	31%	4%	2%
1st and 2nd class in equal amounts	77	42	48	58	77	17	27	47	7	1	3	*	*	*
	12%	14%	14%	13%	12%	21%	15%	13%	15%	4%	31%	4%	5%	16%
2nd class - most of the time	178	84	95	125	178	20	54	95	19	7	2	1	1	*
	27%	28%	28%	28%	27%	25%	30%	26%	41%	45%	18%	13%	21%	5%
2nd class - all the time	94	28	50	61	94	7	14	52	2	3	-	*	5	-
	14%	9%	15%	14%	14%	9%	8%	14%	4%	18%	-%	*%	70%	-%
Never send parcels	*	*	*	*	*	*	*	*	-	-	-	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	3	3	3	3	*	3	3	-	-	-	-	-	-
	1%	1%	1%	1%	1%	*%	1%	1%	-%	-%	-%	-%	-%	-%
NET: Any 1st Class	380	190	198	259	380	52	112	213	26	5	7	5	1	2
	58%	62%	57%	58%	58%	65%	61%	59%	54%	37%	82%	86%	9%	95%
NET: Any 2nd Class	348	155	193	244	348	44	95	194	28	10	4	1	6	*
	53%	51%	56%	54%	53%	55%	52%	53%	60%	67%	49%	17%	96%	21%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	645	507	44	29	27	9	16	13	38	104	96	162	96	25
Effective base	263	231	15	5	7	4	2	4	9	57	40	69	17	5
Weighted Base	655	584	38	13	10	3	2	4	9	135	95	154	50	13
1st class - all the time	198	178	12	1	3	2	*	3	4	39	14	50	20	*
	30%	30%	31%	8%	25%	58%	1%	68%	48%	28%	15%	32% b	40% b	1%
1st class - most of the time	105	90	5	5	2	*	2	*	2	27	29	15	3	5
	16%	15%	14%	39%	24%	5%	82%	7%	25%	20%	30% cd	10%	5%	42%
1st and 2nd class in equal amounts	77	68	6	*	1	*	*	1	1	19	11	21	7	1
	12%	12%	17%	1%	10%	5%	3%	25%	14%	14%	11%	13%	13%	5%
2nd class - most of the time	178	162	9	2	4	1	*	-	1	34	33	44	14	*
	27%	28%	24%	13%	41%	31%	14%	-%	13%	25%	34%	28%	28%	2%
2nd class - all the time	94	83	5	5	-	-	*	-	*	14	9	25	7	6
	14%	14%	14%	39%	-%	-%	*%	-%	*%	11%	9%	16%	14%	49%
Never send parcels	*	*	-	-	-	-	*	-	*	-	-	*	*	-
	*%	*%	-%	-%	-%	-%	1%	-%	*%	-%	-%	*%	*%	-%
Don't Know (DO NOT READ OUT)	3	3	*	-	-	-	-	-	-	3	*	*	-	-
	1%	1%	1%	-%	-%	-%	-%	-%	-%	2%	*%	*%	-%	-%
NET: Any 1st Class	380	336	24	6	6	2	2	4	8	84	54	86	29	6
	58%	58%	61%	49%	59%	69%	86%	100%	87%	62%	56%	55%	59%	48%
NET: Any 2nd Class	348	313	21	7	5	1	*	1	2	68	52	89	27	7
	53%	54%	54%	53%	51%	37%	17%	25%	27%	50%	55%	58%	55%	57%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	645	186	136	203	95	25	410	49	181	556	89	451	32
Effective base	263	102	63	73	23	5	183	17	64	238	25	181	6
Weighted Base	655	251	137	203	53	11	479	39	136	594	61	432	17
1st class - all the time	198	75	43	59	18	3	139	15	44	177	21	116	6
	30%	30%	31%	29%	34%	28%	29%	38%	32%	30%	34%	27%	34%
1st class - most of the time	105	42	25	32	3	2	63	8	34	97	8	79	*
	16%	17%	18%	16%	7%	19%	13%	20%	25% a	16%	13%	18%	2%
1st and 2nd class in equal amounts	77	32	13	24	7	*	53	6	17	70	7	51	7
	12%	13%	10%	12%	12%	4%	11%	15%	13%	12%	12%	12%	41% a
2nd class - most of the time	178	65	44	51	13	5	142	10	26	171	7	124	1
	27%	26%	32%	25%	25%	45%	30%	26%	19%	29%	11%	29%	4%
2nd class - all the time	94	34	12	36	12	*	78	*	15	76	18	58	3
	14%	13%	9%	18%	22%	*%	16%	1%	11%	13%	30% a	13%	20%
Never send parcels	*	-	-	*	*	-	*	-	*	*	*	*	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	*%	*%	*%	-%
Don't Know (DO NOT READ OUT)	3	3	-	-	-	*	3	-	*	3	-	3	-
	1%	1%	-%	-%	-%	4%	1%	-%	*%	1%	-%	1%	-%
NET: Any 1st Class	380	149	81	115	28	6	256	28	95	344	36	246	13
	58%	59%	59%	57%	53%	51%	53%	73%	70% a	58%	59%	57%	77%
NET: Any 2nd Class	348	131	69	112	31	5	274	16	58	316	32	233	11
	53%	52%	50%	55%	59%	49%	57% c	42%	43%	53%	52%	54%	64%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters		
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c
Unweighted Base	645	149	120	173	39	509	136	231	337	89	226	312	93
Effective base	263	63	33	68	5	223	40	79	120	24	86	122	33
Weighted Base	655	165	78	168	13	560	95	176	263	52	205	298	87
1st class - all the time	198	31	22	29	6	173	25	56	67	14	53	66	33
	30%	19%	28%	17%	50%	31%	26%	32%	25%	27%	26%	22%	37%
1st class - most of the time	105	29	16	36	1	83	22	37	53	15	39	50	15
	16%	18%	21%	22%	4%	15%	24%	21%	20%	29%	19%	17%	17%
1st and 2nd class in equal amounts	77	32	9	36	2	67	10	28	40	11	35	44	15
	12%	19%	11%	21%	15%	12%	10%	16%	15%	22%	17%	15%	17%
2nd class - most of the time	178	53	16	45	1	158	20	49	76	11	61	93	15
	27%	32%	20%	27%	11%	28%	21%	28%	29%	21%	30%	31%	17%
2nd class - all the time	94	19	15	22	3	76	18	6	25	1	18	42	10
	14%	11%	20%	13%	20%	14%	19%	4%	9%	2%	9%	14%	12%
Never send parcels	*	-	*	*	-	*	*	-	*	-	-	*	-
	*%	-%	*%	*%	-%	*%	*%	-%	*%	-%	-%	*%	-%
Don't Know (DO NOT READ OUT)	3	*	-	-	-	3	-	-	3	-	-	3	-
	1%	*%	-%	-%	-%	1%	-%	-%	1%	-%	-%	1%	-%
NET: Any 1st Class	380	93	47	101	9	323	57	121	160	40	127	161	62
	58%	56%	60%	60%	69%	58%	60%	69%	61%	77%	62%	54%	71%
NET: Any 2nd Class	348	104	40	103	6	301	47	83	140	23	114	179	40
	53%	63%	51%	61%	46%	54%	50%	47%	53%	44%	56%	60%	46%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	645	460	410	138	1	381	352	548	385	302	16
Effective base	263	180	171	52	1	140	136	232	141	118	3
Weighted Base	655	456	425	132	1	303	332	580	332	275	8
1st class - all the time	198	142	102	47	-	88	87	175	115	17	*
	30%	31%	24%	36%	-%	29%	26%	30%	35% b	6%	6%
1st class - most of the time	105	82	68	29	1	58	56	93	72	36	*
	16%	18%	16%	22%	100%	19%	17%	16%	22%	13%	4%
1st and 2nd class in equal amounts	77	67	45	15	-	42	44	67	52	51	7
	12%	15%	10%	11%	-%	14%	13%	12%	16%	19%	86%
2nd class - most of the time	178	122	142	34	-	84	92	161	75	109	*
	27%	27%	33%	26%	-%	28%	28%	28%	23%	40% a	4%
2nd class - all the time	94	39	68	6	-	28	50	82	15	58	-
	14%	9%	16% ac	5%	-%	9%	15%	14%	5%	21% a	-%
Never send parcels	*	*	*	-	-	*	*	*	*	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%
Don't Know (DO NOT READ OUT)	3	3	*	*	-	3	3	3	3	3	-
	1%	1%	*%	*%	-%	1%	1%	1%	1%	1%	-%
NET: Any 1st Class	380	291	214	91	1	187	187	334	239	104	7
	58%	64% b	50%	69% b	100%	62%	56%	58%	72% b	38%	96%
NET: Any 2nd Class	348	228	255	56	-	154	187	310	142	219	7
	53%	50%	60% c	42%	-%	51%	56%	53%	43%	80% a	90%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	*b	*c	*d
Unweighted Base	645	292	272	281	58	38	318	269	60	28	23	16
Effective base	263	113	122	112	30	20	114	103	23	7	8	5
Weighted Base	655	281	296	284	83	51	275	238	55	17	16	10
1st class - all the time	198	92	10	98	28	15	88	10	12	11	3	2
	30%	33%	4%	35%	34%	29%	32%	4%	22%	66%	17%	20%
		b		b	b	b	b					
1st class - most of the time	105	72	33	60	25	13	65	19	10	3	3	*
	16%	26%	11%	21%	30%	25%	24%	8%	18%	17%	19%	*%
		b		b	b		b					
1st and 2nd class in equal amounts	77	48	49	37	10	8	45	47	5	1	3	5
	12%	17%	17%	13%	12%	15%	16%	20%	10%	5%	19%	46%
2nd class - most of the time	178	61	132	70	15	13	67	108	22	2	3	3
	27%	22%	45%	25%	18%	25%	24%	45%	39%	13%	19%	30%
			acd					a				
2nd class - all the time	94	6	68	16	4	3	10	51	6	-	4	-
	14%	2%	23%	6%	5%	6%	4%	21%	11%	-%	26%	-%
			acd					a				
Never send parcels	*	*	*	*	-	-	-	*	-	-	-	-
	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	3	3	3	3	-	-	*	3	-	-	-	*
	1%	1%	1%	1%	-%	-%	*%	1%	-%	-%	-%	4%
NET: Any 1st Class	380	211	93	194	63	35	198	76	27	15	9	7
	58%	75%	31%	69%	76%	69%	72%	32%	50%	87%	55%	66%
		b		b	b	b	b					
NET: Any 2nd Class	348	115	249	123	30	24	122	206	33	3	10	7
	53%	41%	84%	43%	36%	47%	44%	86%	60%	17%	64%	75%
			acde					a				

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	*b	a	b
Unweighted Base	645	555	414	592	514	380	394	567	108	1	539	27	218	397
Effective base	263	225	155	239	208	151	143	237	35	1	218	13	96	156
Weighted Base	655	548	366	583	522	369	328	592	99	1	534	34	235	392
1st class - all the time	198	158	108	170	161	118	112	171	35	1	151	14	56	129
	30%	29%	29%	29%	31%	32%	34%	29%	35%	100%	28%	40%	24%	33%
1st class - most of the time	105	87	59	89	80	60	65	89	13	-	88	2	32	67
	16%	16%	16%	15%	15%	16%	20%	15%	13%	-%	16%	5%	13%	17%
1st and 2nd class in equal amounts	77	67	49	71	58	46	51	70	15	-	57	7	28	45
	12%	12%	13%	12%	11%	13%	15%	12%	15%	-%	11%	21%	12%	11%
2nd class - most of the time	178	154	89	160	147	89	74	173	26	-	154	3	90	85
	27%	28%	24%	28%	28%	24%	23%	29%	26%	-%	29%	8%	38% b	22%
2nd class - all the time	94	79	59	89	73	53	26	87	10	-	81	9	29	62
	14%	14%	16%	15%	14%	14%	8%	15% a	11%	-%	15%	26%	12%	16%
Never send parcels	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%
Don't Know (DO NOT READ OUT)	3	3	3	3	3	3	*	1	-	-	3	-	-	3
	1%	1%	1%	1%	1%	1%	*%	*%	-%	-%	1%	-%	-%	1%
NET: Any 1st Class	380	312	216	330	300	224	228	330	63	1	296	23	116	242
	58%	57%	59%	57%	57%	61%	69% b	56%	63%	100%	55%	66%	49%	62%
NET: Any 2nd Class	348	299	196	321	277	188	150	331	52	-	292	19	147	192
	53%	55%	54%	55%	53%	51%	46%	56%	52%	-%	55%	55%	62% b	49%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	645	241	15	99	189	136	350	156	116	113	390	251	394
Effective base	263	86	6	31	73	55	143	63	46	44	165	89	177
Weighted Base	655	214	16	66	194	132	356	165	105	107	423	185	470
1st class - all the time	198	45	1	10	52	38	105	53	21	24	144	45	153
	30%	21%	8%	15%	27%	29%	29%	32%	20%	22%	34%	24%	33%
1st class - most of the time	105	38	5	8	38	26	49	29	14	11	76	32	73
	16%	18%	30%	13%	19%	20%	14%	18%	13%	11%	18%	18%	15%
1st and 2nd class in equal amounts	77	40	4	13	32	22	41	13	15	16	44	28	49
	12%	19%	26%	19%	16%	17%	12%	8%	14%	15%	10%	15%	10%
2nd class - most of the time	178	60	2	19	53	31	98	49	38	42	95	61	117
	27%	28%	13%	28%	27%	23%	28%	30%	36%	39% c	22%	33%	25%
2nd class - all the time	94	31	4	16	21	14	62	18	17	15	62	16	78
	14%	15%	24%	24%	11%	11%	17%	11%	16%	14%	15%	8%	17%
Never send parcels	*	*	-	-	*	*	*	-	*	-	*	*	*
	*%	*%	-%	-%	*%	*%	*%	-%	*%	-%	*%	*%	*%
Don't Know (DO NOT READ OUT)	3	-	-	*	-	*	*	3	*	-	3	3	1
	1%	-%	-%	1%	-%	*%	*%	2%	*%	-%	1%	2%	*%
NET: Any 1st Class	380	123	10	31	121	87	195	95	49	51	264	105	274
	58%	58%	63%	47%	62%	66%	55%	58%	47%	47%	62%	57%	58%
NET: Any 2nd Class	348	131	10	47	105	67	201	80	70	72	201	105	244
	53%	61%	63%	72%	54%	51%	57%	48%	66% c	67% c	47%	57%	52%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 272 (continuation)

QN4a. When sending parcels using Royal Mail/Parcelforce, which service do you tend to use?

Base: All using RM or Parcelforce to send a small parcel in the last month (QN3B=1 OR 7)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	645	163	183	173	126	346	299
Effective base	263	69	66	69	60	134	129
Weighted Base	655	182	170	166	137	352	303
1st class - all the time	198	67	46	47	38	113	85
	30%	37%	27%	29%	28%	32%	28%
1st class - most of the time	105	26	30	21	27	57	48
	16%	15%	18%	13%	19%	16%	16%
1st and 2nd class in equal amounts	77	12	17	24	24	28	48
	12%	6%	10%	14%	18%	8%	16%
					a		a
2nd class - most of the time	178	53	48	59	18	101	77
	27%	29%	28%	35%	13%	29%	25%
		d	d	d			
2nd class - all the time	94	23	26	14	30	49	44
	14%	13%	15%	9%	22%	14%	15%
					c		
Never send parcels	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
Don't Know (DO NOT READ OUT)	3	-	3	-	-	3	-
	1%	-%	2%	-%	-%	1%	-%
NET: Any 1st Class	380	105	93	93	89	198	182
	58%	58%	55%	56%	65%	56%	60%
NET: Any 2nd Class	348	88	91	97	73	179	170
	53%	49%	53%	58%	53%	51%	56%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	294	79	215	146	57	21	70	148
Effective base	95	28	68	83	34	11	36	48
Weighted Base	219	53	167	203	13	2	1	16
Lower cost of postage	129	35	95	124	4	*	*	5
	59%	65%	57%	61% bde	34%	20%	29%	32%
More convenient for me to drop the parcel off	42	7	35	41	1	-	*	1
	19%	13%	21%	20% e	7%	-%	7%	6%
Better ability to track the delivery	32	4	28	29	3	*	*	4
	15%	8%	17%	14%	23%	22%	12%	22%
Quicker delivery	29	11	18	25	4	*	*	4
	13%	20%	11%	12%	27% a	7%	18%	24%
More convenient for me to have the parcel collected	26	5	21	24	1	1	*	2
	12%	9%	13%	12%	9%	32%	27% a	13%
Lower cost of insurance	25	2	23	23	1	*	*	1
	11%	3%	14%	11%	10%	5%	9%	9%
Guarantee that the parcel would arrive on time	24	*	24	22	2	*	*	2
	11%	1%	14%	11%	15%	4%	22%	14%
Parcel less likely to get lost	20	5	15	19	*	-	*	*
	9%	9%	9%	10%	3%	-%	3%	2%
Ability to set a specific date/time for delivery	12	1	10	10	2	*	*	2
	5%	3%	6%	5%	12%	8%	23% a	12%
More convenient for the recipient to take the delivery	12	1	10	10	1	*	*	1
	5%	2%	6%	5%	8%	14%	6%	9%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	*c	d	e
Unweighted Base	294	79	215	146	57	21	70	148
Effective base	95	28	68	83	34	11	36	48
Weighted Base	219	53	167	203	13	2	1	16
Guarantee that the parcel would arrive intact	10	3	7	10	*	*	*	*
	5%	6%	4%	5%	3%	*%	11%	3%
The business has a contract with the provider	8	*	8	8	*	-	*	*
	4%	*%	5%	4%	1%	-%	10%	1%
It's a decision taken by the business	5	2	4	5	*	*	*	1
	2%	3%	2%	2%	2%	16%	9%	4%
Ability to select an express service	4	*	4	4	*	*	*	*
	2%	*%	2%	2%	*%	1%	9% e	1%
Recommended by other	2	-	2	2	*	-	*	*
	1%	-%	1%	1%	1%	-%	4%	1%
Other	21	12	8	19	1	*	*	2
	9%	23% b	5%	9%	10%	17%	8%	11%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	*c	*d	e	f	g	h	i
Unweighted Base	294	77	42	27	29	49	70	146	57	91
Effective base	95	46	27	15	20	23	36	83	34	25
Weighted Base	219	128	56	19	8	7	1	203	13	3
Lower cost of postage	129	87	30	7	3	2	*	124	4	1
	59%	68%	54%	36%	35%	28%	29%	61%	34%	23%
		efhi	fi					efhi		
More convenient for me to drop the parcel off	42	31	8	2	-	1	*	41	1	*
	19%	24%	14%	10%	-%	13%	7%	20%	7%	3%
		fhi						i		
Better ability to track the delivery	32	24	1	4	2	2	*	29	3	1
	15%	19%	2%	20%	22%	24%	12%	14%	23%	18%
		b				b			b	
Quicker delivery	29	12	7	7	2	1	*	25	4	*
	13%	9%	12%	34%	28%	21%	18%	12%	27%	11%
									ag	
More convenient for me to have the parcel collected	26	17	4	3	1	1	*	24	1	1
	12%	13%	6%	14%	14%	9%	27%	12%	9%	30%
							bg			bg
Lower cost of insurance	25	12	12	-	-	1	*	23	1	*
	11%	9%	21%	-%	-%	20%	9%	11%	10%	6%
Guarantee that the parcel would arrive on time	24	8	10	4	1	1	*	22	2	*
	11%	6%	18%	21%	17%	9%	22%	11%	15%	11%
							a			
Parcel less likely to get lost	20	7	10	2	*	*	*	19	*	*
	9%	6%	18%	9%	4%	*%	3%	10%	3%	1%
			efhi							
Ability to set a specific date/time for delivery	12	5	2	3	1	1	*	10	2	*
	5%	4%	3%	14%	11%	12%	23%	5%	12%	13%
							abg			

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	*c	*d	e	f	g	h	i
Unweighted Base	294	77	42	27	29	49	70	146	57	91
Effective base	95	46	27	15	20	23	36	83	34	25
Weighted Base	219	128	56	19	8	7	1	203	13	3
More convenient for the recipient to take the delivery	12	4	5	1	1	1	*	10	1	*
	5%	3%	10%	5%	8%	10%	6%	5%	8%	11%
Guarantee that the parcel would arrive intact	10	6	2	1	*	*	*	10	*	*
	5%	5%	4%	7%	*%	5%	11%	5%	3%	4%
The business has a contract with the provider	8	1	5	1	*	*	*	8	*	*
	4%	1%	9%	7%	*%	1%	10%	4%	1%	4%
It's a decision taken by the business	5	*	3	1	*	*	*	5	*	*
	2%	*%	6%	8%	1%	7%	9%	2%	2%	14% ag
Ability to select an express service	4	4	*	*	-	*	*	4	*	*
	2%	3%	*%	1%	-%	1%	9%	2%	*%	4%
Recommended by other	2	2	*	-	*	-	*	2	*	*
	1%	1%	*%	-%	1%	-%	4%	1%	1%	1%
Other	21	12	7	*	1	*	*	19	1	*
	9%	9%	12%	1%	16%	5%	8%	9%	10%	14%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	294	98	52	20	8	61
Effective base	95	55	15	7	3	17
Weighted Base	219	151	26	8	1	8
Lower cost of postage	129	94	16	3	*	3
	59%	62%	64%	34%	38%	33%
		e				
More convenient for me to drop the parcel off	42	30	8	1	*	*
	19%	20%	30%	16%	31%	1%
		e	e			
Better ability to track the delivery	32	22	1	2	*	1
	15%	14%	4%	23%	30%	15%
Quicker delivery	29	14	6	1	-	2
	13%	9%	23%	18%	-%	25%
More convenient for me to have the parcel collected	26	15	2	2	*	*
	12%	10%	7%	24%	*%	5%
Lower cost of insurance	25	15	5	2	*	1
	11%	10%	18%	23%	4%	14%
Guarantee that the parcel would arrive on time	24	18	3	1	*	1
	11%	12%	11%	18%	4%	11%
Parcel less likely to get lost	20	15	1	*	-	*
	9%	10%	4%	1%	-%	3%
Ability to set a specific date/time for delivery	12	7	*	3	*	1
	5%	4%	1%	41%	30%	10%
More convenient for the recipient to take the delivery	12	8	1	1	-	1
	5%	5%	3%	15%	-%	7%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	*c	*d	e
Unweighted Base	294	98	52	20	8	61
Effective base	95	55	15	7	3	17
Weighted Base	219	151	26	8	1	8
Guarantee that the parcel would arrive intact	10	8	*	2	-	*
	5%	5%	*%	24%	-%	5%
The business has a contract with the provider	8	5	*	1	-	*
	4%	3%	*%	16%	-%	2%
It's a decision taken by the business	5	2	1	*	*	2
	2%	1%	4%	2%	*%	20%
						a
Ability to select an express service	4	4	*	-	-	*
	2%	2%	1%	-%	-%	1%
Recommended by other	2	2	*	-	-	*
	1%	1%	*%	-%	-%	1%
Other	21	11	4	-	-	1
	9%	7%	16%	-%	-%	9%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted Base	294	14	18	29	10	14	32	9	18	14	158	38	32	66
Effective base	95	8	9	14	6	7	17	8	6	9	80	18	20	11
Weighted Base	219	19	16	37	12	18	40	27	15	15	199	10	6	4
Lower cost of postage	129	12	10	17	9	13	21	19	9	8	118	6	3	2
	59%	63%	62%	45%	72%	77%	52%	70%	60%	55%	59%	60%	53%	44%
More convenient for me to drop the parcel off	42	1	3	8	-	3	12	*	7	3	39	2	1	1
	19%	7%	18%	22%	-%	18%	29%	1%	46%	24%	19%	18%	9%	16%
Better ability to track the delivery	32	3	1	2	1	5	9	3	4	*	30	2	*	1
	15%	18%	9%	7%	11%	29%	22%	10%	27%	2%	15%	16%	5%	18%
Quicker delivery	29	-	4	2	3	3	6	7	*	1	26	1	1	*
	13%	-%	23%	6%	28%	16%	16%	24%	1%	9%	13%	11%	12%	6%
More convenient for me to have the parcel collected	26	4	2	5	-	1	3	5	1	2	23	*	1	1
	12%	19%	10%	13%	-%	8%	8%	19%	7%	13%	11%	3%	24%	24%
Lower cost of insurance	25	7	-	6	3	-	4	3	1	-	24	*	*	*
	11%	38%	-%	15%	27%	-%	10%	10%	8%	-%	12%	1%	6%	6%
Guarantee that the parcel would arrive on time	24	4	6	3	*	2	5	-	1	2	22	1	*	1
	11%	23%	37%	7%	2%	9%	12%	-%	3%	15%	11%	8%	2%	29%
Parcel less likely to get lost	20	1	-	6	2	3	7	-	-	-	19	*	*	1
	9%	6%	-%	16%	16%	18%	17%	-%	-%	-%	10%	*%	2%	16%
Ability to set a specific date/time for delivery	12	-	*	4	3	*	2	-	*	*	10	1	*	*
	5%	-%	*%	10%	27%	1%	5%	-%	2%	2%	5%	13%	3%	8%
More convenient for the recipient to take the delivery	12	-	-	*	1	*	3	-	2	2	8	3	-	1
	5%	-%	-%	1%	7%	1%	7%	-%	11%	15%	4%	26%	-%	24%
												jl		j

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		*a	*b	*c	*d	*e	f	*g	*h	*i	j	k	l	m
Unweighted Base	294	14	18	29	10	14	32	9	18	14	158	38	32	66
Effective base	95	8	9	14	6	7	17	8	6	9	80	18	20	11
Weighted Base	219	19	16	37	12	18	40	27	15	15	199	10	6	4
Guarantee that the parcel would arrive intact	10	*	*	-	-	5	4	-	-	-	9	1	-	1
	5%	*%	2%	-%	-%	26%	10%	-%	-%	-%	4%	6%	-%	17%
The business has a contract with the provider	8	5	-	-	1	-	1	-	-	*	8	*	-	*
	4%	28%	-%	-%	11%	-%	3%	-%	-%	*%	4%	1%	-%	5%
It's a decision taken by the business	5	-	1	*	-	-	3	-	*	-	5	*	*	*
	2%	-%	9%	*%	-%	-%	7%	-%	1%	-%	2%	3%	7%	3%
Ability to select an express service	4	-	-	-	-	-	2	-	-	2	3	1	*	*
	2%	-%	-%	-%	-%	-%	5%	-%	-%	11%	2%	5%	*%	5%
Recommended by other	2	-	-	-	-	-	2	-	-	-	2	-	*	*
	1%	-%	-%	-%	-%	-%	5%	-%	-%	-%	1%	-%	1%	3%
Other	21	4	*	3	-	*	3	4	2	2	19	*	1	1
	9%	23%	*%	8%	-%	*%	8%	16%	13%	15%	10%	4%	13%	13%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base	294	8	38	4	28	56	9	11	124	245	49	251	43
Effective base	95	2	14	2	11	17	4	5	43	79	16	85	11
Weighted Base	219	6	33	*	29	52	6	4	73	184	35	201	18
Lower cost of postage	129	6	13	-	18	37	3	1	40	109	20	119	10
	59%	90%	38%	-%	64%	71%	55%	37%	54%	59%	57%	59%	55%
More convenient for me to drop the parcel off	42	4	1	-	10	12	-	-	12	35	7	41	1
	19%	68%	3%	-%	36%	23%	-%	-%	16%	19%	20%	20%	3%
Better ability to track the delivery	32	-	3	-	6	8	*	*	13	26	7	31	1
	15%	-%	8%	-%	22%	15%	4%	8%	17%	14%	19%	16%	6%
Quicker delivery	29	-	6	*	7	5	2	*	7	23	5	23	6
	13%	-%	17%	61%	25%	9%	38%	6%	10%	13%	15%	11%	32%
More convenient for me to have the parcel collected	26	*	6	-	*	1	*	*	18	15	11	24	1
	12%	3%	18%	-%	*%	2%	5%	4%	24% e	8%	30% a	12%	8%
Lower cost of insurance	25	*	1	-	1	3	2	1	13	23	1	23	1
	11%	*%	4%	-%	5%	6%	39%	25%	18%	13%	4%	12%	8%
Guarantee that the parcel would arrive on time	24	*	7	*	8	1	-	-	5	20	4	21	3
	11%	1%	21%	18%	27%	1%	-%	-%	7%	11%	13%	11%	17%
Parcel less likely to get lost	20	-	5	*	5	2	-	*	6	19	1	18	2
	9%	-%	16%	18%	17%	4%	-%	1%	9%	10%	3%	9%	12%
Ability to set a specific date/time for delivery	12	*	2	*	2	*	2	1	5	10	1	11	*
	5%	1%	6%	18%	8%	*%	38%	14%	6%	6%	4%	6%	2%
More convenient for the recipient to take the delivery	12	-	4	*	*	1	-	1	3	11	*	11	1
	5%	-%	11%	13%	1%	3%	-%	40%	4%	6%	1%	5%	5%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	h	a	b	a	b
Unweighted Base	294	8	38	4	28	56	9	11	124	245	49	251	43
Effective base	95	2	14	2	11	17	4	5	43	79	16	85	11
Weighted Base	219	6	33	*	29	52	6	4	73	184	35	201	18
Guarantee that the parcel would arrive intact	10	-	1	-	3	2	-	-	3	10	*	10	*
	5%	-%	4%	-%	11%	4%	-%	-%	4%	5%	*%	5%	*%
The business has a contract with the provider	8	*	1	-	4	*	-	*	1	7	1	8	*
	4%	1%	4%	-%	14%	*%	-%	1%	2%	4%	4%	4%	1%
It's a decision taken by the business	5	-	1	*	*	*	2	1	1	5	*	2	3
	2%	-%	4%	26%	1%	*%	31%	31%	1%	3%	1%	1%	18% a
Ability to select an express service	4	*	*	-	*	*	-	-	3	4	*	4	*
	2%	1%	1%	-%	*%	1%	-%	-%	5%	2%	*%	2%	*%
Recommended by other	2	-	*	-	-	*	-	-	2	2	-	2	*
	1%	-%	*%	-%	-%	*%	-%	-%	3%	1%	-%	1%	1%
Other	21	*	4	-	*	4	-	-	6	20	1	20	*
	9%	6%	12%	-%	1%	8%	-%	-%	8%	11%	2%	10%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	294	291	3	110	98	86
Effective base	95	94	1	42	24	31
Weighted Base	219	217	2	100	43	76
Lower cost of postage	129	129	*	53	21	55
	59%	59%	10%	53%	49%	73%
More convenient for me to drop the parcel off	42	42	-	16	11	14
	19%	19%	-%	16%	25%	19%
Better ability to track the delivery	32	32	-	15	6	12
	15%	15%	-%	15%	13%	15%
Quicker delivery	29	29	-	8	6	15
	13%	13%	-%	8%	15%	19%
More convenient for me to have the parcel collected	26	26	-	14	5	7
	12%	12%	-%	14%	11%	9%
Lower cost of insurance	25	25	-	3	10	11
	11%	11%	-%	3%	24%	15%
					a	
Guarantee that the parcel would arrive on time	24	24	-	7	14	3
	11%	11%	-%	7%	32%	4%
					ac	
Parcel less likely to get lost	20	20	-	6	6	7
	9%	9%	-%	6%	14%	10%
Ability to set a specific date/time for delivery	12	12	-	4	5	3
	5%	5%	-%	4%	11%	4%
More convenient for the recipient to take the delivery	12	12	-	1	7	3
	5%	5%	-%	1%	16%	5%
					a	

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	294	291	3	110	98	86
Effective base	95	94	1	42	24	31
Weighted Base	219	217	2	100	43	76
Guarantee that the parcel would arrive intact	10	10	*	1	5	4
	5%	5%	1%	1%	12%	5%
The business has a contract with the provider	8	8	-	7	1	*
	4%	4%	-%	7%	3%	*%
It's a decision taken by the business	5	5	-	4	2	*
	2%	2%	-%	4%	4%	*%
Ability to select an express service	4	4	-	2	2	*
	2%	2%	-%	2%	5%	1%
Recommended by other	2	2	-	-	2	*
	1%	1%	-%	-%	5%	*%
Other	21	19	2	13	*	8
	9%	9%	90%	13%	1%	10%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	k	*a	b	c
Unweighted Base	294	145	89	26	9	11	7	4	3	234	60	34	27	118	149
Effective base	95	60	28	6	4	3	1	1	1	89	11	7	16	45	35
Weighted Base	219	142	68	6	1	1	1	*	*	210	9	3	37	105	77
Lower cost of postage	129	76	48	3	*	1	*	*	*	125	5	1	15	62	53
	59%	54%	71%	54%	77%	57%	1%	87%	4%	59%	49%	40%	40%	59%	68%
More convenient for me to drop the parcel off	42	27	15	-	-	*	-	-	-	42	*	*	14	13	15
	19%	19%	22%	-%	-%	3%	-%	-%	-%	20%	*%	1%	37%	12%	20%
Better ability to track the delivery	32	21	10	*	*	1	*	*	*	31	1	1	4	17	11
	15%	15%	14%	4%	10%	59%	3%	85%	88%	15%	16%	36%	12%	16%	15%
Quicker delivery	29	19	10	*	-	*	*	-	*	28	*	*	3	15	10
	13%	13%	14%	3%	-%	3%	*%	-%	12%	13%	3%	2%	8%	15%	13%
More convenient for me to have the parcel collected	26	14	10	2	-	*	*	*	-	24	2	*	2	12	11
	12%	10%	14%	25%	-%	4%	*%	97%	-%	11%	18%	5%	5%	12%	15%
Lower cost of insurance	25	13	8	2	*	*	1	*	-	21	3	1	-	13	12
	11%	9%	13%	31%	10%	33%	94%	1%	-%	10%	35% ai	44% ai	-%	12%	15%
Guarantee that the parcel would arrive on time	24	19	3	2	*	*	*	*	-	22	2	*	6	13	5
	11%	14%	5%	27%	17%	11%	*%	1%	-%	11%	20%	7%	15%	13%	6%
Parcel less likely to get lost	20	7	13	-	*	-	*	-	-	20	*	*	-	7	13
	9%	5%	19% a	-%	10%	-%	2%	-%	-%	9%	1%	2%	-%	7%	16%
Ability to set a specific date/time for delivery	12	4	5	2	*	*	*	*	-	9	2	*	2	2	7
	5%	3%	8%	34%	10%	6%	3%	85%	-%	4%	25% ai	8%	6%	2%	10%
More convenient for the recipient to take the delivery	12	6	5	1	*	*	*	-	-	10	1	*	2	3	6
	5%	4%	7%	19%	7%	3%	*%	-%	-%	5%	13%	3%	6%	3%	8%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	*c	*d	*e	*f	*g	*h	i	j	k	*a	b	c
Unweighted Base	294	145	89	26	9	11	7	4	3	234	60	34	27	118	149
Effective base	95	60	28	6	4	3	1	1	1	89	11	7	16	45	35
Weighted Base	219	142	68	6	1	1	1	*	*	210	9	3	37	105	77
Guarantee that the parcel would arrive intact	10	1	8	1	*	*	-	-	-	9	1	*	-	1	9
	5%	1%	12% a	23%	3%	3%	-%	-%	-%	4%	15% a	2%	-%	1%	12%
The business has a contract with the provider	8	8	*	*	*	-	*	-	*	8	*	*	-	8	*
	4%	5%	*%	1%	3%	-%	*%	-%	8%	4%	1%	1%	-%	7%	*%
It's a decision taken by the business	5	3	2	*	*	-	*	-	-	5	*	*	1	2	2
	2%	2%	2%	5%	10%	-%	3%	-%	-%	2%	4%	3%	3%	2%	3%
Ability to select an express service	4	2	2	*	-	*	*	-	-	4	*	*	2	*	2
	2%	1%	3%	1%	-%	3%	*%	-%	-%	2%	1%	1%	4%	*%	3%
Recommended by other	2	*	2	-	-	*	-	-	-	2	*	*	-	*	2
	1%	*%	3%	-%	-%	3%	-%	-%	-%	1%	*%	1%	-%	*%	2%
Other	21	14	7	*	-	*	-	-	*	21	*	*	4	10	7
	9%	10%	10%	*%	-%	2%	-%	-%	4%	10%	1%	1%	10%	10%	9%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	294	172	163	217	294	101	110	111	27	16	17	18	14	14
Effective base	95	44	48	65	95	17	34	46	10	3	3	2	2	3
Weighted Base	219	95	114	157	219	35	84	114	23	6	3	2	7	2
Lower cost of postage	129	56	73	97	129	24	62	69	14	5	2	*	7	*
	59%	58%	64%	62%	59%	69%	74%	61%	60%	79%	83%	5%	96%	18%
More convenient for me to drop the parcel off	42	23	11	30	42	2	19	29	1	-	-	*	-	-
	19%	24%	10%	19%	19%	5%	23%	25%	4%	-%	-%	*%	-%	-%
Better ability to track the delivery	32	8	17	18	32	2	3	14	3	*	*	*	*	*
	15%	9%	15%	12%	15%	5%	4%	13%	14%	*%	*%	6%	1%	17%
Quicker delivery	29	13	16	21	29	3	9	11	3	5	*	*	1	*
	13%	14%	14%	13%	13%	10%	10%	10%	13%	90%	1%	14%	11%	2%
More convenient for me to have the parcel collected	26	8	10	12	26	4	10	7	2	*	1	*	1	*
	12%	8%	9%	8%	12%	11%	11%	6%	10%	1%	51%	6%	20%	2%
Lower cost of insurance	25	12	16	19	25	5	5	8	7	*	*	2	*	1
	11%	13%	14%	12%	11%	14%	6%	7%	32%	1%	11%	80%	1%	62%
Guarantee that the parcel would arrive on time	24	14	14	22	24	7	10	12	3	4	1	*	*	*
	11%	15%	12%	14%	11%	20%	12%	11%	15%	69%	51%	15%	2%	7%
Parcel less likely to get lost	20	6	9	12	20	4	7	11	*	1	*	*	*	*
	9%	6%	7%	8%	9%	12%	8%	9%	*%	18%	1%	*%	*%	5%
Ability to set a specific date/time for delivery	12	11	9	11	12	5	5	7	*	1	*	2	*	*
	5%	11%	8%	7%	5%	15%	6%	6%	1%	25%	2%	85%	*%	6%
More convenient for the recipient to take the delivery	12	7	6	8	12	2	4	6	*	1	1	*	*	*
	5%	8%	5%	5%	5%	6%	5%	5%	2%	20%	33%	1%	1%	*%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	*b	*c	*d	*e	*f	*g
Unweighted Base	294	172	163	217	294	101	110	111	27	16	17	18	14	14
Effective base	95	44	48	65	95	17	34	46	10	3	3	2	2	3
Weighted Base	219	95	114	157	219	35	84	114	23	6	3	2	7	2
Guarantee that the parcel would arrive intact	10	3	6	7	10	1	5	5	*	*	1	*	*	*
	5%	4%	5%	4%	5%	2%	6%	4%	*%	*%	51%	13%	*%	2%
The business has a contract with the provider	8	7	2	7	8	5	6	5	*	1	*	*	*	*
	4%	7%	1%	4%	4%	15%	8%	5%	1%	17%	3%	1%	*%	*%
It's a decision taken by the business	5	4	1	4	5	*	2	3	*	*	*	-	*	*
	2%	4%	1%	3%	2%	1%	2%	3%	2%	2%	*%	-%	*%	8%
Ability to select an express service	4	3	3	3	4	*	2	3	-	-	*	*	*	*
	2%	4%	3%	2%	2%	*%	2%	3%	-%	-%	1%	*%	*%	2%
Recommended by other	2	2	2	2	2	*	-	2	*	-	-	-	-	*
	1%	2%	2%	1%	1%	*%	-%	2%	1%	-%	-%	-%	-%	6%
Other	21	6	16	16	21	5	8	13	3	-	-	-	-	-
	9%	6%	14%	10%	9%	14%	10%	11%	14%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	294	181	25	21	15	10	27	15	52	31	41	63	51	31
Effective base	95	75	9	5	6	3	3	3	8	17	14	21	8	5
Weighted Base	219	175	18	17	2	2	3	3	7	40	34	47	23	12
Lower cost of postage	129	105	11	10	1	1	1	*	2	29	16	32	15	5
	59%	60%	60%	60%	49%	72%	24%	11%	29%	72%	46%	68%	65%	43%
More convenient for me to drop the parcel off	42	41	-	-	-	-	*	-	*	10	6	9	5	*
	19%	24%	-%	-%	-%	-%	8%	-%	3%	25%	19%	18%	20%	*%
Better ability to track the delivery	32	30	*	2	*	*	*	*	*	3	10	5	*	*
	15%	17%	*%	10%	2%	7%	2%	12%	7%	7%	30%	10%	1%	3%
Quicker delivery	29	26	1	*	*	*	1	*	1	6	7	5	2	1
	13%	15%	5%	*%	19%	21%	21%	2%	14%	16%	20%	10%	8%	8%
More convenient for me to have the parcel collected	26	18	5	3	*	*	*	*	*	2	2	4	3	2
	12%	10%	27%	16%	2%	9%	1%	1%	3%	5%	6%	8%	12%	15%
Lower cost of insurance	25	18	2	*	*	*	2	2	4	6	5	4	2	2
	11%	10%	10%	*%	27%	5%	60%	78%	55% a	15%	16%	8%	8%	17%
Guarantee that the parcel would arrive on time	24	11	5	7	*	*	*	*	1	*	11	3	6	1
	11%	6%	26%	43%	26%	25%	2%	4%	7%	*%	34% ac	6%	26%	8%
Parcel less likely to get lost	20	19	1	*	*	-	*	*	*	-	4	2	4	1
	9%	11%	6%	*%	5%	-%	*%	1%	*%	-%	13%	5%	18%	8%
Ability to set a specific date/time for delivery	12	9	*	*	*	*	2	*	2	2	3	3	1	2
	5%	5%	1%	2%	1%	19%	59%	3%	30% a	5%	10%	6%	4%	15%
More convenient for the recipient to take the delivery	12	7	4	1	*	*	*	*	*	*	2	2	3	2
	5%	4%	22%	3%	13%	*%	3%	2%	2%	*%	7%	3%	12%	13%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	e
Unweighted Base	294	181	25	21	15	10	27	15	52	31	41	63	51	31
Effective base	95	75	9	5	6	3	3	3	8	17	14	21	8	5
Weighted Base	219	175	18	17	2	2	3	3	7	40	34	47	23	12
Guarantee that the parcel would arrive intact	10	8	1	1	*	-	*	*	*	-	2	3	1	1
	5%	4%	8%	3%	20%	-%	*%	1%	1%	-%	7%	5%	6%	5%
The business has a contract with the provider	8	3	1	4	*	*	*	*	*	*	1	*	4	1
	4%	1%	6%	24%	7%	1%	1%	*%	1%	*%	4%	*%	18%	8%
It's a decision taken by the business	5	5	*	*	-	-	*	*	*	1	*	*	1	2
	2%	3%	2%	*%	-%	-%	6%	*%	3%	3%	1%	*%	2%	15%
Ability to select an express service	4	4	*	-	*	-	*	*	*	-	3	*	*	*
	2%	2%	2%	-%	1%	-%	*%	2%	1%	-%	10%	*%	*%	*%
Recommended by other	2	2	-	-	*	-	-	*	*	-	2	*	*	-
	1%	1%	-%	-%	12%	-%	-%	1%	1%	-%	5%	*%	*%	-%
Other	21	21	-	-	*	-	*	-	*	5	4	7	*	-
	9%	12%	-%	-%	2%	-%	*%	-%	*%	11%	13%	14%	2%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	294	55	61	89	52	37	203	30	59	167	127	163	54
Effective base	95	25	26	25	14	6	68	7	21	56	39	56	10
Weighted Base	219	59	61	60	32	7	165	16	38	136	83	137	20
Lower cost of postage	129	33	34	43	18	2	110	8	11	85	44	90	7
	59%	56%	55%	71% e	57%	21%	67% c	48%	29%	62%	53%	66%	36%
More convenient for me to drop the parcel off	42	16	10	12	4	1	35	-	7	27	14	29	1
	19%	27%	16%	20%	11%	8%	21%	-%	18%	20%	17%	21%	3%
Better ability to track the delivery	32	6	16	7	3	*	23	3	6	11	21	12	6
	15%	10%	27%	11%	11%	6%	14%	20%	17%	8%	26% a	9%	30%
Quicker delivery	29	10	3	3	10	1	24	2	3	18	11	19	1
	13%	17%	6%	5%	33% bc	19%	14%	10%	8%	13%	13%	14%	7%
More convenient for me to have the parcel collected	26	5	9	7	4	*	18	*	7	13	12	10	2
	12%	8%	15%	12%	13%	2%	11%	3%	19%	10%	15%	8%	9%
Lower cost of insurance	25	3	10	7	2	3	21	3	*	17	8	18	1
	11%	5%	16%	12%	5%	41% a	13%	19%	1%	12%	9%	13%	3%
Guarantee that the parcel would arrive on time	24	5	9	7	2	1	14	8	2	17	8	17	5
	11%	9%	14%	11%	6%	16%	9%	47% ac	6%	12%	9%	12%	24%
Parcel less likely to get lost	20	1	6	4	9	1	18	*	2	7	13	8	4
	9%	1%	9%	6%	29% a	13%	11%	1%	5%	5%	15%	6%	19%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	294	55	61	89	52	37	203	30	59	167	127	163	54
Effective base	95	25	26	25	14	6	68	7	21	56	39	56	10
Weighted Base	219	59	61	60	32	7	165	16	38	136	83	137	20
Ability to set a specific date/time for delivery	12	3	3	3	*	2	9	2	1	8	4	11	*
	5%	5%	5%	6%	*%	28%	5%	13%	2%	6%	4%	8%	1%
More convenient for the recipient to take the delivery	12	2	3	4	2	1	8	3	1	7	5	7	2
	5%	3%	5%	7%	5%	15%	5%	17%	2%	5%	6%	5%	8%
Guarantee that the parcel would arrive intact	10	1	2	3	5	*	9	1	-	6	4	6	1
	5%	1%	3%	4%	16%	*%	6%	5%	-%	4%	5%	4%	5%
The business has a contract with the provider	8	3	4	*	*	1	2	5	*	4	4	6	1
	4%	4%	7%	*%	*%	13%	1%	34% ac	*%	3%	4%	4%	5%
It's a decision taken by the business	5	1	*	*	2	2	1	-	4	3	2	4	1
	2%	2%	*%	1%	5%	24%	1%	-%	12% a	2%	2%	3%	3%
Ability to select an express service	4	2	2	*	*	*	3	*	2	4	1	3	*
	2%	3%	3%	*%	*%	*%	2%	*%	4%	3%	1%	3%	*%
Recommended by other	2	-	2	*	*	-	2	*	-	2	*	2	*
	1%	-%	3%	*%	*%	-%	1%	1%	-%	1%	*%	1%	*%
Other	21	10	5	5	*	*	15	3	3	17	3	16	-
	9%	17%	9%	8%	1%	3%	9%	19%	7%	13%	4%	12%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	294	60	128	101	48	134	160	117	136	53	113	117	48	1
Effective base	95	24	37	40	7	48	47	23	37	7	26	39	8	1
Weighted Base	219	59	84	99	11	111	108	57	81	13	59	91	21	*
Lower cost of postage	129	40	49	62	7	67	62	32	49	8	41	63	15	*
	59%	68%	58%	63%	61%	60%	57%	56%	60%	58%	70%	69%	73%	100%
More convenient for me to drop the parcel off	42	10	17	16	3	23	18	10	21	*	6	11	*	-
	19%	17%	21%	16%	25%	21%	17%	17%	26%	*%	10%	12%	*%	-%
Better ability to track the delivery	32	8	12	8	*	10	22	2	8	1	6	13	3	-
	15%	14%	14%	9%	4%	9%	20%	3%	10%	8%	9%	15%	15%	-%
Quicker delivery	29	12	9	16	*	17	12	3	10	2	4	16	2	-
	13%	20%	11%	16%	3%	15%	11%	5%	13%	15%	7%	17%	9%	-%
More convenient for me to have the parcel collected	26	3	12	9	1	11	14	4	8	1	7	8	2	-
	12%	5%	14%	9%	8%	10%	13%	7%	9%	9%	11%	9%	9%	-%
Lower cost of insurance	25	11	8	14	*	15	10	5	10	2	11	14	3	-
	11%	18%	9%	14%	4%	13%	9%	9%	12%	14%	18%	15%	16%	-%
Guarantee that the parcel would arrive on time	24	7	8	10	4	15	9	12	11	2	12	8	2	-
	11%	12%	9%	10%	38%	14%	8%	21%	14%	16%	20%	8%	9%	-%
Parcel less likely to get lost	20	4	11	9	*	7	13	1	6	*	*	8	4	-
	9%	7%	13%	9%	2%	6%	12%	2%	7%	1%	*%	9%	21% a	-%
Ability to set a specific date/time for delivery	12	1	8	6	1	5	7	3	9	4	3	9	2	-
	5%	1%	9%	6%	9%	4%	7%	6%	11%	27%	6%	9%	10%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	294	60	128	101	48	134	160	117	136	53	113	117	48	1
Effective base	95	24	37	40	7	48	47	23	37	7	26	39	8	1
Weighted Base	219	59	84	99	11	111	108	57	81	13	59	91	21	*
More convenient for the recipient to take the delivery	12	4	2	5	1	6	6	4	7	1	3	6	1	-
	5%	6%	2%	5%	5%	5%	5%	7%	9%	4%	5%	7%	6%	-%
Guarantee that the parcel would arrive intact	10	4	4	4	*	6	4	1	3	*	2	5	2	-
	5%	6%	4%	4%	4%	5%	4%	2%	4%	2%	3%	6%	8%	-%
The business has a contract with the provider	8	1	3	3	*	4	4	5	6	*	*	2	*	-
	4%	2%	3%	3%	*%	4%	3%	9%	8%	*%	*%	2%	*%	-%
It's a decision taken by the business	5	*	3	2	*	3	2	2	2	*	1	1	*	-
	2%	*%	4%	2%	1%	3%	2%	3%	3%	*%	1%	1%	*%	-%
Ability to select an express service	4	*	2	2	*	2	2	*	3	*	*	3	*	-
	2%	*%	3%	2%	*%	2%	2%	*%	4%	*%	*%	4%	*%	-%
Recommended by other	2	*	-	*	*	2	*	*	2	-	*	2	-	-
	1%	*%	-%	*%	*%	2%	*%	*%	2%	-%	*%	2%	-%	-%
Other	21	8	7	12	2	13	8	5	1	*	11	11	3	-
	9%	13%	9%	12%	20%	12%	7%	9%	2%	*%	18%	12%	15%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	294	244	165	82	1	142	132	169	149	117	8
Effective base	95	75	55	20	1	41	43	55	47	38	3
Weighted Base	219	170	129	44	*	92	105	123	113	98	1
Lower cost of postage	129	105	81	26	*	54	70	69	68	68	*
	59%	62%	63%	58%	100%	58%	67%	56%	60%	69%	15%
More convenient for me to drop the parcel off	42	29	31	1	-	22	11	21	26	24	-
	19%	17%	24% c	2%	-%	24%	11%	17%	23%	24%	-%
Better ability to track the delivery	32	25	22	3	-	8	13	18	12	7	*
	15%	15%	17%	7%	-%	8%	13%	15%	11%	7%	44%
Quicker delivery	29	21	14	9	-	13	16	14	13	12	*
	13%	13%	11%	20%	-%	14%	15%	12%	12%	12%	6%
More convenient for me to have the parcel collected	26	19	17	6	-	8	10	16	11	9	*
	12%	11%	14%	15%	-%	8%	10%	13%	9%	9%	4%
Lower cost of insurance	25	22	13	3	-	12	16	14	19	12	*
	11%	13%	10%	7%	-%	13%	15%	11%	17%	13%	55%
Guarantee that the parcel would arrive on time	24	14	13	9	-	13	13	12	12	13	*
	11%	8%	10%	19%	-%	14%	12%	10%	10%	14%	6%
Parcel less likely to get lost	20	16	10	1	-	5	8	9	6	7	-
	9%	9%	8%	3%	-%	5%	8%	7%	5%	7%	-%
Ability to set a specific date/time for delivery	12	10	6	3	-	10	8	6	10	7	*
	5%	6%	5%	7%	-%	11%	7%	5%	9%	7%	8%
More convenient for the recipient to take the delivery	12	10	5	3	-	7	6	7	6	5	*
	5%	6%	4%	8%	-%	7%	6%	6%	6%	5%	1%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	294	244	165	82	1	142	132	169	149	117	8
Effective base	95	75	55	20	1	41	43	55	47	38	3
Weighted Base	219	170	129	44	*	92	105	123	113	98	1
Guarantee that the parcel would arrive intact	10	8	6	2	-	3	6	6	6	3	*
	5%	5%	5%	4%	-%	3%	5%	5%	5%	3%	8%
The business has a contract with the provider	8	3	6	6	-	7	2	1	2	5	-
	4%	2%	4%	14% a	-%	7%	2%	1%	1%	5%	-%
It's a decision taken by the business	5	3	2	1	-	4	1	1	2	2	-
	2%	2%	2%	3%	-%	4%	1%	1%	2%	2%	-%
Ability to select an express service	4	1	2	2	-	3	2	4	3	2	*
	2%	*%	2%	4%	-%	4%	2%	3%	3%	2%	6%
Recommended by other	2	*	2	-	-	2	2	2	2	2	*
	1%	*%	2%	-%	-%	2%	2%	2%	2%	2%	6%
Other	21	19	9	8	-	6	16	13	13	6	-
	9%	11%	7%	19%	-%	6%	15%	11%	12%	6%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	294	99	88	97	25	12	126	104	31	19	28	7
Effective base	95	32	29	27	8	3	39	35	9	4	15	1
Weighted Base	219	74	73	54	22	9	93	92	21	4	30	3
Lower cost of postage	129	45	52	30	16	6	59	68	12	1	16	3
	59%	61%	71%	55%	70%	74%	64%	74%	59%	18%	51%	87%
More convenient for me to drop the parcel off	42	14	17	4	1	1	24	22	-	1	4	-
	19%	19%	24%	8%	4%	6%	26%	24%	-%	13%	13%	-%
Better ability to track the delivery	32	14	11	3	1	*	10	9	7	*	9	-
	15%	18%	15%	6%	4%	2%	11%	10%	32%	1%	28%	-%
Quicker delivery	29	6	10	7	4	*	12	9	6	*	4	3
	13%	9%	14%	13%	17%	*%	13%	9%	28%	*%	13%	81%
More convenient for me to have the parcel collected	26	11	11	6	6	2	8	9	3	*	6	-
	12%	15%	15%	12%	28%	20%	9%	9%	14%	1%	20%	-%
Lower cost of insurance	25	11	10	6	3	*	14	9	3	1	8	-
	11%	15%	14%	12%	15%	*%	15%	10%	16%	22%	26%	-%
Guarantee that the parcel would arrive on time	24	6	6	8	2	3	8	12	2	*	2	-
	11%	8%	8%	15%	7%	34%	8%	13%	10%	5%	6%	-%
Parcel less likely to get lost	20	4	7	2	*	*	5	8	-	2	5	-
	9%	5%	9%	4%	1%	2%	6%	9%	-%	46%	17%	-%
Ability to set a specific date/time for delivery	12	5	4	3	*	-	8	4	4	*	1	*
	5%	7%	5%	5%	*%	-%	9%	4%	18%	1%	3%	*%
More convenient for the recipient to take the delivery	12	6	5	4	1	*	7	4	1	1	1	*
	5%	8%	6%	7%	5%	*%	8%	4%	4%	20%	5%	12%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	*d	*e	a	b	a	*b	*c	*d
Unweighted Base	294	99	88	97	25	12	126	104	31	19	28	7
Effective base	95	32	29	27	8	3	39	35	9	4	15	1
Weighted Base	219	74	73	54	22	9	93	92	21	4	30	3
Guarantee that the parcel would arrive intact	10	4	3	4	1	1	6	3	1	1	*	-
	5%	5%	4%	8%	6%	16%	6%	4%	7%	13%	*%	-%
The business has a contract with the provider	8	1	*	*	-	-	2	4	-	*	1	-
	4%	2%	*%	*%	-%	-%	3%	4%	-%	3%	3%	-%
It's a decision taken by the business	5	*	*	*	-	-	*	2	*	*	-	*
	2%	*%	*%	*%	-%	-%	1%	2%	1%	*%	-%	1%
Ability to select an express service	4	3	2	*	-	-	3	2	-	*	-	-
	2%	5%	2%	*%	-%	-%	4%	2%	-%	*%	-%	-%
Recommended by other	2	2	2	*	-	-	2	2	-	*	-	-
	1%	3%	2%	*%	-%	-%	2%	2%	-%	3%	-%	-%
Other	21	8	6	8	4	-	11	6	-	-	2	-
	9%	10%	9%	15%	17%	-%	12%	7%	-%	-%	7%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	294	231	195	262	232	183	200	236	77	195	15	98	136	191	9
Effective base	95	78	54	84	76	51	56	81	20	62	8	33	46	62	4
Weighted Base	219	183	127	195	179	108	111	190	46	144	21	83	104	143	3
Lower cost of postage	129	118	76	122	111	70	60	115	29	85	13	52	62	86	3
	59%	64%	60%	62%	62%	65%	54%	61%	62%	59%	62%	63%	59%	60%	98%
More convenient for me to drop the parcel off	42	37	27	40	36	16	24	41	11	23	8	20	17	22	-
	19%	20%	21%	20%	20%	15%	21%	22%	23%	16%	37%	24%	16%	15%	-%
Better ability to track the delivery	32	21	20	25	27	11	21	29	6	21	3	11	14	26	*
	15%	11%	16%	13%	15%	10%	19%	16%	13%	14%	15%	13%	13%	18%	1%
Quicker delivery	29	26	13	27	24	17	21	23	10	19	2	14	11	23	-
	13%	14%	10%	14%	13%	16%	19%	12%	23%	14%	11%	16%	11%	16%	-%
More convenient for me to have the parcel collected	26	21	14	21	19	12	13	21	5	14	5	8	11	19	*
	12%	11%	11%	11%	10%	12%	11%	11%	12%	10%	22%	10%	10%	13%	11%
Lower cost of insurance	25	20	18	21	21	11	20	19	7	22	2	11	13	19	*
	11%	11%	14%	11%	12%	11%	18%	10%	16%	15%	9%	13%	12%	13%	1%
Guarantee that the parcel would arrive on time	24	15	10	19	18	8	9	17	5	15	6	11	10	12	*
	11%	8%	8%	10%	10%	8%	8%	9%	10%	10%	28%	13%	9%	9%	2%
Parcel less likely to get lost	20	20	13	20	20	9	7	19	4	8	6	9	5	18	*
	9%	11%	10%	10%	11%	8%	6%	10%	9%	6%	28%	11%	5%	12%	*%
Ability to set a specific date/time for delivery	12	10	8	10	11	5	9	10	3	9	2	5	6	8	*
	5%	6%	6%	5%	6%	4%	8%	5%	6%	7%	9%	6%	6%	6%	1%
More convenient for the recipient to take the delivery	12	8	5	8	9	7	7	8	3	7	2	6	2	4	2
	5%	4%	4%	4%	5%	7%	7%	4%	6%	5%	8%	8%	2%	3%	57%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Mail received at your location					Types of services for received mail			Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Satisfaction with other main provider (Non RM)	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Satisfied	Dissatisfied	Yes	No	Satisfied	Dissatisfied
Significance Level: 95%		a	b	c	d	e	a	b	c	a	*b	a	b	a	*b
Unweighted Base	294	231	195	262	232	183	200	236	77	195	15	98	136	191	9
Effective base	95	78	54	84	76	51	56	81	20	62	8	33	46	62	4
Weighted Base	219	183	127	195	179	108	111	190	46	144	21	83	104	143	3
Guarantee that the parcel would arrive intact	10	10	7	10	10	6	6	10	5	4	2	4	2	8	-
	5%	5%	6%	5%	5%	5%	6%	5%	11%	3%	9%	5%	2%	5%	-%
The business has a contract with the provider	8	8	3	8	8	4	4	7	2	3	5	2	6	4	-
	4%	4%	2%	4%	4%	4%	3%	4%	5%	2%	25%	3%	5%	3%	-%
It's a decision taken by the business	5	5	2	5	2	1	1	5	*	3	-	*	3	4	-
	2%	3%	2%	3%	1%	1%	1%	3%	*%	2%	-%	*%	3%	3%	-%
Ability to select an express service	4	4	2	4	4	*	2	4	*	*	2	2	2	2	*
	2%	2%	2%	2%	2%	*%	2%	2%	1%	*%	8%	2%	2%	1%	8%
Recommended by other	2	2	2	2	2	*	*	2	-	*	2	2	*	*	-
	1%	1%	2%	1%	1%	*%	*%	1%	-%	*%	8%	2%	*%	*%	-%
Other	21	15	17	17	18	20	10	14	8	11	2	10	10	12	-
	9%	8%	13%	9%	10%	19%	9%	7%	18%	8%	11%	12%	10%	8%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	a	b	c	a	b	c	a	b
Unweighted Base	294	110	113	81	146	67	95	72	115	155	139
Effective base	95	30	43	27	46	24	30	22	40	46	51
Weighted Base	219	75	92	50	113	56	70	51	93	88	132
Lower cost of postage	129	47	52	32	69	29	54	32	40	47	82
	59%	63%	56%	63%	61%	51%	78% c	63%	43%	53%	63%
More convenient for me to drop the parcel off	42	10	18	5	24	13	23	5	14	15	26
	19%	13%	20%	11%	21%	23%	32%	10%	15%	17%	20%
Better ability to track the delivery	32	13	14	5	16	12	10	6	17	11	21
	15%	17%	16%	10%	14%	21%	15%	11%	18%	13%	16%
Quicker delivery	29	10	13	9	12	8	11	4	12	17	12
	13%	14%	15%	18%	10%	14%	16%	8%	13%	19%	9%
More convenient for me to have the parcel collected	26	6	14	12	7	7	8	5	10	17	8
	12%	8%	15%	23% b	6%	12%	11%	10%	11%	20%	6%
Lower cost of insurance	25	7	12	7	12	6	7	7	10	15	9
	11%	9%	13%	13%	11%	11%	11%	14%	11%	18%	7%
Guarantee that the parcel would arrive on time	24	12	6	7	12	5	1	14	10	14	10
	11%	16%	6%	13%	11%	9%	1%	27% a	10%	16%	8%
Parcel less likely to get lost	20	4	14	4	10	6	6	10	4	9	10
	9%	6%	15%	8%	9%	11%	8%	20%	4%	11%	8%
Ability to set a specific date/time for delivery	12	5	3	5	3	4	2	3	6	8	4
	5%	7%	3%	10%	3%	7%	3%	7%	6%	9%	3%

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	b	a	b	c	a	b	c	a	b
Unweighted Base	294	110	113	81	146	67	95	72	115	155	139
Effective base	95	30	43	27	46	24	30	22	40	46	51
Weighted Base	219	75	92	50	113	56	70	51	93	88	132
More convenient for the recipient to take the delivery	12	6	2	5	5	1	3	4	4	9	3
	5%	8%	3%	10%	5%	2%	4%	8%	4%	10%	2%
Guarantee that the parcel would arrive intact	10	5	3	6	1	3	4	2	4	6	4
	5%	7%	3%	12%	1%	6%	6%	3%	4%	7%	3%
				b							
The business has a contract with the provider	8	2	1	*	7	1	1	6	*	8	*
	4%	3%	2%	*%	6%	2%	2%	13%	*%	9%	*%
								c		b	
It's a decision taken by the business	5	2	2	*	5	*	*	*	5	3	3
	2%	3%	2%	1%	4%	1%	*%	1%	5%	3%	2%
Ability to select an express service	4	1	2	2	2	*	*	*	4	2	2
	2%	1%	2%	4%	1%	*%	*%	1%	4%	2%	2%
Recommended by other	2	*	*	2	*	-	*	*	2	2	*
	1%	*%	*%	4%	*%	-%	*%	*%	2%	2%	*%
Other	21	7	8	3	10	8	9	*	11	6	14
	9%	10%	9%	7%	9%	14%	13%	*%	12%	7%	11%

Columns Tested:: a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	294	71	93	68	62	164	130
Effective base	95	25	22	25	23	48	48
Weighted Base	219	55	50	65	50	105	114
Lower cost of postage	129	37	25	40	27	62	67
	59%	68%	49%	61%	55%	59%	59%
More convenient for me to drop the parcel off	42	8	10	12	11	18	24
	19%	15%	20%	19%	23%	17%	21%
Better ability to track the delivery	32	4	6	12	10	10	22
	15%	7%	13%	19%	19%	10%	19%
Quicker delivery	29	6	6	14	2	12	16
	13%	11%	12%	22%	5%	12%	14%
More convenient for me to have the parcel collected	26	6	7	2	10	13	12
	12%	10%	15%	4%	20%	13%	11%
Lower cost of insurance	25	2	7	5	11	8	17
	11%	3%	13%	8%	22%	8%	14%
					a		
Guarantee that the parcel would arrive on time	24	13	1	6	4	14	10
	11%	24%	2%	10%	7%	14%	9%
		b					
Parcel less likely to get lost	20	6	8	2	4	14	6
	9%	11%	16%	3%	7%	13%	5%
Ability to set a specific date/time for delivery	12	3	4	2	4	6	6
	5%	5%	7%	3%	8%	6%	5%
More convenient for the recipient to take the delivery	12	1	3	4	4	4	8
	5%	2%	5%	6%	8%	4%	7%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 274 (continuation)

QN6. And why do you sometimes choose to use someone other than Royal Mail to send your parcels / letters?

Base: All who used a service other than Royal Mail or Parcelforce (QN3b=2-5 OR 7-15)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	294	71	93	68	62	164	130
Effective base	95	25	22	25	23	48	48
Weighted Base	219	55	50	65	50	105	114
Guarantee that the parcel would arrive intact	10	8	*	*	2	8	2
	5%	15%	*%	*%	4%	8%	2%
		bc					
The business has a contract with the provider	8	4	1	1	1	6	2
	4%	8%	3%	2%	3%	5%	2%
It's a decision taken by the business	5	*	3	*	2	3	2
	2%	*%	6%	1%	4%	3%	2%
Ability to select an express service	4	*	*	2	2	*	4
	2%	*%	*%	3%	4%	*%	3%
Recommended by other	2	-	*	-	2	*	2
	1%	-%	*%	-%	4%	*%	2%
Other	21	7	1	5	7	8	12
	9%	14%	2%	7%	15%	8%	11%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275

QN9. When sending letters, which service does your business tend to use?

Base: All

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2198	1101	1097	1537	359	79	223	661
Effective base	865	432	446	794	219	33	123	278
Weighted Base	2000	860	1140	1910	76	9	5	90
1st class - all the time	618	348	270	586	27	4	1	32
	31%	40%	24%	31%	35%	45%	30%	36%
		b						
1st class - most of the time	308	110	198	292	14	1	1	16
	15%	13%	17%	15%	18%	13%	23%	18%
							a	
1st and 2nd class in equal amounts	286	106	180	274	9	2	1	12
	14%	12%	16%	14%	12%	20%	22%	13%
							abe	
2nd class - most of the time	463	127	336	447	15	1	1	17
	23%	15%	29%	23%	20%	12%	15%	19%
			a					
2nd class - all the time	206	90	116	197	9	1	*	9
	10%	10%	10%	10%	11%	6%	7%	10%
We never send letters	107	77	30	105	2	*	*	2
	5%	9%	3%	5%	2%	4%	1%	2%
		b		de				
Don't Know (DO NOT READ OUT)	11	2	9	10	1	-	*	1
	1%	*%	1%	1%	1%	-%	1%	1%
NET: Any 1st Class	1212	564	648	1152	50	7	4	61
	61%	66%	57%	60%	66%	77%	75%	68%
		b				a	a	a
NET: Any 2nd Class	956	323	633	918	33	3	2	38
	48%	38%	56%	48%	43%	39%	45%	43%
			a					

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2198	884	433	220	217	221	223	1537	359	302
Effective base	865	468	226	130	137	114	123	794	219	74
Weighted Base	2000	1232	502	176	47	38	5	1910	76	14
1st class - all the time	618	365	160	60	18	13	1	586	27	5
	31%	30%	32%	34%	37%	35%	30%	31%	35%	39%
1st class - most of the time	308	186	82	24	9	6	1	292	14	2
	15%	15%	16%	14%	19%	16%	23%	15%	18%	17%
							acg			
1st and 2nd class in equal amounts	286	154	90	30	5	5	1	274	9	3
	14%	12%	18%	17%	11%	15%	22%	14%	12%	21%
							adgh			
2nd class - most of the time	463	325	88	33	8	8	1	447	15	2
	23%	26%	18%	19%	17%	21%	15%	23%	20%	13%
		bdfi						i		
2nd class - all the time	206	135	44	18	7	2	*	197	9	1
	10%	11%	9%	10%	14%	6%	7%	10%	11%	7%
					e					
We never send letters	107	57	37	11	*	2	*	105	2	*
	5%	5%	7%	6%	*%	5%	1%	5%	2%	3%
		d	dfh	df		d		df		
Don't Know (DO NOT READ OUT)	11	9	1	-	*	*	*	10	1	*
	1%	1%	*%	-%	*%	1%	1%	1%	1%	*%
NET: Any 1st Class	1212	705	332	114	32	25	4	1152	50	11
	61%	57%	66%	65%	68%	66%	75%	60%	66%	77%
			a		a		ag		a	ag
NET: Any 2nd Class	956	614	223	82	20	16	2	918	33	6
	48%	50%	44%	46%	43%	42%	45%	48%	43%	41%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2198	822	264	88	54	217
Effective base	865	450	104	29	8	37
Weighted Base	2000	1197	236	42	21	61
1st class - all the time	618	317	86	18	4	34
	31%	26%	37%	42%	19%	56%
			a			ab
1st class - most of the time	308	199	30	9	11	9
	15%	17%	13%	20%	54%	15%
					abe	
1st and 2nd class in equal amounts	286	160	46	6	3	8
	14%	13%	19%	14%	13%	12%
2nd class - most of the time	463	317	46	5	2	7
	23%	26%	19%	12%	11%	12%
		e				
2nd class - all the time	206	140	21	*	*	3
	10%	12%	9%	*%	*%	5%
We never send letters	107	55	6	5	*	*
	5%	5%	3%	11%	2%	*%
				e		
Don't Know (DO NOT READ OUT)	11	9	-	-	-	*
	1%	1%	-%	-%	-%	*%
NET: Any 1st Class	1212	676	163	32	18	50
	61%	56%	69%	77%	86%	83%
			a	a		a
NET: Any 2nd Class	956	617	113	11	5	18
	48%	52%	48%	26%	25%	29%
		ce	ce			

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2198	131	127	185	82	128	174	122	117	114	1180	347	348	323
Effective base	865	87	83	100	50	82	103	81	65	69	686	211	237	109
Weighted Base	2000	169	162	322	89	160	301	257	148	151	1760	120	80	40
1st class - all the time	618	42	48	136	29	57	86	74	47	23	542	39	24	13
	31%	25%	29%	42%	33%	35%	29%	29%	32%	15%	31%	33%	30%	33%
			i	afijl	i	i	i		i		i	i	i	i
1st class - most of the time	308	26	24	53	8	17	57	40	20	29	273	16	14	6
	15%	15%	15%	16%	9%	11%	19%	15%	13%	19%	16%	13%	17%	15%
1st and 2nd class in equal amounts	286	34	32	37	10	26	51	22	13	24	249	20	12	5
	14%	20%	19%	11%	11%	16%	17%	9%	9%	16%	14%	17%	15%	13%
		g	g											
2nd class - most of the time	463	48	43	43	31	33	68	76	37	37	417	21	15	10
	23%	28%	26%	13%	35%	21%	23%	30%	25%	25%	24%	18%	18%	25%
		ck	c		ckl			ckl			c			c
2nd class - all the time	206	18	13	40	8	17	29	13	19	25	181	13	9	4
	10%	10%	8%	13%	9%	10%	10%	5%	13%	16%	10%	11%	11%	10%
										g				
We never send letters	107	2	3	13	3	9	9	29	12	10	90	10	6	1
	5%	1%	2%	4%	3%	5%	3%	11%	8%	6%	5%	8%	7%	4%
								abfjm	a			a	a	
Don't Know (DO NOT READ OUT)	11	*	-	*	-	1	*	3	*	4	9	1	1	*
	1%	*%	-%	*%	-%	1%	*%	1%	*%	3%	*%	1%	1%	*%
										j				
NET: Any 1st Class	1212	102	103	226	47	100	194	136	80	76	1063	75	50	24
	61%	60%	64%	70%	53%	62%	64%	53%	54%	50%	60%	63%	62%	61%
				dghi										
NET: Any 2nd Class	956	100	87	120	49	76	148	112	69	86	847	55	35	19
	48%	59%	54%	37%	55%	48%	49%	43%	47%	57%	48%	45%	44%	48%
		cgkl	c		c					c	c			

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2198	76	188	20	244	322	112	142	1002	1737	461	1990	208
Effective base	865	29	74	6	94	129	50	58	434	689	188	811	63
Weighted Base	2000	69	177	13	242	420	64	130	773	1668	332	1909	91
1st class - all the time	618	30	51	7	70	111	25	33	239	522	96	589	29
	31%	44%	29%	56%	29%	26%	39%	26%	31%	31%	29%	31%	31%
1st class - most of the time	308	8	25	1	36	58	6	26	131	270	38	294	14
	15%	12%	14%	8%	15%	14%	10%	20%	17%	16%	12%	15%	16%
1st and 2nd class in equal amounts	286	8	31	1	40	50	10	21	112	240	46	273	13
	14%	11%	18%	5%	16%	12%	16%	17%	14%	14%	14%	14%	14%
2nd class - most of the time	463	16	41	4	54	78	13	38	201	361	102	439	24
	23%	23%	23%	30%	22%	19%	21%	29%	26%	22%	31% a	23%	27%
2nd class - all the time	206	6	18	*	29	64	9	9	62	172	34	200	7
	10%	9%	10%	1%	12%	15% h	14%	7%	8%	10%	10%	10%	7%
We never send letters	107	*	11	-	12	55	1	1	26	96	12	103	4
	5%	*%	6%	-%	5%	13% adfgh	1%	1%	3%	6%	3%	5%	5%
Don't Know (DO NOT READ OUT)	11	*	1	-	*	4	-	*	2	8	3	11	*
	1%	*%	*%	-%	*%	1%	-%	*%	*%	*%	1%	1%	*%
NET: Any 1st Class	1212	46	107	9	146	219	41	81	482	1031	181	1157	56
	61%	67%	61%	69%	60%	52%	64%	63%	62% e	62%	55%	61%	61%
NET: Any 2nd Class	956	30	90	5	123	192	32	69	375	773	183	912	44
	48%	44%	51%	36%	51%	46%	50%	53%	48%	46%	55% a	48%	48%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2198	2146	52	1344	423	428
Effective base	865	839	26	551	132	183
Weighted Base	2000	1946	54	1276	277	445
1st class - all the time	618	596	22	407	80	131
	31%	31%	41%	32%	29%	29%
1st class - most of the time	308	299	9	185	63	59
	15%	15%	17%	15%	23%	13%
					ac	
1st and 2nd class in equal amounts	286	282	4	186	39	62
	14%	14%	8%	15%	14%	14%
2nd class - most of the time	463	456	8	307	53	103
	23%	23%	14%	24%	19%	23%
2nd class - all the time	206	200	7	138	22	46
	10%	10%	12%	11%	8%	10%
We never send letters	107	103	4	47	20	40
	5%	5%	8%	4%	7%	9%
						a
Don't Know (DO NOT READ OUT)	11	11	-	5	1	5
	1%	1%	-%	*%	*%	1%
NET: Any 1st Class	1212	1176	36	778	182	251
	61%	60%	66%	61%	66%	56%
NET: Any 2nd Class	956	938	19	631	114	211
	48%	48%	34%	49%	41%	47%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2198	1696	342	76	17	31	17	9	10	2038	160	84	896	800	502
Effective base	865	744	97	11	3	8	3	3	3	841	24	12	417	329	121
Weighted Base	2000	1707	230	31	13	10	3	*	6	1937	63	32	996	711	293
1st class - all the time	618	524	75	15	*	2	*	*	2	599	19	5	328	196	94
	31%	31%	33%	47%	2%	22%	*%	63%	34%	31%	31%	15%	33%	28%	32%
1st class - most of the time	308	261	27	7	9	5	*	*	-	288	21	13	149	112	47
	15%	15%	12%	23%	69%	46%	3%	5%	-%	15%	33%	42%	15%	16%	16%
						abi					abi	abi			
1st and 2nd class in equal amounts	286	244	29	6	*	3	3	*	1	273	13	7	131	113	42
	14%	14%	13%	20%	1%	31%	88%	32%	17%	14%	21%	22%	13%	16%	14%
2nd class - most of the time	463	405	50	2	3	*	*	-	3	455	9	7	237	169	58
	23%	24%	22%	7%	27%	1%	9%	-%	49%	23%	14%	21%	24%	24%	20%
2nd class - all the time	206	178	28	1	*	-	-	-	*	206	1	*	110	68	29
	10%	10%	12%	2%	*%	-%	-%	-%	*%	11%	1%	*%	11%	10%	10%
We never send letters	107	86	21	*	-	*	-	-	-	107	*	*	35	50	21
	5%	5%	9%	*%	-%	1%	-%	-%	-%	6%	*%	*%	4%	7%	7%
														a	
Don't Know (DO NOT READ OUT)	11	9	1	*	*	-	-	-	-	10	*	*	6	3	1
	1%	1%	*%	1%	1%	-%	-%	-%	-%	1%	1%	*%	1%	*%	*%
NET: Any 1st Class	1212	1029	131	28	9	10	3	*	3	1159	53	25	608	421	184
	61%	60%	57%	90%	72%	99%	91%	100%	51%	60%	84%	79%	61%	59%	63%
				abi		abi					abi				
NET: Any 2nd Class	956	827	107	9	3	3	3	*	4	934	22	13	478	349	129
	48%	48%	46%	28%	28%	31%	97%	32%	66%	48%	35%	42%	48%	49%	44%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2198	1459	878	1659	907	400	509	1278	131	85	63	36	36	30
Effective base	865	522	323	615	360	126	179	534	38	21	9	7	4	5
Weighted Base	2000	1167	742	1434	864	242	429	1240	93	49	25	10	12	6
1st class - all the time	618	384	210	455	226	61	123	397	30	14	7	5	*	2
	31%	33% d	28%	32%	26%	25%	29%	32%	33%	28%	29%	51%	3%	28%
1st class - most of the time	308	191	139	235	119	32	63	194	16	11	11	1	1	1
	15%	16%	19%	16%	14%	13%	15%	16%	17%	23%	43% a	6%	8%	23%
1st and 2nd class in equal amounts	286	173	112	206	120	54	86	179	10	6	3	3	2	3
	14%	15%	15%	14%	14%	22% acd	20%	14%	11%	13%	12%	28%	16%	46% a
2nd class - most of the time	463	292	205	366	210	68	103	314	32	14	2	1	3	*
	23%	25%	28%	26%	24%	28%	24%	25%	34%	29%	9%	8%	23%	*%
2nd class - all the time	206	121	59	154	92	14	39	144	4	3	1	1	1	*
	10%	10%	8%	11%	11%	6%	9%	12%	5%	7%	5%	7%	11%	1%
We never send letters	107	1	13	13	88	12	11	8	-	-	*	-	5	-
	5%	*%	2% a	1% a	10% abcf	5% ac	3% a	1%	-%	-%	2%	-%	38% abc	-%
Don't Know (DO NOT READ OUT)	11	5	4	5	9	1	4	5	-	-	-	-	*	*
	1%	*%	1%	*%	1%	*%	1%	*%	-%	-%	-%	-%	*%	*%
NET: Any 1st Class	1212	748	460	896	465	147	272	770	57	31	21	8	3	6
	61%	64% d	62% d	62% d	54%	61%	63% d	62%	61%	64%	84% f	85%	27%	98% f
NET: Any 2nd Class	956	586	376	727	422	136	228	637	46	24	7	4	6	3
	48%	50%	51%	51%	49%	56%	53%	51%	50%	49%	27%	43%	50%	48%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2198	709	54	39	35	16	33	21	70	579	340	422	258	60
Effective base	865	316	18	8	9	6	3	6	16	260	129	156	63	9
Weighted Base	2000	771	44	21	13	5	4	6	15	633	296	353	132	20
1st class - all the time	618	198	12	7	2	2	2	3	6	204	88	119	41	2
	31%	26%	27%	34%	19%	30%	50%	45%	41%	32%	30%	34%	31%	12%
1st class - most of the time	308	101	8	3	5	*	1	2	3	107	55	49	21	4
	15%	13%	19%	14%	36%	4%	21%	30%	19%	17%	19%	14%	16%	19%
1st and 2nd class in equal amounts	286	103	8	4	1	*	1	2	2	77	50	56	22	1
	14%	13%	19%	19%	9%	2%	20%	25%	16%	12%	17%	16%	17%	5%
2nd class - most of the time	463	196	8	2	4	1	*	-	1	180	70	86	25	6
	23%	25%	17%	9%	33%	16%	8%	-%	8%	28%	24%	24%	19%	27%
2nd class - all the time	206	86	4	*	*	1	*	-	1	62	32	40	18	3
	10%	11%	10%	2%	1%	23%	1%	-%	8%	10%	11%	11%	14%	14%
We never send letters	107	80	3	5	*	1	-	-	1	*	-	3	5	5
	5%	10%	6%	22%	*%	23%	-%	-%	8%	*%	-%	1%	4%	23%
													ab	abcd
Don't Know (DO NOT READ OUT)	11	7	1	-	*	*	-	-	*	4	*	*	-	-
	1%	1%	2%	-%	2%	2%	-%	-%	1%	1%	*%	*%	-%	-%
NET: Any 1st Class	1212	402	29	14	8	2	3	6	12	387	193	224	84	7
	61%	52%	65%	67%	64%	36%	92%	100%	75%	61%	65%	63%	64%	36%
NET: Any 2nd Class	956	385	20	6	5	2	1	2	5	318	153	182	65	9
	48%	50%	46%	30%	43%	41%	29%	25%	32%	50%	52%	51%	49%	46%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2198	296	187	250	128	46	554	73	273	1954	244	1554	105
Effective base	865	151	83	85	36	7	233	27	102	789	77	590	26
Weighted Base	2000	354	194	229	74	14	594	59	209	1798	202	1359	75
1st class - all the time	618	103	45	63	12	4	144	19	63	568	50	435	20
	31%	29%	23%	27%	16%	29%	24%	33%	30%	32%	25%	32%	26%
1st class - most of the time	308	52	23	35	5	5	82	7	31	277	31	228	7
	15%	15%	12%	15%	7%	32%	14%	11%	15%	15%	15%	17%	9%
1st and 2nd class in equal amounts	286	39	41	30	9	1	69	13	36	243	43	185	21
	14%	11%	21% a	13%	12%	5%	12%	22%	17%	14%	21%	14%	28% a
2nd class - most of the time	463	89	61	48	10	2	144	15	51	443	20	350	16
	23%	25%	32% d	21%	13%	16%	24%	25%	25%	25% b	10%	26%	21%
2nd class - all the time	206	38	11	28	14	1	70	3	19	174	32	142	13
	10%	11%	6%	12%	20% b	7%	12%	5%	9%	10%	16%	10%	17%
We never send letters	107	26	13	25	23	1	82	2	5	83	25	13	-
	5%	7%	7%	11%	32% abc	8%	14% c	3%	2%	5%	12% a	1%	-%
Don't Know (DO NOT READ OUT)	11	7	*	*	1	*	4	-	4	10	1	5	-
	1%	2%	*%	*%	1%	3%	1%	-%	2%	1%	*%	*%	-%
NET: Any 1st Class	1212	194	108	128	25	9	294	39	129	1088	124	848	47
	61%	55% d	56% d	56% d	34%	66%	50%	67%	62% a	61%	61%	62%	63%
NET: Any 2nd Class	956	167	112	106	33	4	283	31	107	860	96	678	49
	48%	47%	58%	46%	44%	29%	48%	53%	51%	48%	47%	50%	65%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2198	181	199	286	97	652	255	568	1298	187	477	722	156	2
Effective base	865	77	62	114	18	277	84	184	470	47	173	270	50	2
Weighted Base	2000	196	139	265	60	680	184	450	1046	128	410	619	142	1
1st class - all the time	618	50	46	67	21	173	53	147	324	35	119	156	42	-
	31%	26%	33%	25%	34%	25%	29%	33%	31%	27%	29%	25%	30%	-%
1st class - most of the time	308	23	22	46	12	92	27	97	169	37	84	113	30	*
	15%	12%	16%	17%	21%	14%	15%	22%	16%	29% b	21%	18%	21%	46%
1st and 2nd class in equal amounts	286	37	18	52	10	93	26	84	160	26	75	100	30	-
	14%	19%	13%	19%	17%	14%	14%	19%	15%	20%	18%	16%	21%	-%
2nd class - most of the time	463	61	28	68	8	182	29	95	278	26	105	184	27	*
	23%	31%	20%	26%	13%	27% b	16%	21%	27%	21%	26%	30%	19%	54%
2nd class - all the time	206	17	17	27	9	68	24	24	112	3	17	50	8	-
	10%	9%	13%	10%	15%	10%	13%	5%	11% a	3%	4%	8%	6%	-%
We never send letters	107	7	7	5	-	65	24	*	1	-	8	13	5	-
	5%	4%	5%	2%	-%	9%	13%	*%	*%	-%	2%	2%	3%	-%
Don't Know (DO NOT READ OUT)	11	*	*	*	-	8	1	1	3	*	1	3	*	-
	1%	*%	*%	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%	-%
NET: Any 1st Class	1212	110	86	165	43	359	106	328	652	98	278	369	102	*
	61%	56%	62%	62%	71%	53%	58%	73% b	62%	77%	68%	60%	72%	46%
NET: Any 2nd Class	956	116	63	147	27	343	79	203	549	55	197	334	65	*
	48%	59%	46%	55%	45%	50%	43%	45%	53%	43%	48%	54%	46%	54%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2198	649	561	185	2	1402	814	700	1223	937	27
Effective base	865	250	227	66	2	515	306	288	456	350	4
Weighted Base	2000	603	553	159	1	1156	704	702	1054	795	8
1st class - all the time	618	179	115	49	-	383	202	187	438	20	*
	31%	30%	21%	31%	-%	33%	29%	27%	42%	3%	5%
		b							b		
1st class - most of the time	308	93	81	31	1	189	131	91	223	107	*
	15%	15%	15%	19%	68%	16%	19%	13%	21%	13%	5%
									b		
1st and 2nd class in equal amounts	286	85	82	21	-	171	102	95	183	174	7
	14%	14%	15%	13%	-%	15%	14%	14%	17%	22%	84%
2nd class - most of the time	463	129	168	37	*	289	193	182	178	336	*
	23%	21%	30%	23%	32%	25%	27%	26%	17%	42%	6%
			a							a	
2nd class - all the time	206	51	54	8	-	119	59	71	14	147	*
	10%	8%	10%	5%	-%	10%	8%	10%	1%	18%	*%
										a	
We never send letters	107	61	50	14	-	1	13	68	13	8	-
	5%	10%	9%	9%	-%	*%	2%	10%	1%	1%	-%
							a	ab			
Don't Know (DO NOT READ OUT)	11	4	5	*	-	5	4	8	4	3	*
	1%	1%	1%	*%	-%	*%	1%	1%	*%	*%	1%
NET: Any 1st Class	1212	358	277	101	1	743	434	373	845	301	8
	61%	59%	50%	63%	68%	64%	62%	53%	80%	38%	93%
		b				c	c		b		
NET: Any 2nd Class	956	266	303	66	*	579	353	348	375	657	7
	48%	44%	55%	42%	32%	50%	50%	50%	36%	83%	89%
			a							a	

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2198	370	338	348	69	44	1050	874	118	58	57	22
Effective base	865	142	146	138	34	21	384	327	43	16	24	6
Weighted Base	2000	347	352	337	91	53	887	741	101	40	47	14
1st class - all the time	618	103	6	114	27	15	354	19	26	17	14	1
	31%	30%	2%	34%	30%	29%	40%	3%	25%	42%	31%	7%
		b		b	b	b	b					
1st class - most of the time	308	68	48	56	17	14	201	94	13	10	10	3
	15%	20%	14%	17%	19%	27%	23%	13%	13%	25%	21%	22%
							b					
1st and 2nd class in equal amounts	286	74	70	42	8	5	167	159	14	4	6	5
	14%	21%	20%	12%	9%	9%	19%	21%	13%	9%	14%	34%
		c										
2nd class - most of the time	463	65	147	71	22	11	151	325	41	9	8	1
	23%	19%	42%	21%	24%	20%	17%	44%	41%	23%	18%	4%
			ac					a				
2nd class - all the time	206	1	53	18	4	3	5	136	3	*	8	3
	10%	*%	15%	5%	5%	6%	1%	18%	3%	*%	17%	21%
			ac	a	a	a		a			a	
We never send letters	107	28	25	32	12	5	10	5	5	-	*	1
	5%	8%	7%	10%	13%	9%	1%	1%	5%	-%	*%	7%
Don't Know (DO NOT READ OUT)	11	7	3	4	-	-	*	3	*	-	-	*
	1%	2%	1%	1%	-%	-%	*%	*%	*%	-%	-%	4%
NET: Any 1st Class	1212	245	124	212	53	35	721	271	52	31	31	9
	61%	71%	35%	63%	58%	66%	81%	37%	52%	76%	65%	64%
		b		b	b	b	b					
NET: Any 2nd Class	956	141	270	131	34	18	323	620	57	13	23	8
	48%	41%	77%	39%	38%	35%	36%	84%	57%	33%	48%	59%
			acde					a				

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2198	1912	1240	1994	1324	1358	1087	1917	234	5	1767	94	492	1581
Effective base	865	753	463	784	504	518	399	770	82	3	691	43	207	624
Weighted Base	2000	1706	1009	1781	1134	1120	848	1771	214	4	1591	97	488	1426
1st class - all the time	618 31%	531 31%	303 30%	551 31%	346 30%	368 33%	273 32%	531 30%	63 29%	1 30%	508 32%	35 37%	123 25%	480 34% a
1st class - most of the time	308 15%	262 15%	169 17%	271 15%	166 15%	166 15%	136 16%	272 15%	41 19%	- -%	246 15%	11 12%	86 18%	212 15%
1st and 2nd class in equal amounts	286 14%	250 15%	162 16%	258 14%	174 15%	182 16%	147 17%	255 14%	34 16%	- -%	201 13%	14 15%	86 18%	176 12%
2nd class - most of the time	463 23%	400 23%	232 23%	423 24%	252 22%	221 20%	166 20%	427 24%	52 24%	2 49%	399 25% b	9 9%	130 27%	326 23%
2nd class - all the time	206 10%	179 10%	96 9%	186 10%	108 10%	121 11%	58 7%	185 10% a	11 5%	1 21%	164 10%	23 23% a	48 10%	151 11%
We never send letters	107 5%	78 5%	44 4%	86 5%	80 7%	57 5%	62 7%	96 5%	14 6%	- -%	67 4%	4 4%	15 3%	71 5%
Don't Know (DO NOT READ OUT)	11 1%	5 *%	3 *%	5 *%	8 1%	4 *%	5 1%	6 *%	* *%	- -%	6 *%	* *%	- -%	10 1%
NET: Any 1st Class	1212 61%	1043 61%	634 63%	1080 61%	685 60%	717 64%	557 66% b	1057 60%	137 64%	1 30%	955 60%	61 63%	295 60%	868 61%
NET: Any 2nd Class	956 48%	828 49%	490 49%	867 49%	534 47%	524 47%	372 44%	867 49%	97 45%	3 70%	764 48%	46 47%	264 54% b	653 46%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2198	468	28	212	351	267	1273	640	240	245	1591	1014	1184
Effective base	865	166	10	61	138	96	524	236	98	81	645	348	518
Weighted Base	2000	417	22	147	348	226	1208	549	216	222	1479	771	1229
1st class - all the time	618	108	2	30	95	61	395	153	56	46	484	229	389
	31%	26%	7%	21%	27%	27%	33%	28%	26%	21%	33% b	30%	32%
1st class - most of the time	308	64	9	23	59	43	194	70	32	50	223	136	172
	15%	15%	41%	16%	17%	19%	16%	13%	15%	22%	15%	18%	14%
1st and 2nd class in equal amounts	286	87	5	31	65	46	160	81	39	40	190	105	181
	14%	21%	22%	21%	19%	20%	13%	15%	18%	18%	13%	14%	15%
2nd class - most of the time	463	89	1	31	77	31	276	153	41	60	353	191	272
	23%	21%	5%	21%	22%	14%	23% a	28% a	19%	27%	24%	25%	22%
2nd class - all the time	206	40	5	17	33	18	127	61	23	8	172	83	124
	10%	10%	21%	11%	9%	8%	11%	11%	11%	4%	12% b	11%	10%
We never send letters	107	28	*	14	18	27	49	27	24	19	52	23	84
	5%	7%	1%	9%	5%	12% bc	4%	5%	11% c	9% c	4%	3%	7% a
Don't Know (DO NOT READ OUT)	11	1	*	1	1	*	6	4	1	*	5	4	7
	1%	*%	2%	*%	*%	*%	1%	1%	*%	*%	*%	*%	1%
NET: Any 1st Class	1212	259	16	85	219	149	749	304	127	135	897	471	742
	61%	62%	71%	58%	63%	66%	62%	55%	59%	61%	61%	61%	60%
NET: Any 2nd Class	956	216	11	79	175	94	563	295	103	108	715	379	577
	48%	52%	49%	54%	50%	42%	47%	54% a	48%	49%	48%	49%	47%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 275 (continuation)

QN9. When sending letters, which service does your business tend to use?

Base: All

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2198	475	619	578	526	1094	1104
Effective base	865	179	223	214	265	397	474
Weighted Base	2000	500	500	500	500	1000	1000
1st class - all the time	618	183	145	139	151	328	290
	31%	37%	29%	28%	30%	33%	29%
1st class - most of the time	308	87	62	84	74	149	159
	15%	17%	12%	17%	15%	15%	16%
1st and 2nd class in equal amounts	286	68	48	77	94	116	171
	14%	14%	10%	15%	19%	12%	17%
					b		a
2nd class - most of the time	463	91	138	136	98	229	234
	23%	18%	28%	27%	20%	23%	23%
			ad	ad			
2nd class - all the time	206	44	56	47	59	101	105
	10%	9%	11%	9%	12%	10%	11%
We never send letters	107	26	48	15	19	74	34
	5%	5%	10%	3%	4%	7%	3%
			cd			b	
Don't Know (DO NOT READ OUT)	11	*	4	1	5	4	7
	1%	*%	1%	*%	1%	*%	1%
NET: Any 1st Class	1212	338	254	301	319	592	620
	61%	68%	51%	60%	64%	59%	62%
		b			b		
NET: Any 2nd Class	956	204	242	260	250	446	511
	48%	41%	48%	52%	50%	45%	51%
				a			

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1045	558	487	714	174	44	113	331
Effective base	394	221	179	356	117	17	66	149
Weighted Base	926	458	468	877	41	5	3	49
Speed of delivery	664	354	310	628	31	4	2	37
	72%	77%	66%	72%	75%	71%	78%	75%
		b						
They are the stamps I have to hand	243	73	171	235	6	1	*	8
	26%	16%	37%	27%	16%	25%	16%	17%
			a	be				
Value for money	114	30	84	104	9	1	*	10
	12%	7%	18%	12%	22%	19%	19%	22%
			a		a			a
Security (i.e. that items sent will reach their destination intact)	109	48	61	103	5	*	*	6
	12%	11%	13%	12%	13%	1%	15%	12%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	33	68	97	4	1	*	5
	11%	7%	15%	11%	11%	10%	5%	10%
			a					
Value of the item to be sent	65	18	47	60	5	1	*	5
	7%	4%	10%	7%	11%	12%	8%	11%
			a					
It's cheaper	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	31	25	6	29	2	*	*	2
	3%	5%	1%	3%	5%	4%	1%	5%
		b						
No particular reason (DO NOT READ OUT)	21	6	15	20	1	*	*	1
	2%	1%	3%	2%	1%	5%	1%	2%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	1045	558	487	714	174	44	113	331
Effective base	394	221	179	356	117	17	66	149
Weighted Base	926	458	468	877	41	5	3	49
I Don't Know (DO NOT READ OUT)	1	*	1	1	-	-	*	*
	*%	*%	*%	*%	-%	-%	2%	*%
							a	

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1045	405	212	97	111	107	113	714	174	157
Effective base	394	202	109	61	76	58	66	356	117	36
Weighted Base	926	552	242	84	27	19	3	877	41	8
Speed of delivery	664	384	186	58	19	15	2	628	31	6
	72%	70%	77%	69%	73%	78%	78%	72%	75%	74%
They are the stamps I have to hand	243	183	38	14	5	3	*	235	6	2
	26%	33% bcdefh	16%	17%	17%	16%	16%	27% bh	16%	22%
Value for money	114	66	29	9	6	4	*	104	9	1
	12%	12%	12%	11%	23% abg	19%	19%	12%	22% abg	19%
Security (i.e. that items sent will reach their destination intact)	109	58	40	5	4	1	*	103	5	*
	12%	11%	17%	6%	15%	7%	15%	12%	13%	6%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	61	24	11	4	1	*	97	4	1
	11%	11%	10%	14%	13%	7%	5%	11%	11%	9%
Value of the item to be sent	65	36	22	1	3	2	*	60	5	1
	7%	7%	9%	2%	10% c	12% c	8%	7%	11% c	11%
It's cheaper	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	31	22	1	6	1	1	*	29	2	*
	3%	4%	1%	7% b	5% b	5% b	1%	3%	5% b	3%
No particular reason (DO NOT READ OUT)	21	15	3	1	*	1	*	20	1	*
	2%	3%	1%	2%	1%	3%	1%	2%	1%	4%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	1045	405	212	97	111	107	113	714	174	157
Effective base	394	202	109	61	76	58	66	356	117	36
Weighted Base	926	552	242	84	27	19	3	877	41	8
I Don't Know (DO NOT READ OUT)	1	*	-	1	-	-	*	1	-	*
	*%	*%	-%	1%	-%	-%	2% ag	*%	-%	1%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	*d	e
Unweighted Base	1045	368	123	56	27	126
Effective base	394	192	47	23	5	22
Weighted Base	926	516	117	26	15	43
Speed of delivery	664	348	82	19	12	37
	72%	68%	70%	74%	78%	87%
They are the stamps I have to hand	243	180	29	3	*	10
	26%	35%	25%	12%	2%	23%
		c				
Value for money	114	80	7	8	2	3
	12%	16%	6%	30%	11%	6%
				be		
Security (i.e. that items sent will reach their destination intact)	109	64	10	5	7	7
	12%	12%	9%	18%	48%	16%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	61	16	5	*	3
	11%	12%	13%	19%	2%	7%
Value of the item to be sent	65	42	3	5	1	1
	7%	8%	3%	18%	6%	3%
				b		
It's cheaper	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other (please specify)	31	16	1	-	2	1
	3%	3%	1%	-%	12%	2%
No particular reason (DO NOT READ OUT)	21	12	1	-	*	*
	2%	2%	1%	-%	1%	1%
I Don't Know (DO NOT READ OUT)	1	-	-	-	-	1
	*%	-%	-%	-%	-%	3%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1045	58	61	113	41	61	82	56	61	50	583	163	151	148
Effective base	394	37	39	58	24	38	46	35	30	31	313	91	111	61
Weighted Base	926	68	72	189	38	73	143	113	67	52	815	55	37	19
Speed of delivery	664	45	56	129	28	59	94	95	40	39	584	40	26	14
	72%	67%	78%	68%	75%	81%	65%	84% h	59%	75%	72%	73%	69%	73%
They are the stamps I have to hand	243	15	22	51	5	15	44	31	23	17	222	11	6	5
	26%	22%	31% l	27%	13%	20%	30% l	27%	34% l	33% l	27% l	19%	16%	25%
Value for money	114	10	15	19	5	12	6	17	13	5	101	6	5	2
	12%	15%	20% f	10%	13%	16%	4%	15%	19% f	10%	12%	12%	13%	11%
Security (i.e. that items sent will reach their destination intact)	109	7	5	35	5	12	12	22	4	2	103	4	2	1
	12%	10%	6%	18% iklm	14%	17% lm	8%	20% iklm	5%	3%	13% lm	7%	4%	3%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	8	5	13	*	8	18	19	8	9	89	7	5	1
	11%	12%	6%	7%	1%	11%	13%	17% dm	13%	18% dm	11%	12%	13%	5%
Value of the item to be sent	65	6	6	14	6	1	10	9	5	1	58	4	2	1
	7%	8%	9%	8%	16% e	2%	7%	8%	7%	2%	7%	7%	5%	7%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	31	7	2	*	1	*	4	11	1	1	26	2	1	2
	3%	10% cj	2%	*%	4%	*%	3%	9% c	1%	1%	3%	4%	3%	10% cj

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	1045	58	61	113	41	61	82	56	61	50	583	163	151	148
Effective base	394	37	39	58	24	38	46	35	30	31	313	91	111	61
Weighted Base	926	68	72	189	38	73	143	113	67	52	815	55	37	19
No particular reason (DO NOT READ OUT)	21	1	-	4	1	4	*	3	*	1	15	2	3	*
	2%	2%	-%	2%	3%	6% m	*%	2%	*%	3%	2%	4%	9% fjm	*%
I Don't Know (DO NOT READ OUT)	1	-	-	1	-	-	-	-	-	-	1	-	-	*
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1045	36	90	13	121	129	50	78	478	842	203	942	103
Effective base	394	15	34	3	41	48	25	28	203	319	85	368	33
Weighted Base	926	39	76	8	106	169	31	60	370	791	135	883	43
Speed of delivery	664	21	54	3	72	116	20	52	275	571	93	637	27
	72%	54%	71%	36%	67%	69%	65%	86% a	74%	72%	69%	72%	64%
They are the stamps I have to hand	243	9	20	5	35	41	6	8	101	199	45	234	10
	26%	25%	26%	54%	33%	24%	18%	13%	27%	25%	33%	26%	23%
Value for money	114	7	10	*	11	18	3	5	44	100	15	112	2
	12%	19%	13%	6%	10%	11%	10%	8%	12%	13%	11%	13%	6%
Security (i.e. that items sent will reach their destination intact)	109	10	4	-	6	25	4	5	47	93	16	103	6
	12%	26% bd	5%	-%	6%	15%	12%	8%	13%	12%	12%	12%	14%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	2	19	*	13	13	2	7	35	86	16	99	3
	11%	6%	25% eh	3%	12%	8%	5%	12%	9%	11%	12%	11%	7%
Value of the item to be sent	65	4	*	1	7	16	1	11	23	58	7	63	2
	7%	11%	*%	6%	6%	10%	2%	18% bh	6%	7%	5%	7%	5%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	31	4	*	1	1	9	2	-	10	25	7	27	4
	3%	10%	*%	7%	1%	5%	7%	-%	3%	3%	5%	3%	10%
No particular reason (DO NOT READ OUT)	21	1	*	-	2	3	-	*	10	16	5	18	2
	2%	2%	*%	-%	2%	2%	-%	*%	3%	2%	3%	2%	5%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	1045	36	90	13	121	129	50	78	478	842	203	942	103
Effective base	394	15	34	3	41	48	25	28	203	319	85	368	33
Weighted Base	926	39	76	8	106	169	31	60	370	791	135	883	43
I Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	1	1	-	1	-
	*%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	*b	a	b	c
Unweighted Base	1045	1019	26	657	195	191
Effective base	394	380	14	250	60	83
Weighted Base	926	895	32	592	143	190
Speed of delivery	664	646	18	424	107	133
	72%	72%	57%	72%	75%	70%
They are the stamps I have to hand	243	237	7	177	30	35
	26%	26%	21%	30%	21%	19%
				c		
Value for money	114	112	3	63	17	35
	12%	12%	9%	11%	12%	18%
Security (i.e. that items sent will reach their destination intact)	109	100	9	64	12	33
	12%	11%	29%	11%	8%	18%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	96	6	61	19	21
	11%	11%	20%	10%	14%	11%
Value of the item to be sent	65	60	5	32	10	22
	7%	7%	15%	5%	7%	12%
						a
It's cheaper	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other (please specify)	31	29	2	16	4	12
	3%	3%	7%	3%	3%	6%
No particular reason (DO NOT READ OUT)	21	20	1	12	*	8
	2%	2%	3%	2%	*%	4%
I Don't Know (DO NOT READ OUT)	1	1	-	*	*	1
	*%	*%	-%	*%	*%	1%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	1045	806	153	44	9	17	9	6	1	959	86	42	437	369	239
Effective base	394	345	40	7	2	5	4	2	1	384	12	6	200	146	51
Weighted Base	926	785	101	22	9	7	*	*	2	886	40	18	477	308	141
Speed of delivery	664	570	71	10	7	4	*	*	2	642	23	13	335	235	94
	72%	73%	71%	46%	74%	56%	52%	80%	100%	72%	57%	70%	70%	76%	67%
They are the stamps I have to hand	243	212	23	6	*	2	*	*	-	235	8	2	153	59	31
	26%	27%	23%	25%	3%	31%	6%	2%	-%	27%	20%	13%	32% b	19%	22%
Value for money	114	75	27	9	2	2	*	*	-	101	13	4	33	42	40
	12%	10%	26% ai	40% ai	23%	31%	30%	15%	-%	11%	32% ai	23%	7%	14% a	28% ab
Security (i.e. that items sent will reach their destination intact)	109	82	18	3	7	*	*	*	-	99	10	7	45	37	27
	12%	10%	17%	15%	73%	1%	8%	6%	-%	11%	25%	36%	9%	12%	19%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	85	14	1	2	*	*	*	-	99	3	2	50	36	16
	11%	11%	14%	3%	22%	1%	4%	1%	-%	11%	7%	11%	10%	12%	12%
Value of the item to be sent	65	40	20	3	2	*	*	*	-	59	6	2	30	10	25
	7%	5%	20% ai	16%	24%	*%	40%	1%	-%	7%	14%	12%	6%	3%	18% ab
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	31	28	4	-	-	-	-	-	-	31	-	-	15	13	4
	3%	4%	4%	-%	-%	-%	-%	-%	-%	4%	-%	-%	3%	4%	3%
No particular reason (DO NOT READ OUT)	21	17	3	-	-	-	-	-	-	21	-	-	8	9	3
	2%	2%	3%	-%	-%	-%	-%	-%	-%	2%	-%	-%	2%	3%	2%
I Don't Know (DO NOT READ OUT)	1	*	-	*	-	1	-	-	-	*	1	1	-	*	1
	*%	*%	-%	*%	-%	16%	-%	-%	-%	*%	3% i	6% ai	-%	*%	1%

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

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	1045	720	445	821	405	179	221	640	60	47	31	11	17	15
Effective base	394	242	153	286	147	52	81	251	16	10	5	4	4	3
Weighted Base	926	575	348	689	345	93	186	590	47	25	18	5	1	3
Speed of delivery	664	425	273	516	250	75	146	441	39	15	13	5	1	1
	72%	74%	78%	75%	72%	80%	79%	75%	84%	60%	76%	100%	85%	51%
They are the stamps I have to hand	243	159	59	170	86	15	45	152	5	9	1	1	*	1
	26%	28%	17%	25%	25%	16%	24%	26%	10%	38%	8%	18%	1%	48%
		b												
Value for money	114	60	60	96	68	15	20	71	16	3	4	1	1	*
	12%	10%	17%	14%	20%	16%	11%	12%	34%	13%	22%	21%	55%	5%
			a		a				a					
Security (i.e. that items sent will reach their destination intact)	109	56	43	76	42	13	32	49	13	4	7	4	*	*
	12%	10%	12%	11%	12%	14%	17%	8%	27%	17%	38%	68%	3%	3%
									a		a			
I don't want others to think that the business doesn't want to use a 1st class stamp	102	72	55	88	45	5	23	79	5	2	3	*	*	*
	11%	12%	16%	13%	13%	5%	12%	13%	11%	6%	16%	*%	1%	3%
Value of the item to be sent	65	40	39	58	34	7	12	39	14	1	3	2	*	*
	7%	7%	11%	8%	10%	7%	6%	7%	30%	3%	16%	33%	13%	*%
									a					
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	31	22	9	22	13	2	3	20	2	*	-	-	-	-
	3%	4%	3%	3%	4%	2%	2%	3%	4%	2%	-%	-%	-%	-%
No particular reason (DO NOT READ OUT)	21	12	12	16	10	2	6	15	-	*	1	-	-	-
	2%	2%	3%	2%	3%	2%	3%	3%	-%	*%	6%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	*e	*f	*g
Unweighted Base	1045	720	445	821	405	179	221	640	60	47	31	11	17	15
Effective base	394	242	153	286	147	52	81	251	16	10	5	4	4	3
Weighted Base	926	575	348	689	345	93	186	590	47	25	18	5	1	3
I Don't Know (DO NOT READ OUT)	1	1	1	1	1	-	-	*	1	*	-	-	-	-
	*%	*%	*%	*%	*%	-%	-%	*%	2%	*%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	1045	308	22	23	17	8	12	15	35	300	168	199	128	26
Effective base	394	125	7	6	5	3	2	4	9	125	59	68	31	5
Weighted Base	926	299	20	10	7	2	3	5	9	311	143	168	62	6
Speed of delivery	664	220	12	7	5	2	2	2	6	211	113	136	54	3
	72%	74%	60%	72%	66%	96%	94%	45%	69%	68%	79%	81%	88% a	48%
They are the stamps I have to hand	243	81	1	1	*	1	*	1	2	104	36	28	2	*
	26%	27%	4%	11%	*%	52%	*%	31%	26%	34% cd	25% d	17% d	3%	4%
Value for money	114	47	9	8	2	1	1	*	2	31	19	28	14	3
	12%	16%	45%	79%	35%	75%	25%	1%	23%	10%	14%	17%	23%	53%
Security (i.e. that items sent will reach their destination intact)	109	29	9	*	2	-	2	*	2	16	15	39	5	2
	12%	10%	45%	1%	28%	-%	72%	1%	21%	5%	10%	23% a	9%	31%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	31	10	1	2	*	*	*	*	42	17	21	5	3
	11%	10%	51%	14%	30%	4%	*%	*%	1%	14%	12%	13%	9%	40%
Value of the item to be sent	65	24	5	*	2	-	2	*	2	17	13	22	2	4
	7%	8%	24%	4%	33%	-%	73%	1%	21%	5%	9%	13%	4%	62%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	31	13	-	-	-	-	-	-	-	13	3	4	2	-
	3%	4%	-%	-%	-%	-%	-%	-%	-%	4%	2%	2%	4%	-%
No particular reason (DO NOT READ OUT)	21	9	*	1	-	-	-	-	-	7	2	4	2	1
	2%	3%	*%	10%	-%	-%	-%	-%	-%	2%	1%	2%	4%	15%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	*b	*c	*d	*e	*f	*g	h	a	b	c	d	*e
Unweighted Base	1045	308	22	23	17	8	12	15	35	300	168	199	128	26
Effective base	394	125	7	6	5	3	2	4	9	125	59	68	31	5
Weighted Base	926	299	20	10	7	2	3	5	9	311	143	168	62	6
I Don't Know (DO NOT READ OUT)	1	*	-	*	-	-	-	1	1	1	-	*	*	-
	*%	*%	-%	1%	-%	-%	-%	24%	12% a	*%	-%	*%	*%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1045	141	77	118	52	17	233	34	135	945	100	779	42
Effective base	394	67	32	35	13	3	90	12	45	364	31	277	9
Weighted Base	926	155	68	98	17	9	225	26	93	845	81	663	26
Speed of delivery	664	123	49	58	13	7	155	20	75	605	59	493	23
	72%	79% c	73%	60%	75%	85%	69%	75%	80%	72%	73%	74%	89%
They are the stamps I have to hand	243	43	11	29	1	2	66	5	15	232	11	166	4
	26%	28%	16%	30%	7%	18%	29%	19%	16%	27%	14%	25%	16%
Value for money	114	24	15	19	5	5	53	12	3	97	18	89	7
	12%	15%	23%	20%	30%	56%	23% c	46% c	4%	11%	22%	13%	27%
Security (i.e. that items sent will reach their destination intact)	109	13	2	20	1	7	33	3	6	90	19	72	5
	12%	8%	3%	20% b	4%	76%	15%	10%	6%	11%	23% a	11%	17%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	21	5	18	1	*	26	9	9	98	3	87	1
	11%	14%	7%	18%	6%	*%	12%	35% ac	10%	12%	4%	13%	4%
Value of the item to be sent	65	13	2	16	1	2	22	6	5	60	5	58	*
	7%	9%	3%	16%	4%	21%	10%	23%	6%	7%	6%	9%	1%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	*e	a	b	c	a	b	a	b
Unweighted Base	1045	141	77	118	52	17	233	34	135	945	100	779	42
Effective base	394	67	32	35	13	3	90	12	45	364	31	277	9
Weighted Base	926	155	68	98	17	9	225	26	93	845	81	663	26
Other (please specify)	31	7	4	2	*	-	10	-	3	28	3	22	-
	3%	4%	5%	2%	1%	-%	4%	-%	3%	3%	4%	3%	-%
No particular reason (DO NOT READ OUT)	21	5	2	*	2	-	9	-	*	20	1	16	*
	2%	3%	3%	*%	14% c	-%	4%	-%	*%	2%	1%	2%	*%
I Don't Know (DO NOT READ OUT)	1	-	*	1	*	-	1	-	*	1	*	1	*
	*%	-%	*%	1%	*%	-%	1%	-%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

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Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1045	82	97	147	46	289	116	326	614	109	259	345	80	1
Effective base	394	27	30	51	10	110	37	98	208	23	86	120	24	1
Weighted Base	926	73	68	113	33	265	80	244	492	72	203	269	72	*
Speed of delivery	664	52	53	91	26	196	54	186	365	57	159	216	54	-
	72%	71%	77%	80%	79%	74%	68%	76%	74%	79%	78%	80%	75%	-%
They are the stamps I have to hand	243	23	12	28	5	70	15	70	142	22	37	46	29	*
	26%	31%	17%	25%	14%	27%	19%	29%	29%	30%	18%	17%	40% ab	100%
Value for money	114	19	13	25	5	50	18	28	45	7	43	40	11	-
	12%	26%	19%	22%	14%	19%	23%	11%	9%	10%	21%	15%	16%	-%
Security (i.e. that items sent will reach their destination intact)	109	11	7	16	14	35	7	40	33	15	39	28	10	-
	12%	16%	11%	15%	43%	13%	9%	16% b	7%	21% b	19%	10%	14%	-%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	4	7	13	*	34	10	37	66	9	44	41	18	-
	11%	6%	11%	11%	1%	13%	13%	15%	13%	13%	21%	15%	25%	-%
Value of the item to be sent	65	6	9	13	1	25	9	24	32	8	26	30	19	-
	7%	8%	13%	12%	4%	9%	11%	10%	6%	11%	13%	11%	26%	-%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	31	1	4	4	-	6	6	7	20	1	7	7	1	-
	3%	1%	6%	3%	-%	2%	8%	3%	4%	1%	3%	3%	2%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

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Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	1045	82	97	147	46	289	116	326	614	109	259	345	80	1
Effective base	394	27	30	51	10	110	37	98	208	23	86	120	24	1
Weighted Base	926	73	68	113	33	265	80	244	492	72	203	269	72	*
No particular reason (DO NOT READ OUT)	21	3	3	7	*	6	3	1	12	*	5	10	5	-
	2%	4%	5%	6%	*%	2%	4%	*%	2%	*%	3%	4%	6%	-%
I Don't Know (DO NOT READ OUT)	1	1	-	*	1	1	*	1	*	-	1	1	-	-
	*%	2%	-%	*%	3%	*%	*%	1%	*%	-%	1%	*%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1045	320	228	87	1	696	416	313	779	197	11
Effective base	394	117	80	32	1	239	144	116	276	55	3
Weighted Base	926	273	195	79	1	572	333	278	661	127	1
Speed of delivery	664	206	143	71	-	422	262	205	494	94	*
	72%	75%	73%	89%	-%	74%	79%	74%	75%	74%	47%
They are the stamps I have to hand	243	61	60	21	-	158	58	75	164	44	1
	26%	22%	31%	26%	-%	28% b	17%	27%	25%	35%	80%
Value for money	114	54	35	20	-	58	55	56	90	14	1
	12%	20%	18%	25%	-%	10%	16%	20% a	14%	11%	71%
Security (i.e. that items sent will reach their destination intact)	109	39	19	12	-	56	42	36	72	20	*
	12%	14%	10%	16%	-%	10%	13%	13%	11%	16%	8%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	39	19	10	-	71	52	40	85	17	*
	11%	14%	10%	13%	-%	12%	16%	14%	13%	14%	51%
Value of the item to be sent	65	29	16	14	-	39	34	26	55	12	*
	7%	11%	8%	17%	-%	7%	10%	9%	8%	10%	56%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	31	10	10	1	-	22	9	9	22	4	-
	3%	4%	5%	1%	-%	4%	3%	3%	3%	3%	-%
No particular reason (DO NOT READ OUT)	21	3	5	2	1	12	12	6	16	3	-
	2%	1%	3%	2%	100%	2%	3%	2%	2%	3%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

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Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	1045	320	228	87	1	696	416	313	779	197	11
Effective base	394	117	80	32	1	239	144	116	276	55	3
Weighted Base	926	273	195	79	1	572	333	278	661	127	1
I Don't Know (DO NOT READ OUT)	1	1	1	-	-	1	1	1	1	1	-
	*%	*%	1%	-%	-%	*%	*%	*%	*%	1%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	*c	*d
Unweighted Base	1045	202	83	180	35	22	669	172	62	35	26	7
Effective base	394	69	26	68	16	11	237	48	17	9	13	2
Weighted Base	926	171	54	170	44	30	554	113	39	27	24	4
Speed of delivery	664	128	42	136	37	25	429	90	18	16	20	4
	72%	75%	78%	80%	82%	82%	77%	80%	47%	61%	82%	98%
They are the stamps I have to hand	243	54	21	47	11	12	145	32	16	13	4	*
	26%	32%	39%	27%	25%	40%	26%	28%	41%	49%	18%	11%
Value for money	114	25	12	37	10	4	61	15	12	2	6	-
	12%	15%	23%	22%	23%	13%	11%	13%	30%	6%	24%	-%
Security (i.e. that items sent will reach their destination intact)	109	15	11	26	12	1	44	14	9	2	*	-
	12%	9%	21%	15%	27% a	5%	8%	12%	24%	7%	*%	-%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	19	6	33	9	5	75	20	2	2	1	-
	11%	11%	11%	19%	20%	16%	14%	17%	5%	8%	6%	-%
Value of the item to be sent	65	17	9	15	13	2	43	11	5	4	1	*
	7%	10%	16%	9%	28% ac	6%	8%	10%	14%	15%	6%	1%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	31	8	3	3	-	1	20	1	5	*	-	-
	3%	4%	5%	2%	-%	4%	4%	1%	13%	1%	-%	-%
No particular reason (DO NOT READ OUT)	21	4	*	*	2	-	14	3	-	2	*	-
	2%	2%	1%	*%	4%	-%	2%	3%	-%	7%	1%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	*c	*d
Unweighted Base	1045	202	83	180	35	22	669	172	62	35	26	7
Effective base	394	69	26	68	16	11	237	48	17	9	13	2
Weighted Base	926	171	54	170	44	30	554	113	39	27	24	4
I Don't Know (DO NOT READ OUT)	1	1	1	-	-	-	1	-	-	1	-	-
	*%	1%	2%	-%	-%	-%	*%	-%	-%	4%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1045	918	588	947	617	651	535	897	112	2	866	42	240	768
Effective base	394	347	209	360	224	249	192	348	39	1	318	22	87	296
Weighted Base	926	794	472	822	511	535	409	803	103	1	754	47	208	692
Speed of delivery	664	579	359	602	366	398	307	593	90	1	550	33	135	515
	72%	73%	76%	73%	72%	74%	75%	74%	87%	100%	73%	70%	65%	74%
They are the stamps I have to hand	243	219	118	222	133	130	104	211	36	1	201	9	59	181
	26%	28%	25%	27%	26%	24%	25%	26%	35%	96%	27%	20%	28%	26%
Value for money	114	82	58	93	70	49	54	89	24	*	97	1	39	65
	12%	10%	12%	11%	14%	9%	13%	11%	23% b	4%	13%	2%	19% b	9%
Security (i.e. that items sent will reach their destination intact)	109	73	57	80	70	77	64	76	25	-	92	5	29	76
	12%	9%	12%	10%	14%	14%	16% b	9%	25% b	-%	12%	10%	14%	11%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	93	67	94	67	76	68	88	25	1	89	5	23	76
	11%	12%	14%	11%	13%	14%	17%	11%	24% b	96%	12%	12%	11%	11%
Value of the item to be sent	65	54	43	57	38	28	30	54	18	-	52	5	14	47
	7%	7%	9%	7%	8%	5%	7%	7%	17% b	-%	7%	10%	7%	7%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	31	29	15	29	19	27	13	30	2	-	25	2	5	24
	3%	4%	3%	4%	4%	5%	3%	4%	2%	-%	3%	3%	3%	4%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	1045	918	588	947	617	651	535	897	112	2	866	42	240	768
Effective base	394	347	209	360	224	249	192	348	39	1	318	22	87	296
Weighted Base	926	794	472	822	511	535	409	803	103	1	754	47	208	692
No particular reason (DO NOT READ OUT)	21	19	11	19	14	12	7	19	*	-	16	-	9	11
	2%	2%	2%	2%	3%	2%	2%	2%	*%	-%	2%	-%	4%	2%
I Don't Know (DO NOT READ OUT)	1	1	1	1	1	*	1	1	-	-	*	-	1	*
	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	1%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1045	212	16	99	159	133	620	283	111	104	783	483	562
Effective base	394	69	4	21	63	41	250	100	42	30	307	162	233
Weighted Base	926	171	11	53	154	104	589	223	88	95	706	365	561
Speed of delivery	664	128	4	40	112	71	408	181	55	53	530	267	397
	72%	74%	41%	74%	73%	68%	69%	81% b	63%	55%	75% b	73%	71%
They are the stamps I have to hand	243	39	3	13	38	11	169	58	21	23	194	95	149
	26%	23%	26%	24%	25%	11%	29% a	26% a	24%	24%	27%	26%	26%
Value for money	114	31	2	10	29	24	71	20	9	11	93	42	73
	12%	18%	16%	19%	19%	23% c	12%	9%	11%	11%	13%	11%	13%
Security (i.e. that items sent will reach their destination intact)	109	30	6	12	25	19	71	19	13	15	77	42	68
	12%	18%	52%	23%	16%	18%	12%	9%	14%	16%	11%	11%	12%
I don't want others to think that the business doesn't want to use a 1st class stamp	102	13	-	7	10	9	79	13	10	18	72	37	65
	11%	7%	-%	13%	6%	9%	13% c	6%	11%	19%	10%	10%	12%
Value of the item to be sent	65	14	4	4	16	11	45	9	6	9	47	22	43
	7%	8%	41%	7%	10%	11%	8%	4%	7%	10%	7%	6%	8%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	31	8	-	1	7	9	12	11	4	5	21	22	9
	3%	5%	-%	2%	5%	8% b	2%	5%	4%	6%	3%	6% b	2%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	1045	212	16	99	159	133	620	283	111	104	783	483	562
Effective base	394	69	4	21	63	41	250	100	42	30	307	162	233
Weighted Base	926	171	11	53	154	104	589	223	88	95	706	365	561
No particular reason (DO NOT READ OUT)	21	7	-	2	5	*	17	3	2	4	13	6	15
	2%	4%	-%	4%	3%	*%	3%	1%	2%	4%	2%	2%	3%
I Don't Know (DO NOT READ OUT)	1	*	-	1	*	-	1	*	-	1	*	*	1
	*%	*%	-%	2%	*%	-%	*%	*%	-%	1%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 276 (continuation)

QN10. Which if any of these describe your reasons for using First class postage all or most of the time?

Base: All using first class postage all or most of the time (QN9=1-2)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	1045	240	275	270	260	515	530
Effective base	394	88	101	95	129	181	220
Weighted Base	926	270	207	224	226	477	449
Speed of delivery	664	203	159	144	158	362	302
	72%	75%	77%	64%	70%	76%	67%
They are the stamps I have to hand	243	73	55	69	46	128	115
	26%	27%	27%	31%	20%	27%	26%
Value for money	114	34	36	27	17	70	44
	12%	13%	17%	12%	7%	15%	10%
			d				
Security (i.e. that items sent will reach their destination intact)	109	32	6	28	43	38	71
	12%	12%	3%	12%	19%	8%	16%
		b		b	b		a
I don't want others to think that the business doesn't want to use a 1st class stamp	102	22	29	26	25	51	51
	11%	8%	14%	11%	11%	11%	11%
Value of the item to be sent	65	22	8	22	13	30	35
	7%	8%	4%	10%	6%	6%	8%
It's cheaper	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	31	14	3	6	8	17	15
	3%	5%	1%	3%	4%	4%	3%
No particular reason (DO NOT READ OUT)	21	4	7	7	2	11	9
	2%	2%	3%	3%	1%	2%	2%
I Don't Know (DO NOT READ OUT)	1	-	1	*	-	1	*
	*%	-%	1%	*%	-%	*%	*%

Columns Tested:: a,b,c,d - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2106	1029	1077	1457	351	77	221	649
Effective base	826	403	437	756	215	31	121	273
Weighted Base	1893	784	1109	1805	74	9	5	88
Speed of delivery	915	448	466	868	40	4	2	47
	48%	57% b	42%	48%	54%	50%	50%	53%
Cost of postage	742	170	571	714	23	2	2	27
	39%	22%	51% a	40% be	31%	28%	34%	31%
Value for money	446	124	322	427	15	3	1	19
	24%	16%	29% a	24%	20%	31%	25%	22%
They are the stamps I have to hand	398	112	286	386	9	2	*	11
	21%	14%	26% a	21% bde	12%	20%	8%	13%
Value of the item to be sent	179	45	134	169	8	1	1	10
	9%	6%	12% a	9%	11%	14%	10%	11%
Security (i.e. that items sent will reach their destination intact)	141	55	86	135	5	*	*	6
	7%	7%	8%	8%	7%	3%	7%	7%
I don't want others to think that the business doesn't want to use a 1st class stamp	120	33	87	114	5	1	*	6
	6%	4%	8% a	6%	7%	13%	5%	7%
It's cheaper	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	60	50	10	57	3	*	*	3
	3%	6% b	1%	3%	4%	2%	1%	4%

Columns Tested:: a,b - a,b,c,d,e

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Method		Business Size 1				
	Total base	CATI	CAWI	0-9	10-49	50-99	100-249	10+
Significance Level: 95%		a	b	a	b	c	d	e
Unweighted Base	2106	1029	1077	1457	351	77	221	649
Effective base	826	403	437	756	215	31	121	273
Weighted Base	1893	784	1109	1805	74	9	5	88
No particular reason (DO NOT READ OUT)	68	16	52	64	3	*	*	4
	4%	2%	5%	4%	4%	5%	7%	5%
			a				a	
I Don't Know (DO NOT READ OUT)	3	2	*	3	*	-	*	*
	*%	*%	*%	*%	*%	-%	1%	*%

Columns Tested:: a,b - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2106	837	407	213	215	213	221	1457	351	298
Effective base	826	447	214	127	136	110	121	756	215	71
Weighted Base	1893	1175	465	165	47	36	5	1805	74	14
Speed of delivery	915	544	244	80	26	18	2	868	40	7
	48%	46%	52%	48%	55%	51%	50%	48%	54%	50%
Cost of postage	742	496	163	56	15	11	2	714	23	4
	39%	42%	35%	34%	32%	30%	34%	40%	31%	30%
		deh						h		
Value for money	446	295	94	38	9	8	1	427	15	4
	24%	25%	20%	23%	20%	23%	25%	24%	20%	29%
They are the stamps I have to hand	398	290	72	25	7	4	*	386	9	2
	21%	25%	15%	15%	14%	12%	8%	21%	12%	16%
		bcdefh						defh		
Value of the item to be sent	179	108	52	9	5	5	1	169	8	2
	9%	9%	11%	5%	10%	13%	10%	9%	11%	13%
						c				
Security (i.e. that items sent will reach their destination intact)	141	73	58	5	4	2	*	135	5	1
	7%	6%	12%	3%	8%	5%	7%	8%	7%	4%
			acegi							
I don't want others to think that the business doesn't want to use a 1st class stamp	120	76	28	10	4	2	*	114	5	1
	6%	6%	6%	6%	8%	6%	5%	6%	7%	10%
It's cheaper	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	60	40	11	6	2	1	*	57	3	*
	3%	3%	2%	4%	5%	3%	1%	3%	4%	2%
No particular reason (DO NOT READ OUT)	68	48	8	9	1	3	*	64	3	1
	4%	4%	2%	5%	1%	9%	7%	4%	4%	6%
				bd		abdg	bdg			

Columns Tested:: a,b,c,d,e,f,g,h,i

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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Business Size 2								
	Total base	0	1 - 4	5 - 9	10 - 19	20 - 99	100 - 249	Micro (0-9)	Small (10-49)	Medium (50-249+)
Significance Level: 95%		a	b	c	d	e	f	g	h	i
Unweighted Base	2106	837	407	213	215	213	221	1457	351	298
Effective base	826	447	214	127	136	110	121	756	215	71
Weighted Base	1893	1175	465	165	47	36	5	1805	74	14
I Don't Know (DO NOT READ OUT)	3	1	1	*	*	*	*	3	*	*
	*%	*%	*%	*%	*%	*%	1%	*%	*%	*%

Columns Tested:: a,b,c,d,e,f,g,h,i

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2106	789	260	85	53	216
Effective base	826	434	101	28	8	37
Weighted Base	1893	1142	229	37	21	61
Speed of delivery	915	522	105	22	6	43
	48%	46%	46%	60%	28%	71%
						abd
Cost of postage	742	521	90	15	6	9
	39%	46%	39%	40%	27%	15%
		e	e	e		
Value for money	446	310	52	6	2	11
	24%	27%	23%	16%	9%	18%
They are the stamps I have to hand	398	276	59	4	1	12
	21%	24%	26%	11%	3%	19%
Value of the item to be sent	179	109	18	4	7	3
	9%	10%	8%	11%	35%	4%
					abe	
Security (i.e. that items sent will reach their destination intact)	141	82	23	5	7	9
	7%	7%	10%	14%	34%	16%
					a	
I don't want others to think that the business doesn't want to use a 1st class stamp	120	84	14	3	*	3
	6%	7%	6%	8%	1%	5%
It's cheaper	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other (please specify)	60	39	3	1	2	1
	3%	3%	1%	2%	9%	1%
No particular reason (DO NOT READ OUT)	68	40	13	1	*	6
	4%	4%	6%	2%	1%	10%

Columns Tested:: a,b,c,d,e

Produced by BVA BDRC
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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Turnover				
	Total base	£0-£99,999	£100,000 -£499,999	£500,000 -£999,999	£1,000,000 -£1,499,999	£1,500,000 +
Significance Level: 95%		a	b	c	d	e
Unweighted Base	2106	789	260	85	53	216
Effective base	826	434	101	28	8	37
Weighted Base	1893	1142	229	37	21	61
I Don't Know (DO NOT READ OUT)	3	*	-	-	*	-
	*%	*%	-%	-%	1%	-%

Columns Tested:: a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2106	130	126	179	80	123	168	114	111	109	1140	324	325	317
Effective base	826	86	82	96	49	79	99	75	62	65	658	194	219	105
Weighted Base	1893	168	159	309	86	151	291	228	136	142	1670	110	74	39
Speed of delivery	915	71	83	139	41	71	151	121	56	66	800	61	35	19
	48%	42%	52%	45%	48%	47%	52%	53%	41%	47%	48%	55%	47%	50%
Cost of postage	742	78	66	123	37	55	101	85	57	65	668	38	24	11
	39%	46%	42%	40%	44%	37%	35%	37%	42%	46%	40%	34%	33%	29%
		lm								m	m			
Value for money	446	46	41	55	17	37	67	56	38	42	398	23	16	8
	24%	27%	26%	18%	20%	24%	23%	24%	28%	30%	24%	21%	22%	22%
They are the stamps I have to hand	398	34	39	61	7	20	82	51	31	32	356	20	14	8
	21%	20%	24%	20%	8%	13%	28%	22%	23%	23%	21%	18%	19%	21%
			d				dek	d	d	d	d			
Value of the item to be sent	179	16	23	16	16	11	31	29	18	3	162	9	5	3
	9%	9%	14%	5%	19%	7%	11%	13%	13%	2%	10%	8%	6%	8%
			cil		ceijklm		i	i	i		i			
Security (i.e. that items sent will reach their destination intact)	141	21	14	24	5	10	20	28	6	5	132	5	3	1
	7%	13%	9%	8%	6%	7%	7%	12%	4%	3%	8%	5%	4%	3%
		iklm						iklm			l			
I don't want others to think that the business doesn't want to use a 1st class stamp	120	10	11	20	2	9	23	20	10	6	111	5	3	1
	6%	6%	7%	6%	2%	6%	8%	9%	7%	5%	7%	5%	4%	3%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	60	8	3	5	3	5	11	12	2	3	52	4	2	2
	3%	4%	2%	2%	4%	3%	4%	5%	1%	2%	3%	4%	2%	6%

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

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		GOR (QC3)												
	Total base	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	England	Scotland	Wales	Northern Ireland
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted Base	2106	130	126	179	80	123	168	114	111	109	1140	324	325	317
Effective base	826	86	82	96	49	79	99	75	62	65	658	194	219	105
Weighted Base	1893	168	159	309	86	151	291	228	136	142	1670	110	74	39
No particular reason (DO NOT READ OUT)	68	5	4	15	4	12	2	13	*	4	60	3	6	*
	4%	3%	3%	5%	5%	8%	1%	6%	*%	3%	4%	3%	8%	*%
				m	m	fhjm		fm			m		fhjkm	
I Don't Know (DO NOT READ OUT)	3	*	-	1	-	*	-	-	-	-	1	*	1	1
	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%	*%	1%	1%
													j	j

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2106	75	173	20	236	298	108	140	969	1659	447	1904	202
Effective base	826	28	70	6	88	113	49	57	418	655	182	774	60
Weighted Base	1893	69	166	13	229	365	63	129	747	1572	321	1806	87
Speed of delivery	915	31	76	3	115	177	31	69	365	763	151	874	41
	48%	45%	46%	23%	50%	48%	49%	54%	49%	49%	47%	48%	47%
Cost of postage	742	20	75	2	75	134	23	47	325	605	137	712	30
	39%	29%	45%	18%	33%	37%	37%	37%	44%	38%	43%	39%	34%
Value for money	446	14	43	2	50	100	13	17	188	355	91	429	17
	24%	20%	26%	14%	22%	27% g	20%	13%	25% g	23%	28%	24%	19%
They are the stamps I have to hand	398	16	28	5	49	57	13	31	172	331	67	388	9
	21%	24%	17%	38%	21%	16%	20%	24%	23%	21%	21%	21% b	11%
Value of the item to be sent	179	13	13	1	19	48	8	16	50	144	35	170	10
	9%	20% h	8%	4%	8%	13% h	13%	13%	7%	9%	11%	9%	11%
Security (i.e. that items sent will reach their destination intact)	141	6	8	-	15	44	*	5	53	120	21	133	8
	7%	9%	5%	-%	7%	12% f	1%	4%	7%	8%	6%	7%	9%
I don't want others to think that the business doesn't want to use a 1st class stamp	120	5	24	*	13	12	2	8	45	111	10	119	1
	6%	8%	14% efh	3%	6%	3%	3%	6%	6%	7% b	3%	7%	1%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	60	2	*	1	10	14	2	*	22	48	12	56	3
	3%	3%	*%	5%	5%	4%	3%	*%	3%	3%	4%	3%	4%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Industry								Urbanity		Location	
	Total base	Agriculture	Manufacturing	Utilities	Construction	Retail/ Distribution	Hospitality	Financial	Non Financial	Urban	Rural	Head office	Branch / local office
Significance Level: 95%		a	b	*c	d	e	f	g	h	a	b	a	b
Unweighted Base	2106	75	173	20	236	298	108	140	969	1659	447	1904	202
Effective base	826	28	70	6	88	113	49	57	418	655	182	774	60
Weighted Base	1893	69	166	13	229	365	63	129	747	1572	321	1806	87
No particular reason (DO NOT READ OUT)	68	1	4	*	13	11	2	5	24	54	15	66	3
	4%	1%	2%	1%	6%	3%	3%	4%	3%	3%	5%	4%	3%
I Don't Know (DO NOT READ OUT)	3	-	-	-	*	1	-	-	2	3	*	2	1
	*%	-%	-%	-%	*%	*%	-%	-%	*%	*%	*%	*%	1%

Columns Tested:: a,b,c,d,e,f,g,h - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2106	2060	46	1293	408	402
Effective base	826	803	24	529	125	172
Weighted Base	1893	1843	50	1229	258	405
Speed of delivery	915	894	20	593	128	193
	48%	49%	41%	48%	50%	48%
Cost of postage	742	725	16	450	114	178
	39%	39%	33%	37%	44%	44%
Value for money	446	440	5	276	74	96
	24%	24%	10%	22%	29%	24%
They are the stamps I have to hand	398	391	6	294	41	62
	21%	21%	13%	24%	16%	15%
				c		
Value of the item to be sent	179	174	5	100	29	50
	9%	9%	10%	8%	11%	12%
Security (i.e. that items sent will reach their destination intact)	141	132	9	81	15	45
	7%	7%	18%	7%	6%	11%
			a			
I don't want others to think that the business doesn't want to use a 1st class stamp	120	114	6	79	19	22
	6%	6%	13%	6%	7%	6%
It's cheaper	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Other (please specify)	60	60	*	30	8	22
	3%	3%	*%	2%	3%	5%
No particular reason (DO NOT READ OUT)	68	68	1	46	5	17
	4%	4%	2%	4%	2%	4%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Internet connection		Role of mail services		
	Total base	Yes	No	Administrative	Critical for communications	Core to business operations
Significance Level: 95%		a	b	a	b	c
Unweighted Base	2106	2060	46	1293	408	402
Effective base	826	803	24	529	125	172
Weighted Base	1893	1843	50	1229	258	405
I Don't Know (DO NOT READ OUT)	3	3	-	2	*	*
	*%	*%	-%	*%	*%	*%

Columns Tested:: a,b - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2106	1628	321	75	17	29	17	9	10	1949	157	82	859	769	478
Effective base	826	713	90	11	3	8	3	3	3	803	24	12	400	316	113
Weighted Base	1893	1621	209	31	13	10	3	*	6	1830	63	32	960	661	272
Speed of delivery	915	780	111	13	*	4	2	*	5	891	24	11	465	314	135
	48%	48%	53%	43%	1%	35%	55%	99%	84%	49%	38%	33%	48%	48%	50%
Cost of postage	742	621	92	11	5	6	1	*	5	713	28	17	337	285	120
	39%	38%	44%	36%	41%	55%	43%	34%	88%	39%	45%	54%	35%	43% a	44%
Value for money	446	386	51	4	3	1	1	*	*	437	9	5	218	168	60
	24%	24%	24%	12%	22%	6%	43%	31%	5%	24%	14%	16%	23%	25%	22%
They are the stamps I have to hand	398	352	36	6	*	2	*	*	2	388	10	4	250	102	46
	21%	22%	17%	18%	2%	19%	*%	1%	34%	21%	16%	13%	26% bc	15%	17%
Value of the item to be sent	179	135	27	10	7	*	*	*	1	162	18	7	76	59	45
	9%	8%	13%	32% ai	52%	*%	1%	33%	12%	9%	28% ai	23%	8%	9%	16% ab
Security (i.e. that items sent will reach their destination intact)	141	107	19	4	6	*	*	*	5	126	15	11	73	34	34
	7%	7%	9%	12%	51%	*%	*%	27%	82%	7%	24% ai	36% abi	8%	5%	13% b
I don't want others to think that the business doesn't want to use a 1st class stamp	120	104	15	1	*	*	*	*	-	119	1	*	66	38	16
	6%	6%	7%	4%	*%	*%	2%	*%	-%	7%	2%	*%	7%	6%	6%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	60	48	9	3	-	-	-	-	-	57	3	-	19	29	12
	3%	3%	4%	10%	-%	-%	-%	-%	-%	3%	5%	-%	2%	4%	4%
No particular reason (DO NOT READ OUT)	68	62	5	*	*	1	-	-	-	67	1	1	35	27	6
	4%	4%	2%	*%	1%	11%	-%	-%	-%	4%	2%	4%	4%	4%	2%

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

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Monthly postal spend											Monthly Postal Spend (size)		
	Total base	<£100	£100 -<£1000	£1000 -<£5000	£5000 -<£10,000	£10,000 -<£25,000	£25,000 <£50,000	£50,000 - <£100,000	£100,000+	0-<£1000	£1000+	£5000+	Small	Medium	Large
Significance Level: 95%		a	b	c	*d	*e	*f	*g	*h	i	j	k	a	b	c
Unweighted Base	2106	1628	321	75	17	29	17	9	10	1949	157	82	859	769	478
Effective base	826	713	90	11	3	8	3	3	3	803	24	12	400	316	113
Weighted Base	1893	1621	209	31	13	10	3	*	6	1830	63	32	960	661	272
I Don't Know (DO NOT READ OUT)	3	1	2	-	-	-	-	-	-	3	-	-	*	1	2
	*%	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	*%	1%

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

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2106	1457	873	1653	844	388	497	1274	131	85	62	36	35	30
Effective base	826	522	322	613	332	119	175	532	38	21	9	7	5	5
Weighted Base	1893	1166	729	1421	776	230	418	1232	93	49	24	10	8	6
Speed of delivery	915	573	380	697	349	116	215	613	48	19	9	4	2	2
	48%	49%	52%	49%	45%	51%	51%	50%	52%	38%	38%	45%	20%	32%
Cost of postage	742	448	326	581	384	103	174	500	42	18	8	5	5	3
	39%	38%	45%	41%	49%	45%	42%	41%	46%	37%	33%	55%	63%	44%
					ac									
Value for money	446	284	211	363	208	62	101	318	24	14	5	2	1	1
	24%	24%	29%	26%	27%	27%	24%	26%	26%	28%	19%	16%	14%	11%
They are the stamps I have to hand	398	271	131	298	145	43	78	272	7	15	2	1	*	1
	21%	23%	18%	21%	19%	19%	19%	22%	7%	32%	7%	6%	1%	25%
								b		b				
Value of the item to be sent	179	101	94	145	91	37	56	115	13	6	7	2	1	*
	9%	9%	13%	10%	12%	16%	13%	9%	14%	12%	30%	24%	8%	2%
						a					a			
Security (i.e. that items sent will reach their destination intact)	141	65	67	94	52	24	44	66	16	1	7	4	*	*
	7%	6%	9%	7%	7%	11%	11%	5%	17%	2%	29%	40%	*%	1%
			a			a	a		a		ac	ac		
I don't want others to think that the business doesn't want to use a 1st class stamp	120	87	60	107	51	16	32	98	5	3	1	-	*	*
	6%	7%	8%	8%	7%	7%	8%	8%	5%	6%	3%	-%	1%	1%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	60	32	30	43	33	10	21	41	2	1	-	-	-	-
	3%	3%	4%	3%	4%	4%	5%	3%	2%	1%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Types of mail sent						Number of letters/ large letters sent						
	Total base	Letters	Large Letters	Any Letters	Parcels and Packets	Bulk Mailings	Others	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	e	f	a	b	c	d	e	f	g
Unweighted Base	2106	1457	873	1653	844	388	497	1274	131	85	62	36	35	30
Effective base	826	522	322	613	332	119	175	532	38	21	9	7	5	5
Weighted Base	1893	1166	729	1421	776	230	418	1232	93	49	24	10	8	6
No particular reason (DO NOT READ OUT)	68	45	24	52	29	4	14	48	3	*	*	-	1	-
	4%	4%	3%	4%	4%	2%	3%	4%	3%	*%	*%	-%	13%	-%
I Don't Know (DO NOT READ OUT)	3	2	*	2	2	*	*	1	*	-	1	-	-	-
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	5% a	-%	-%	-%

Columns Tested:: a,b,c,d,e,f - a,b,c,d,e,f,g

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2106	652	52	37	34	15	33	21	69	578	340	421	255	59
Effective base	826	290	17	8	9	5	3	6	15	260	129	155	63	10
Weighted Base	1893	691	42	16	13	4	4	6	14	633	296	350	126	16
Speed of delivery	915	324	10	5	6	1	3	2	5	297	150	173	71	6
	48%	47%	23%	29%	45%	20%	72%	27%	37%	47%	51%	49%	56%	38%
Cost of postage	742	340	20	13	5	3	*	2	6	250	128	140	57	6
	39%	49%	48%	80% f	38%	81%	5%	32%	40%	40%	43%	40%	45%	37%
Value for money	446	171	17	11	6	3	1	1	4	141	84	103	28	8
	24%	25%	40%	67% a	45%	62%	22%	9%	28%	22%	28%	29%	22%	50% a
They are the stamps I have to hand	398	140	1	2	*	-	*	2	2	174	58	54	12	1
	21%	20%	2%	10%	4%	-%	*%	24%	11%	27% cd	19%	15%	9%	5%
Value of the item to be sent	179	76	12	*	1	*	2	*	3	53	28	36	22	5
	9%	11%	29% a	3%	5%	3%	68% acd	1%	19%	8%	10%	10%	17% a	30% a
Security (i.e. that items sent will reach their destination intact)	141	39	9	-	2	*	2	*	2	30	22	33	6	2
	7%	6%	23% a	-%	15%	3%	49% a	*%	13%	5%	8%	9%	5%	12%
I don't want others to think that the business doesn't want to use a 1st class stamp	120	38	8	5	*	-	*	*	*	50	22	26	9	*
	6%	5%	19% a	28% ah	1%	-%	1%	*%	*%	8%	7%	7%	7%	*%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	60	31	2	-	-	-	*	-	*	15	7	12	8	-
	3%	4%	5%	-%	-%	-%	6%	-%	2%	2%	3%	3%	7%	-%

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Number of packets and parcels sent								Frequency - letters/large letters sent				
	Total base	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	250+	Less than once a week	Once a week	More than once a week and not daily	Daily	Multiple times daily
Significance Level: 95%		a	b	c	d	*e	f	*g	h	a	b	c	d	e
Unweighted Base	2106	652	52	37	34	15	33	21	69	578	340	421	255	59
Effective base	826	290	17	8	9	5	3	6	15	260	129	155	63	10
Weighted Base	1893	691	42	16	13	4	4	6	14	633	296	350	126	16
No particular reason (DO NOT READ OUT)	68	27	*	*	-	*	-	1	1	30	7	14	1	*
	4%	4%	*%	3%	-%	2%	-%	18%	9%	5%	2%	4%	1%	*%
I Don't Know (DO NOT READ OUT)	3	1	*	1	-	-	-	-	-	1	*	*	*	1
	*%	*%	1%	6%	-%	-%	-%	-%	-%	*%	*%	*%	*%	8%
				a										abc

Columns Tested:: a,b,c,d,e,f,g,h - a,b,c,d,e

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2106	278	175	233	114	44	501	72	264	1890	216	1548	105
Effective base	826	143	79	79	28	6	208	26	98	762	66	588	26
Weighted Base	1893	329	180	204	50	13	512	57	204	1715	177	1345	75
Speed of delivery	915	146	94	88	18	3	216	28	105	831	84	661	36
	48%	44%	52%	43%	36%	23%	42%	49%	51%	48%	47%	49%	47%
Cost of postage	742	154	95	100	28	7	271	35	78	667	75	544	36
	39%	47%	53%	49%	56%	51%	53% c	61% c	38%	39%	42%	40%	48%
Value for money	446	70	56	67	7	8	153	20	35	403	43	339	24
	24%	21%	31%	33% d	14%	60% ad	30% c	35% c	17%	23%	24%	25%	32%
They are the stamps I have to hand	398	72	34	37	2	*	92	12	39	373	24	287	11
	21%	22% d	19% d	18%	4%	2%	18%	20%	19%	22%	14%	21%	15%
Value of the item to be sent	179	24	18	35	5	9	69	10	12	162	17	139	6
	9%	7%	10%	17% a	10%	73% abcd	14% c	18% c	6%	9%	10%	10%	7%
Security (i.e. that items sent will reach their destination intact)	141	20	8	17	1	6	36	9	7	114	28	82	11
	7%	6%	4%	8%	2%	49% abcd	7%	15% c	3%	7%	16% a	6%	15%
I don't want others to think that the business doesn't want to use a 1st class stamp	120	28	9	13	1	*	31	8	12	114	6	102	5
	6%	8%	5%	6%	3%	*%	6%	15%	6%	7%	4%	8%	6%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Produced by BVA BDRC

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Frequency - parcels and packets					Use of parcels			Main Postal provider used: all items		Main Postal provider - volume: letters and large letters	
	Total base	Less than once a week	Once a week	More than once a week but not every day	Once a day	Multiple times daily	Parcel post used for fulfillment	Send customer products but not using parcels or packets	Do not dispatch products to customers	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail
Significance Level: 95%		a	b	c	d	e	a	b	c	a	b	a	b
Unweighted Base	2106	278	175	233	114	44	501	72	264	1890	216	1548	105
Effective base	826	143	79	79	28	6	208	26	98	762	66	588	26
Weighted Base	1893	329	180	204	50	13	512	57	204	1715	177	1345	75
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	60	10	8	13	2	*	28	-	6	52	8	43	-
	3%	3%	4%	7%	4%	2%	5%	-%	3%	3%	5%	3%	-%
No particular reason (DO NOT READ OUT)	68	18	4	6	1	-	19	*	10	65	4	52	*
	4%	6%	2%	3%	1%	-%	4%	*%	5%	4%	2%	4%	*%
I Don't Know (DO NOT READ OUT)	3	*	*	-	1	*	2	-	*	2	*	2	*
	*%	*%	*%	-%	2%	3%	*%	-%	*%	*%	*%	*%	*%

Columns Tested:: a,b,c,d,e - a,b,c - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2106	175	193	285	97	614	230	567	1296	187	473	717	155	2
Effective base	826	75	60	114	18	258	74	184	469	47	171	269	49	2
Weighted Base	1893	189	132	260	60	616	160	449	1045	128	401	606	137	1
Speed of delivery	915	82	71	128	31	268	81	239	508	75	207	329	80	-
	48%	43%	54%	49%	52%	43%	51%	53%	49%	59%	52%	54%	58%	-%
Cost of postage	742	117	56	143	22	308	76	175	412	48	175	279	60	*
	39%	62% b	43%	55%	36%	50%	47%	39%	39%	38%	44%	46%	43%	54%
Value for money	446	62	25	78	7	171	36	115	252	37	111	178	49	*
	24%	33%	19%	30%	12%	28%	23%	26%	24%	29%	28%	29%	36%	54%
They are the stamps I have to hand	398	40	22	59	8	114	31	120	249	28	80	112	36	-
	21%	21%	17%	23%	14%	19%	19%	27%	24%	22%	20%	18%	26%	-%
Value of the item to be sent	179	33	22	48	11	67	24	54	90	22	71	80	32	-
	9%	17%	17%	18%	18%	11%	15%	12%	9%	18% b	18%	13%	23%	-%
Security (i.e. that items sent will reach their destination intact)	141	21	5	28	15	43	8	48	44	17	58	51	15	-
	7%	11%	3%	11%	24%	7%	5%	11% b	4%	14% b	14% b	8%	11%	-%
I don't want others to think that the business doesn't want to use a 1st class stamp	120	11	8	22	3	43	8	48	80	13	48	47	25	-
	6%	6%	6%	8%	5%	7%	5%	11%	8%	10%	12%	8%	18% b	-%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Produced by BVA BDRC
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Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Main Postal provider - volume: parcels and packets		Main Postal provider: contract value - letters and large letters		Main Postal provider: contract value - parcels and packets		Types of services used: letters			Types of services used: large letters			
	Total base	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other
Significance Level: 95%		a	b	a	b	a	b	a	b	c	a	b	c	*d
Unweighted Base	2106	175	193	285	97	614	230	567	1296	187	473	717	155	2
Effective base	826	75	60	114	18	258	74	184	469	47	171	269	49	2
Weighted Base	1893	189	132	260	60	616	160	449	1045	128	401	606	137	1
Other (please specify)	60	4	14	11	-	19	15	15	27	1	26	22	*	-
	3%	2%	10%	4%	-%	3%	9% a	3%	3%	1%	6%	4%	*%	-%
No particular reason (DO NOT READ OUT)	68	7	5	12	1	21	8	14	40	5	16	18	8	*
	4%	4%	4%	5%	2%	3%	5%	3%	4%	4%	4%	3%	6%	46%
I Don't Know (DO NOT READ OUT)	3	*	*	*	-	2	*	1	2	-	*	-	-	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%	-%	-%

Columns Tested:: a,b - a,b - a,b - a,b,c - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2106	607	525	179	2	1400	809	661	1217	933	27
Effective base	826	231	211	62	2	515	304	269	454	349	4
Weighted Base	1893	543	504	146	1	1156	690	634	1041	787	8
Speed of delivery	915	261	213	82	-	568	367	285	618	293	6
	48%	48%	42%	56%	-%	49%	53%	45%	59% b	37%	77%
Cost of postage	742	255	267	73	*	441	300	314	340	457	8
	39%	47%	53%	50%	32%	38%	44%	49% a	33%	58% a	93%
Value for money	446	141	149	47	*	282	202	172	249	266	7
	24%	26%	30%	32%	32%	24%	29%	27%	24%	34% a	87%
They are the stamps I have to hand	398	112	105	28	-	270	129	122	256	160	7
	21%	21%	21%	19%	-%	23%	19%	19%	25%	20%	83%
Value of the item to be sent	179	76	70	18	-	100	89	77	115	95	6
	9%	14%	14%	12%	-%	9%	13%	12%	11%	12%	77%
Security (i.e. that items sent will reach their destination intact)	141	49	32	13	-	61	64	46	77	42	6
	7%	9%	6%	9%	-%	5%	9% a	7%	7%	5%	70%
I don't want others to think that the business doesn't want to use a 1st class stamp	120	41	30	17	-	87	60	44	97	41	3
	6%	8%	6%	11%	-%	8%	9%	7%	9% b	5%	39%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	60	31	16	-	-	32	30	20	27	29	-
	3%	6%	3%	-%	-%	3%	4%	3%	3%	4%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Types of services used: parcels and packets				Use of RM postal services			Use of RM postal services: letters and large letters		
	Total base	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Letters	Large Letters	Parcels and packets	First class services	Second class services	Bulk mail
Significance Level: 95%		a	b	c	*d	a	b	c	a	b	*c
Unweighted Base	2106	607	525	179	2	1400	809	661	1217	933	27
Effective base	826	231	211	62	2	515	304	269	454	349	4
Weighted Base	1893	543	504	146	1	1156	690	634	1041	787	8
No particular reason (DO NOT READ OUT)	68	12	22	4	-	45	23	21	35	31	*
	4%	2%	4%	3%	-%	4%	3%	3%	3%	4%	*%
I Don't Know (DO NOT READ OUT)	3	1	*	-	1	2	-	2	2	1	-
	*%	*%	*%	-%	68%	*%	-%	*%	*%	*%	-%

Columns Tested:: a,b,c,d - a,b,c - a,b,c

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2106	351	327	330	65	43	1046	871	117	58	56	21
Effective base	826	133	141	129	31	21	384	326	43	16	24	6
Weighted Base	1893	319	327	305	79	48	877	736	96	40	47	13
Speed of delivery	915	183	115	152	38	24	546	282	27	17	19	8
	48%	57%	35%	50%	48%	50%	62%	38%	28%	41%	41%	65%
		b		b			b					
Cost of postage	742	129	222	128	42	28	283	446	60	12	38	4
	39%	41%	68%	42%	53%	57%	32%	61%	63%	31%	81%	28%
			ac					a	b		b	
Value for money	446	77	109	86	24	9	207	246	27	15	11	1
	24%	24%	33%	28%	30%	19%	24%	33%	28%	38%	23%	6%
								a				
They are the stamps I have to hand	398	84	65	74	11	11	224	147	28	12	6	*
	21%	26%	20%	24%	14%	22%	26%	20%	29%	30%	13%	*%
Value of the item to be sent	179	42	54	41	16	5	93	90	21	3	3	*
	9%	13%	16%	14%	21%	9%	11%	12%	21%	8%	5%	4%
Security (i.e. that items sent will reach their destination intact)	141	23	29	37	9	1	53	39	6	*	3	*
	7%	7%	9%	12%	12%	3%	6%	5%	7%	1%	6%	*%
I don't want others to think that the business doesn't want to use a 1st class stamp	120	22	13	37	11	6	87	36	6	4	2	2
	6%	7%	4%	12%	14%	12%	10%	5%	6%	11%	5%	12%
				b	b		b					
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	60	15	7	7	-	-	25	23	3	-	-	-
	3%	5%	2%	2%	-%	-%	3%	3%	3%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

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Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Use of RM postal services: parcels and packets					Types of services used to send standard letters:		RM product changes:			
	Total base	First class services	Second class services	Tracked services/special delivery	International tracked services/special delivery	International standard/ economy services	First class services	Second class services	Higher Cost	Lower Cost	Changed from RM to new provider	Changed provider to RM
Significance Level: 95%		a	b	c	d	e	a	b	a	b	c	*d
Unweighted Base	2106	351	327	330	65	43	1046	871	117	58	56	21
Effective base	826	133	141	129	31	21	384	326	43	16	24	6
Weighted Base	1893	319	327	305	79	48	877	736	96	40	47	13
No particular reason (DO NOT READ OUT)	68	11	11	6	4	2	31	23	4	3	-	*
	4%	4%	3%	2%	5%	4%	4%	3%	4%	8%	-%	1%
I Don't Know (DO NOT READ OUT)	3	1	*	*	-	-	1	1	-	-	*	*
	*%	*%	*%	*%	-%	-%	*%	*%	-%	-%	1%	3%

Columns Tested:: a,b,c,d,e - a,b - a,b,c,d

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2106	1840	1203	1920	1261	1307	1036	1839	228	5	1716	91	482	1526
Effective base	826	723	448	754	478	499	378	737	78	3	669	41	202	599
Weighted Base	1893	1627	965	1695	1054	1063	786	1675	200	4	1525	93	473	1355
Speed of delivery	915	804	534	842	538	592	448	829	132	4	748	46	221	664
	48%	49%	55%	50%	51%	56% ac	57% b	49%	66% b	95%	49%	50%	47%	49%
Cost of postage	742	626	367	656	430	385	307	654	89	3	582	49	252	460
	39%	38%	38%	39%	41%	36%	39%	39%	45%	70%	38%	53%	53% b	34%
Value for money	446	406	249	421	254	233	190	423	63	3	351	24	143	280
	24%	25%	26%	25%	24%	22%	24%	25%	31%	71%	23%	25%	30% b	21%
They are the stamps I have to hand	398	356	216	365	216	215	160	352	61	4	322	12	108	282
	21%	22%	22%	22%	20%	20%	20%	21%	31% a	94%	21%	13%	23%	21%
Value of the item to be sent	179	142	109	155	130	109	92	153	41	-	146	13	77	101
	9%	9%	11%	9%	12% a	10%	12%	9%	21% ab	-%	10%	13%	16% b	7%
Security (i.e. that items sent will reach their destination intact)	141	108	80	114	95	105	85	105	32	-	113	9	40	88
	7%	7%	8%	7%	9%	10% ac	11% b	6%	16% b	-%	7%	10%	8%	6%
I don't want others to think that the business doesn't want to use a 1st class stamp	120	111	73	115	83	84	76	110	26	-	103	10	27	92
	6%	7%	8%	7%	8%	8%	10%	7%	13% b	-%	7%	10%	6%	7%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

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Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Mail received at your location					Types of services for received mail				Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months	
	Total base	Letters	Large Letters	Any Letters	Packets and Parcels	Others	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Other	Satisfied	Dissatisfied	Yes	No
Significance Level: 95%		a	b	c	d	e	a	b	c	*d	a	b	a	b
Unweighted Base	2106	1840	1203	1920	1261	1307	1036	1839	228	5	1716	91	482	1526
Effective base	826	723	448	754	478	499	378	737	78	3	669	41	202	599
Weighted Base	1893	1627	965	1695	1054	1063	786	1675	200	4	1525	93	473	1355
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	60	52	27	53	30	51	22	51	2	-	43	2	15	38
	3%	3%	3%	3%	3%	5%	3%	3%	1%	-%	3%	3%	3%	3%
No particular reason (DO NOT READ OUT)	68	57	34	61	32	30	21	62	6	-	54	1	11	54
	4%	3%	4%	4%	3%	3%	3%	4%	3%	-%	4%	1%	2%	4%
I Don't Know (DO NOT READ OUT)	3	2	1	2	2	1	1	2	*	-	3	-	1	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%

Columns Tested:: a,b,c,d,e - a,b,c,d - a,b - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2106	440	27	198	330	245	1224	623	222	234	1541	986	1120
Effective base	826	155	10	55	131	87	504	229	89	76	626	336	490
Weighted Base	1893	389	22	133	330	199	1159	521	192	203	1427	748	1145
Speed of delivery	915	195	6	58	162	82	554	274	94	74	723	371	544
	48%	50%	29%	44%	49%	41%	48%	53%	49%	36%	51% b	50%	47%
Cost of postage	742	182	17	73	156	94	441	204	88	110	529	312	430
	39%	47%	78%	55%	47%	47%	38%	39%	46%	54% c	37%	42%	38%
Value for money	446	102	4	37	85	55	279	112	30	71	326	185	260
	24%	26%	17%	28%	26%	28%	24%	21%	16%	35% ac	23%	25%	23%
They are the stamps I have to hand	398	82	3	27	68	34	251	105	37	33	316	156	242
	21%	21%	13%	20%	21%	17%	22%	20%	19%	16%	22%	21%	21%
Value of the item to be sent	179	65	*	32	40	36	93	50	17	31	117	70	110
	9%	17%	1%	24% b	12%	18% bc	8%	10%	9%	15% c	8%	9%	10%
Security (i.e. that items sent will reach their destination intact)	141	57	1	16	43	27	85	30	17	24	99	62	79
	7%	15%	5%	12%	13%	13% c	7%	6%	9%	12%	7%	8%	7%
I don't want others to think that the business doesn't want to use a 1st class stamp	120	22	*	9	19	12	86	22	17	20	82	44	76
	6%	6%	*%	7%	6%	6%	7%	4%	9%	10%	6%	6%	7%
It's cheaper	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	60	17	4	6	17	21	19	20	15	5	39	39	21
	3%	4%	20%	4%	5%	10% bc	2%	4%	8% c	2%	3%	5% b	2%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Satisfaction with other main provider (Non RM)		Problems with provider other than Royal Mail in the last six months		Future volume of mail			Considered trying provider other than RM			Have moved to communication methods other than post	
	Total base	Satisfied	Dissatisfied	Yes	No	Increase	Stay the same	Decrease	Yes - tried	Yes - not tried	No	Yes	No
Significance Level: 95%		a	*b	a	b	a	b	c	a	b	c	a	b
Unweighted Base	2106	440	27	198	330	245	1224	623	222	234	1541	986	1120
Effective base	826	155	10	55	131	87	504	229	89	76	626	336	490
Weighted Base	1893	389	22	133	330	199	1159	521	192	203	1427	748	1145
No particular reason (DO NOT READ OUT)	68	16	-	5	12	1	57	9	9	5	48	16	53
	4%	4%	-%	4%	4%	1%	5% c	2%	4%	2%	3%	2%	5%
I Don't Know (DO NOT READ OUT)	3	*	-	*	*	*	2	1	*	-	2	2	1
	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%

Columns Tested:: a,b - a,b - a,b,c - a,b,c - a,b

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2106	455	587	556	508	1042	1064
Effective base	826	170	207	208	257	372	460
Weighted Base	1893	474	452	485	481	926	966
Speed of delivery	915	260	234	189	231	495	420
	48%	55%	52%	39%	48%	53%	43%
		c	c			b	
Cost of postage	742	172	193	225	151	365	377
	39%	36%	43%	46%	31%	39%	39%
			d	ad			
Value for money	446	114	98	132	101	212	234
	24%	24%	22%	27%	21%	23%	24%
They are the stamps I have to hand	398	106	102	119	71	208	189
	21%	22%	23%	24%	15%	22%	20%
		d	d	d			
Value of the item to be sent	179	50	34	59	37	84	96
	9%	11%	7%	12%	8%	9%	10%
Security (i.e. that items sent will reach their destination intact)	141	42	17	34	48	59	82
	7%	9%	4%	7%	10%	6%	9%
		b			b		
I don't want others to think that the business doesn't want to use a 1st class stamp	120	29	29	31	31	58	62
	6%	6%	6%	6%	7%	6%	6%
It's cheaper	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
It's what I can afford	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other (please specify)	60	29	9	6	17	38	22
	3%	6%	2%	1%	4%	4%	2%
		bc					
No particular reason (DO NOT READ OUT)	68	16	19	16	17	36	33
	4%	3%	4%	3%	3%	4%	3%

Columns Tested:: a,b,c,d - a,b

Produced by BVA BDRC
Tables run date: 28/02/2022

Weighted tables – Ofcom: Business Postal Tracker January – December 2021

Table 277 (continuation)

QN11. Which if any of the following influence your decision to use first or second-class stamps?

Base: All sending letters (QN9=1-5 OR 7)

		Quarter				Half	
	Total base	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Q1-2 2021	Q3-4 2021
Significance Level: 95%		a	b	c	d	a	b
Unweighted Base	2106	455	587	556	508	1042	1064
Effective base	826	170	207	208	257	372	460
Weighted Base	1893	474	452	485	481	926	966
I Don't Know (DO NOT READ OUT)	3	*	1	2	-	1	2
	*%	*%	*%	*%	-%	*%	*%

Columns Tested:: a,b,c,d - a,b